

Vice President for Information Technology Status and Activity Report for December 2015

Prepared by Timothy M. Chester, Vice President for Information Technology (VPIT)

1. Announcements for Faculty and Staff Meetings

- *New Ticketing System Launched:* The EITS Help Desk has launched its use of Team Dynamix, a new ticketing system for IT support requests. The previous system, Remedy, is being decommissioned at the end of December. All technical support requests submitted to EITS are now done through Team Dynamix. Online web forms and automatic response emails have a new look and feel. Students, faculty and staff may continue to submit email requests for support at helpdesk@uga.edu. A new IT Support Portal for the University has been launched at ITsupport.uga.edu. The EITS Help Desk site (eitshelpdesk.uga.edu) will continue to have documentation about EITS services. The EITS Help Desk website also features an overview of Team Dynamix, including screenshots of the new web forms and email templates. The page is available at: <http://t.uga.edu/1T4>. For more information about Team Dynamix, please contact Len Ewen at len.ewen@uga.edu.
- *Skillsoft and Books 24/7 Services to End in July 2016:* Skillsoft, an online training tool, and Books 24x7, an online books resource, will no longer be available to University students, faculty and staff after July 2016. These services are being decommissioned due to overall cost compared to usage levels. Skillsoft users are advised to consider using other online resources to meet their training and instructional needs. Both Lynda.com and Microsoft IT Academy are free for UGA students, faculty and staff. Lynda.com, which is part of LinkedIn, offers thousands of online video tutorials on topics about business, education, video, web design, web development, and more. Lynda.com can be accessed via the MyUGA Portal (my.uga.edu). Microsoft IT Academy offers courses for students, faculty and staff to develop their technical skills and prepare for technical certifications. Information on accessing Microsoft IT Academy is available on the EITS website at: http://eits.uga.edu/learning_and_training/microsoft_it_academy/. Please advise any faculty who have integrated Skillsoft or Books 24x7 into their course materials of the end of these services in July 2016. Skillsoft users will also need to save documentation regarding completed courses, if needed, as that information will no longer be available after the decommission. For questions about the decommission, please contact Sara Pauff in EITS at spauff@uga.edu.

2. Support for Student Technology Services

- *eLC Upgrade Planned During Winter Break:* eLearning Commons (eLC), the University's learning management system, will be unavailable for 10 days in December due to a planned outage and upgrade. This is an upgrade conducted by the University System of Georgia to install a newer version of Brightspace by D2L, which powers eLC. The upgrade will mostly improve existing tools of eLC and will not include major design changes. The system will be unavailable beginning Monday, December 21 at 5 p.m. through Thursday, December 31, at 5 p.m. Please note that the deadline to turn in grades is also Monday, December 21, at 5 p.m., and instructors are advised to plan accordingly. The complete list of changes is available at <http://wwwctl.uga.edu/elc/2015-upgrade>. For more information about eLC or this upgrade, please contact Sherry Clouser at sac@uga.edu or 706-542-0525. For technical questions, please contact the EITS Help Desk at 706-542-3106 or helpdesk@uga.edu, or the University System of Georgia's D2L Help Center at <https://d2lhelp.view.usg.edu/>.

3. Support for Academic and Administrative Computing

- *Cost Recovery Rates for FY17 Now Available:* EITS has published its catalog of cost recovery services and their respective rates for FY17, which should help departments plan their budgets for next fiscal year. In FY17, the network support package rates will not change. The silver network support package is being phased out and will not be offered to new clients starting in FY17. Campus cable TV rates will remain the same for FY17. The Georgia Advanced Computing Resource Center (GACRC) archival storage and 800 MHz radio services will be discontinued in FY17. The Remedy system is being decommissioned effective December 31, 2015 and replaced with the Team Dynamix ticketing system and license offering starting January 1, 2016. A new expedited work order rate for new telephone placement/programming has been added for FY17. For more information, including rates, please visit <http://eitscostrecovery.uga.edu>. For questions, please contact Pam Burkhart at pamburk@uga.edu.

4. Support for Research

- *Successful Progress for Researchers Taking Advantage of Matching Funds:* The buy-in program for the Georgia Advanced Computing Resources Center (GACRC) is nearing completion, although funds still remain available for researchers. The program has successfully encouraged 27 researchers to take advantage of matching funded provided by the Vice President for Information Technology to use the GACRC's new cluster for research. Initially launched in FY15 with \$100,000 available to researchers, the program was extended to FY16 with an additional \$100,000 provided by the Vice President for Information Technology. The program provides an additional computing node at no cost to researchers who purchase through the options available in the buy-in program. For more information, including the availability of remaining matching funds, please contact Dr. Guy Cormier, Director of Research Computing, at gcormier@uga.edu.

5. Data Reporting and Analytics

- *Report Request Process Streamlines Access to Student Data:* The ConnectUGA website has a streamlined process to obtain reports on student information. The "one-stop-shop" process allows people to access reports developed out of the Banner Student Information System. Users can view a list of reports already available to the University community, request access to an existing report, request creation of a new report and view the status of report requests being developed as part of the ConnectUGA initiative and functional units, such as the Registrar's Office. For requests submitted through this process, the appropriate office will contact requestors to facilitate the data access. The report request process is available on the ConnectUGA website (connectuga.uga.edu) under the Reporting tab. For questions, please send an email to reports@uga.edu.

6. Core Campus Infrastructure

- *Pilot Underway for Additional Wireless Network:* EITS is piloting eduroam, an additional wireless network that is expected to be available campus-wide in January. The existing wireless network, PAWS-Secure, will not be affected. eduroam is a roaming wireless service for students, faculty and staff at participating eduroam schools to get Internet access across institutions using their school's credentials. For example, a UGA faculty member visiting at Clemson University, which is also an eduroam participant, could use their UGA credentials (MyID@uga.edu) to log in to Clemson's wireless network

on campus. Likewise, a Clemson faculty member could do the same with their credentials when they visit the UGA campus. EITS is continuing to pilot eduroam and will provide additional information when the service will be launched campus-wide. For more information, please email Christian Cummings at ccummin@uga.edu.

7. Did You Know?

- In his annual State of Technology at UGA address on November 12, Dr. Timothy M. Chester, vice president for information technology, said the University has increased its total bandwidth capacity 20-fold over the past four years, as well as doubled the number of wireless Internet access points, bringing the maximum number of possible connections to 75,000 across campus. But Internet usage at UGA has also increased rapidly over the past four years, rising from 1.36 gigabytes consumed in September 2011 to 5.1 gigabytes consumed in September 2015. The number of registered wireless devices on campus also continues to grow. In September 2011, only 6,000 wireless devices were registered on campus. This year, that number has grown to 53,296. Students living in the residence halls use about approximately 50 percent of the University's total bandwidth. For more on the State of IT at UGA, read the story on the EITS website at <http://t.uga.edu/1WA>.
- Effective January 16, 2016, Microsoft will only support the most current version of Internet Explorer (IE) for a supported operating systems. For Windows 7 and Windows 8.1, that will be IE11. For Windows Server 2012, it will be IE10. For Windows Vista, it will only be IE9. Older web browsers will continue to work, but Microsoft will no longer provide security patches and updates, effective January 16. Microsoft is recommending that web applications that depend on earlier versions (such as, IE8) plan to upgrade to maintain security and performance. Microsoft is also recommending users upgrade to a newer version of IE or switch to Edge, its new web browser. By only using a web browser that provides security patches and updates, users minimize potential security compromises for their devices and to University systems. For more information on this change, please visit Microsoft's website at: <https://support.microsoft.com/en-us/gp/microsoft-internet-explorer>.
- EITS was recently named the large group champion at the University for its participation in the Food Bank of Northeast Georgia's annual Hunger Bowl. EITS employees donated 8,362 pounds of food, which is more than double the department's goal for the two-week event. EITS has more than 200 employees across seven buildings on campus. Overall, the Food Bank of Northeast Georgia reported raising 301,000 pounds of food for the holidays from organizations across the University and the community.

University of Georgia students, faculty, and staff, as well as interested others, may subscribe to this monthly report by sending an email to listserv@listserv.uga.edu with the phrase subscribe vpit-news as the body of the message.