

## Vice President for Information Technology Status and Activity Report for April 2017

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

- Announcements for Faculty and Staff Meetings
  - *Students Receive Earlier Notices for Financial Aid:* Thanks to months of planning and coordination with the Office of Student Financial Aid (OSFA) and EITS, students are now able to submit a Free Application for Federal Student Aid (FAFSA) in October rather than January and also to report earlier income information. These changes in the financial aid application process allowed the OSFA to provide financial aid estimated award letters four months earlier than previous years. Estimated awards may be viewed in Athena. OSFA began providing Academic Year 17-18 estimated awards to early action freshmen admits on December 7, 2016. Estimated awards were made to the second wave of first-year admit students on February 22 and then to continuing students on February 28. The estimated award gives students a clear picture of the financial aid available to them. Funds listed on estimated awards include both need and merit-based UGA scholarships, state scholarships like the HOPE and Zell Miller Scholarships, as well as Federal Pell Grant and Federal Direct Loans available to assist students with their education expenses. More information on this process is available on the OSFA website at: <https://osfa.uga.edu>.
  - *ArchPass Duo to be Required for Using vLab:* Beginning May 5, students, faculty and staff accessing UGA's virtual computer lab, called vLab, from non-lab devices will be required to log in with ArchPass Duo, UGA's phone-based two-factor authentication service. Non-lab devices include personal laptops, phones, classroom podiums, iMac and Mac Pro machines at the Miller Learning Center, and computer work stations. Requiring ArchPass Duo to access vLab will provide an extra layer of security for users and the campus network. ArchPass Duo offers users multiple methods for receiving passcodes and authenticating into systems. You can authenticate with a phone call, SMS text message or through the Duo app on a smartphone or tablet. Users can enroll via the self-service portal on the ArchPass Duo website, [archpass.uga.edu/enroll](http://archpass.uga.edu/enroll). Most computers in the MLC and University Housing will not require ArchPass Duo for vLab access. For more information about ArchPass Duo, please contact Ben Myers at [bmyers@uga.edu](mailto:bmyers@uga.edu).
  - *New Version of CAS with Additional Functionality, Design Being Piloted:* The University's Central Authentication Service (CAS) — which enables UGA students, faculty and staff to log in to many UGA-provided websites — will soon have a new look and functionality. CAS is the service that requires users to type their username and password in order to securely log in to specified UGA sites. EITS is currently piloting a new version of CAS that includes the ability for web application owners to enable two-factor authentication for their sites. UGA's two-factor authentication service is called ArchPass Duo. Dubbed New CAS, this updated version of CAS also includes a significant visual change using the University's new branding. New CAS will give web application owners the option to require only a username and password for authenticating to their sites, or a username, password and two-factor authentication for sites that contain restricted information. More information about New CAS will be provided to campus. For more information about New CAS, please contact Keith Martin at [keith.martin@uga.edu](mailto:keith.martin@uga.edu).
  - *Survey of UGA Technology Services Underway:* The Vice President for Information Technology is administering the annual TechQual+ survey for UGA students, faculty and staff this semester. The campus-wide survey has been sent to a random sampling of

students and employees. They are asked to gauge the effectiveness of a number of technology services at the University, such as network connectivity, websites, administrative systems and wireless service. The survey will be open until April 21. The results of the TechQual+ survey are used to guide future IT initiatives at the University. For more information, please contact Lynn Wilson at [llatimer@uga.edu](mailto:llatimer@uga.edu).

- Support for Academic and Administrative Computing

- *FY17 User Verification Audit Under Way:* In preparation for the annual financial state audit for FY17, EITS is conducting a verification of all user accounts on the mainframe, Banner and IDM systems. This audit involves users verifying the need for the access they have for each system, and supervisors reviewing and deciding to approve or deny this access for employees under their purview. Emails were sent to users and managers on March 20, asking them to verify their need for access. Reminder emails will be sent on April 14 and April 25. Users and managers must complete the verification process by April 28. Users who do not respond will have their access to these systems revoked May 8. For more information about the user verification process, please contact Lynn Wilson at [llatimer@uga.edu](mailto:llatimer@uga.edu).
- *Feedback Survey for OneSource Project:* A survey was distributed in March to the campus community to assess the understanding about UGA's OneSource Project and receive feedback about the project. There were more than 250 responses to the survey. Responses provided valuable feedback on improvement opportunities for communications and training, as well as benchmarking for future project milestones. For more information about the OneSource Engagement Survey, please contact UGA's OneSource team at [onesource@uga.edu](mailto:onesource@uga.edu).
- *Departmental Meetings for OneSource:* UGA's OneSource team met with more than 30 campus units during February and March to discuss the OneSource Project and learn about more about each unit's specific needs regarding the OneSource Project. For more information about the Departmental Meetings, please contact UGA's OneSource team at [onesource@uga.edu](mailto:onesource@uga.edu).
- *Reporting and Business Intelligence Forum for OneSource Conducted:* There was an assessment of Reporting and Business Intelligence as part of UGA's OneSource Project. Data stewards and data custodians completed a BI survey and interviews were conducted with survey respondents. A report was produced, providing recommendations for meeting the data and reporting goals of the OneSource Project. Reference documents, including the assessment report, are available on the OneSource website at: <https://onesource.uga.edu/resources/reporting/>. For more information, contact Chris Wilkins at [chris.wilkins@uga.edu](mailto:chris.wilkins@uga.edu).
- *TeamDynamix Upgrade Scheduled for April 15:* TeamDynamix, the EITS ticketing system used for technical support requests, will undergo maintenance April 15 for a system upgrade. The maintenance will begin at midnight on April 15 and run through 4 a.m. Saturday. During the maintenance window, TeamDynamix will experience outages and disruptions, and web forms will not be available. Tickets sent via email will queue up once the system is restored. For more information about the maintenance, please contact Shannon Marable at [shannon.marable@uga.edu](mailto:shannon.marable@uga.edu).

- Support for Research

- *GACRC to Host Research Colloquium:* The Georgia Advanced Resources Computing Center (GACRC) is hosting a colloquium about Amazon Web Services (AWS) research initiatives with the national funding bodies on Tuesday, April 18, from 10 a.m. to noon at the R.C. Wilson Pharmacy Building in the 120 Auditorium. Dr. Sanjay Padhi, who leads AWS's federal initiatives with the National Science Foundation, will be presenting information on how AWS can help UGA researchers. This talk will provide an overview of AWS infrastructure, advanced services such as machine learning, data analytics, streaming analytics, and high performance computing for research computing. AWS will also offer private, 30-minute meetings with Dr. Padhi, from 1 p.m. to 4:30 p.m., for researchers. These one-on-one sessions are reserved for faculty, although their research students may attend. To reserve a spot, please contact Tracy Crews at [tlcrews@amazon.com](mailto:tlcrews@amazon.com). For questions about the AWS Research Colloquium, please contact Dr. Guy Cormier, director of the GACRC, at [gcormier@uga.edu](mailto:gcormier@uga.edu).

- Data Reporting and Analytics

- *Spring Credit Hours by Paying Department in the Works:* The Office of Institutional Research (OIR) is working on the preliminary credit hours by paying department report for Spring 2017. Each semester, OIR coordinates with the Provost's Office and the Office of Faculty Affairs to generate a report called UGA's credit hours by paying department. This set of reports indicates how many credit hours each department generates at the University and is used in the budget development process. The preliminary report, which uses mid-term data, is generated primarily for data validation and gives administrators the ability to make mid-term changes. An official report on the credit hours generated in the term is created at the end of the term and posted on the OIR website at [oir.uga.edu](http://oir.uga.edu). For more information, please contact Paul Klute at [pklute@uga.edu](mailto:pklute@uga.edu).

- Core Campus Infrastructure

- *Redundant Power Supply to Data Center Being Planned:* The University's Facility Management Division (FMD) is leading an effort to provide a redundant power supply feed to the Boyd Data Center from the Georgia Power substation. The University is engaging in this effort to ensure that electrical supply is more consistently available to UGA's core IT services which are housed in the Boyd Data Center. For more information, please contact Jeff Teasley at [jteasley@uga.edu](mailto:jteasley@uga.edu).

- Did You Know?

EITS recently conducted an analysis of its support requests it received in 2016. Last year, the EITS Help Desk received a total of 69,815 calls, 57,841 tickets and 8,466 chats. These numbers do not include walk-ins or assistance with students and families at Orientation. Email, password and MyID are the top reasons customers contact the EITS Help Desk. The busiest month for the EITS Help Desk is August, while the slowest month is October. There were no irregularly slow months, not even during Spring Break.

- EITS offered a Database Security and Audit class at the Georgia Center on March 20 and March 21 for IT professionals and managers responsible for ensuring proper security and controls for databases. More than 30 IT professionals from colleges and departments

across UGA attended. This two-day class focused on the audit, control and security issues related to the use of database management systems in today's business environments; Oracle; MSSQL Server; MySQL; database vulnerability assessment; audit tools and techniques; and security and audit resources.

- The CESS course, “CESS Approval: Who, What, When, Why & How,” will be on April 13 from 2 p.m. to 3 p.m. at UGA Training & Development. This course will be a walk-through of the CESS approval request process; determining when it is necessary, understanding the CESS approval request steps and processing lead times, and identifying who is responsible for submission of CESS requests. The course will also cover the importance of risk assessment in IT and how the CESS process works to safeguard our university's valuable data and IT Infrastructure. To register for the course, please visit <http://hr.uga.edu/training> or more information or questions, please contact [cess-eits@uga.edu](mailto:cess-eits@uga.edu).

*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](mailto:listserv@listserv.uga.edu) with the phrase subscribe vpit-news as the body of the message.*