Vice President for Information Technology
Status and Activity Report for February 2018

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

1. <u>Announcements for Faculty and Staff Meetings</u>

   - *ArchPass to be required for access to eLC, Athena, Employee Self-Service:* The login process for several UGA systems will change later this spring. Students, faculty and staff will need to use ArchPass, UGA's two-step login solution, powered by DUO, to access the following: eLearning Commons, for users with a MyID, effective March 12; the Employee Self-Service Site (employee.uga.edu), effective March 12; and Athena, effective March 23. When logging in to each of these systems, users will enter their MyID and password, and then verify their ID with a phone or tablet enrolled in DUO. Users will be able to remember their login device for 7 days to reduce the number of times ArchPass verification is required. Requiring ArchPass for these systems helps ensure the continued security of student and employee data. Users can enroll devices and find more info at archpass.uga.edu.

   - *New ArchPass webpages available:* In preparation for requiring two-step login on more systems, the ArchPass website (archpass.uga.edu) has been updated and streamlined. The new pages include links to enroll devices; links to Help Desk documentation on using ArchPass; and instructional videos for enrolling and using ArchPass. The new pages also include links to download promo cards and other materials to promote ArchPass in your unit. The new pages are available at archpass.uga.edu.

   - *FY18 User verification planning begins:* In preparation for the annual financial state audit for FY18, EITS will conduct a verification of all user accounts on the mainframe, Banner and IDM systems. This audit will involve users verifying the need for access they have to each system, and supervisors reviewing and deciding to approve or deny this access for employees under their purview. This year, EITS will conduct the verification earlier, to avoid conflicting communications related to the OneSource Project and the Mainframe Decommission. Later this month, EITS will send a single email with one URL for users to verify access to all three systems, rather than separate emails for each system. Users and managers must complete the verification process by March 30. Those who do not respond will have their access to these systems revoked April 2. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.

2. <u>Support for Student Technology Services</u>

   - *vLab software assessment:* A semester-long assessment on vLab software usage and licensing compliance was performed to ensure applications are adequately used and meeting contractual agreements. As a result, some underused programs will be removed. The proposed changes in response to the data will affect all 900 possible sessions without impact as a rolling update. The update will take place after business hours on May 4, 2018. Programs scheduled for removal are: 3D Builder, Coral Capture, Corel Draw, Corel PaintShop Pro, and Corel Photo Paint. For more information, contact Shannon Marable at shannon.marable@uga.edu.

   - *Athens Transit Mobile App Changes:* Athens Transit switched vendors for its bus tracker feed this month. Current buses will be converted to the new vendor and 12 new buses will

be added. During the transition, the UGA Mobile App will run feeds from both the old and the new vendor in the tracker, and no downtime is expected. For more information, please contact Robert Ethier at rethier@uga.edu.

- *Digital Media Lab Refresh:* The Digital Media Lab located at the Miller Learning Center (MLC) is being refreshed. Some sound booth accessories have already been updated. The computer refresh is scheduled during Spring Break, from March 12 to March 16, 2018. Some of the changes will include: Pro tool updates; new Mac Pros, iMacs, and new audio interfaces. This refresh will also include the 30 Macs located on the west wing of the third floor of the MLC. For more information, please contact Tommy Jones at tomjones@uga.edu.

3. OneSource Project

- *Important Payroll Changes:* There will be several important payroll changes when the University of Georgia transitions to OneUSG Connect for its new human resources and payroll system. These changes will affect all UGA faculty, staff, graduate assistants, and student workers. Informational sessions about these changes will be held February 26 at the Georgia Center, in Mahler Hall. To register for one of the information sessions, please visit onesource.uga.edu.

- *Kaba Clock Planning:* UGA's OneSource Project initiative is collaborating with the University System of Georgia on its OneUSG project to provide standardized human resources business practices and IT platforms across institutions. Based on extensive review of how Kronos and PeopleSoft will function, and with feedback across the UGA community, the OneSource Project Leadership Team decided to adopt the Kaba Time Clock and OneUSG Connect time and attendance solution. Planning for the transition from Kronos to the Kaba Time Clock and OneUSG Connect time and attendance solution is underway. A pilot of the new Kaba Time Clock will occur in Spring 2018. Additional information is available at onesource.uga.edu.

4. Support for Academic and Administrative Computing

- *Microsoft Teams Coming to Office 365*: Microsoft Teams launched on Office 365 the week of January 22. Any University department, unit or recognized student organization can request a team by contacting the EITS Help Desk at helpdesk@uga.edu. When a Team is created, an Office 365 group, SharePoint online site, and an Exchange Online group will be created. Team can also be created from existing Office 365 groups, which will allow group members and content to be imported to Teams. Features of Teams include a chat service, allowing for quick, real-time conversations to take place, and easy access to files in OneDrive. Teams also provides a meeting experience built on cloud-based infrastructure. For more information on Teams, please contact Lewis Noles at lewis.noles@uga.edu.

- *Plans for Banner upgrade under way:* Work is under way for an upgrade to the University of Georgia's student information system. Banner 9, formerly called Banner XE, will be multi-year project with specific modules being designed, developed and released to the University community in 2018-2019. The INB forms for all core system users will be updated. The focus of the upgrade will be an updated system for issuing of Financial Aid and Student Accounts information for students. There are no functional changes to Banner for this upgrade. The graphic design will change for Athena, which may require

learning the new location for some functions. For more information about Banner 9 upgrade plans, please contact Karen Chastonay at karenemc@uga.edu.

5. Data Reporting and Analytics

    - *Reports.uga.edu:* A new website will soon be available, which provides a comprehensive listing of commonly requested UGA reports. Reports.uga.edu provides a listing of reports related to student academic reports, financial reports, and research reports. Information provided about each report includes the report name, description, and additional report details. For more information, please contact Paul Klute at pklute@uga.edu.

    - *UGA Data Warehouse Go-Live set for Spring 2018:* UGA's Data Warehouse will go live in Spring 2018. The initial scope will focus on financial reporting as part of the OneSource initiative. There will be a special forum held March 14 at the Special Collections Library Auditorium from 10:00 a.m. – 12:00 p.m. The forum will provide a general overview about the warehouse, how to get access, and training opportunities. For more information, please contact Paul Klute at pklute@uga.edu.

6. Support for Research

    - *zcluster available for teaching only:* While it was previously announced that the zcluster would be retired by the end of December 2017, a number of faculty members reached out to request that the cluster be retained for teaching duties for the spring 2018 semester. Class accounts for a number of graduate courses have been activated. If interested in this high performance computing teaching resource, please contact Dr. Guy Cormier at gcormier@uga.edu.

    - *GACRC rebuilding Sapelo cluster:* The Georgia Advanced Computing Resource Center (GACRC) is in the process of rebuilding its high-performance computing cluster, Sapelo, with new cluster management software. The rebuilt cluster will be called Sapelo2. The new cluster management software should improve performance, usability and security. GACRC staff is handling the transition of users and groups to the rebuilt cluster. At this point, user testing has begun with selected research groups. The changes will not affect any GACRC file systems. For more information about the Sapelo2 computing cluster and the GACRC, please contact Dr. Guy Cormier at gcormier@uga.edu.

7. Core Campus Infrastructure

    - *Old wireless access point replacement:* Work on replacing more than 500 old wireless access points across campus is expected to be completed by the end of March. There are about 100 old access points left to replace. Finishing this project will allow the removal of one of the wireless controllers kept only for these types of access points, which runs a lower code revision than the other controllers. For more information, please contact Jeff Teasley at jteasley@uga.edu.

    - *Planning under way for network extension on South Milledge:* EITS is in the planning phase of a project to establish UGA network connectivity along South Milledge Avenue to Whitehall Road. The network fiber will run underground and will be available to connect university buildings along the way. Departments with buildings along South Milledge will be responsible for the cost of connecting network fiber to those buildings. The project

should be completed by the end of the spring semester. For more information please contact Jeff Teasley at jteasley@uga.edu.

8. <u>Did You Know?</u>

- *EITS Customer Service Survey update:* The EITS Help Desk launched the Customer Service survey in November 2017 and has received a 14% response rate. The feedback has been overwhelmingly positive, with close to 90% of customers noting they were satisfied with the service. EITS will be working to continue reviewing feedback and taking action based upon the feedback received. One change has already been implemented, as the ticket in question is now included when customers are asked for their feedback. For more information, please contact Wes Johnson at wesj06@uga.edu.

- *Security tools available to units:* The University of Georgia is committed to protecting the personally identifiable information of its students, faculty and staff. If handling sensitive or restricted information, such as Social Security numbers or credit card numbers is required for business purposes, there are a number of tools available to reduce risks. Available security tools include: ArchPass, UGA's phone-based two-step login solution, powered by Duo; Web Proxy Server, which scans web traffic for Internet threats before they reach your computer; Secure Reports, an encrypted repository for receiving and storing restricted information, such as SSNs or credit card numbers; SendFiles, an encrypted repository for receiving and storing other types of sensitive information; Data Loss Prevention Software, which resides on your computer and protects sensitive information; and Secure Virtual Desktop (VDI), which supports secure computer workstations hosted in the Boyd Data Center. All of these tools, except Secure VDI, are available free of charge. Secure VDI requires a modest monthly fee. For more information about these available security tools, please contact Ben Myers at bmyers@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 with the phrase subscribe vpit-news as the body of the message.