Vice President for Information Technology
Status and Activity Report for June 2016

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

1. Announcements for Faculty and Staff Meetings

- *All UGA Web Applications to Transition to CAS or Gluu***:** In an effort to improve information security and password management across the University, UGA custom-developed web applications using Lightweight Directory Access Protocol (LDAP) for authentication will be required to switch to the University's Central Authentication Service (CAS) or Gluu, UGA's federated identity provider. Departments have until June 15, 2016 to switch existing custom-developed applications to CAS. Going forward, all new custom-developed web applications must use CAS for password authentication. CAS is centrally managed by EITS, does not require units and departments to be responsible for password security and is a more secure method of authentication than LDAP. Instructions for switching to CAS, as well as forms to request access to CAS or Gluu are available on the CAS FAQ page at http://t.uga.edu/26i. Departments will be offered troubleshooting help and exceptions to using CAS will be granted on a case-by-case basis. A form for requesting exceptions is available at http://t.uga.edu/26i. A form to request technical assistance is available at http://t.uga.edu/26i. For more information about the transition, contact Ben Myers at bmyers@uga.edu.

- *New Two-Factor Authentication Service to be Launched in Fall:* The Office of Information Security is planning to launch a new two-factor authentication service, which includes multiple methods for receiving an authentication code for accessing systems. The current physical ArchPass tokens will be replaced with soft tokens that will allow users to authenticate through several methods. Users will enroll in the new service via an email invitation. Once enrolled, users can opt to receive a phone call or text message with a passcode, or they can authenticate by receiving a push notification on their smartphone. Once the new service is available, the Office of Information Security will run parallel VPN groups, so current ArchPass users will be able to test at their convenience. In addition, the pilot program will be rolled out to EITS employees before the launch campus-wide. The target timeline for the new service to roll-out to campus is September. For more information about the new two-factor service, contact Ben Myers at bmyers@uga.edu

- *Status Website Gets Refreshed Look:* The UGA System Status website (status.uga.edu) has been updated with a new look. The Status website provides timely information about planned maintenance, disruptions, outages and other information about technology systems and services at the University. The Status website serves as a valuable tool for communicating to the community about ongoing issues or planned maintenance of EITS-managed services. The revamped website is now hosted in the cloud and provides a better experience for users visiting the site on mobile devices. Postings to Status are viewable on the website and to subscribers of the Status listserv. In addition, Status posting are available on Twitter (@uga_status). For more information about the Status website, contact Lance Peiper at lpeiper@uga.edu.

- *New Data Analytics Service Available Through Microsoft:* Power BI, a cloud-based service that helps users visualize and share insights from their organizations' data, is now available to UGA faculty and staff through the University's licensing agreement with Microsoft. Through Power BI, users can explore and monitor data; import reports and data, and create personalized dashboards; transform their data into visuals and interactive

reports; build robust models over their data using SQL Server Analysis Services; and share their reports with others. Power BI is free and can be accessed through your web-based UGAMail. Microsoft offers training videos and documentation on Power BI on their website at https://powerbi.microsoft.com/en-us/guided-learning/. Any use of Power BI must be consistent with UGA's policies regarding handling of sensitive data. Power BI is not appropriate for storage or processing of restricted data. For more information about the Microsoft services available at UGA, contact Keith Martin at keith.martin@uga.edu.

2. Support for Student Technology Services

- *2016-2017 Student Guide Available:* The EITS Student Guide for the 2016-2017 academic year is now available online and is being distributed to incoming students at Orientation this summer. The Student Guide provides an overview of technology services available to all students, such as wireless service, the print kiosks, free Microsoft software, vLab, lynda.com, the technology lending program and more. It also provides information on how students can stay safe online and how to avoid becoming a victim of phishing emails. The Student Guide may be viewed and downloaded by visiting newtocampus.uga.edu. Units may request print copies of the Student Guide by contacting Kerri Testement at kerriuga@uga.edu.

3. Support for Academic and Administrative Computing

- *UGA's OneSource Project Discussed at Town Hall:* A town hall meeting with more than 200 participants was held in May to answer questions about UGA's OneSource project, a multi-year project that will include replacing many legacy administrative systems and associated business processes. The new integrated system will offer improved data privacy and security, better access to data through reporting tools and streamlined business processes to enable faculty and staff to plan more effectively. All town hall participants were sent a survey to give their feedback on the OneSource town hall. The town hall presentation is available on the OneSource website: onesource.uga.edu/news/. Additional information about the OneSource project is available on the OneSource website: onesource.uga.edu. For more information about the OneSource project, email project director Chris Wilkins at onesource@uga.edu.

- *Amazon Web Services Cloud Services Available for Purchase:* Amazon Web Services (AWS) cloud services are now available for interested units to purchase. A scope of services available can be found at https://aws.amazon.com. AWS managed services are not available under this program. Units and departments interested in purchasing AWS cloud services for a project must have CESS approval and a financial stewardship form completed and signed by their dean or vice president. More information about the process for procuring AWS services can be found on the EITS website at http://t.uga.edu/2mE. For more information about the offered services, contact Tracy Crews, AWS Account Manager, at tlcrews@amazon.com. For more information about the procurement process, contact Pam Burkhart at pamburk@uga.edu.

- *Argos to be Upgraded on June 10:* Argos, the reporting tool for Banner, will be upgraded on June 10 to provide better security measures. Depending on how users access Argos, they may need to contact their unit's IT professional to install a new launcher to access Argos. Users and IT professionals were recently advised of the upcoming upgrade and the potential need to install a new launcher for Argos on their computers. Additional details are available at http://t.uga.edu/2jD. For more information, please contact John Tong in EITS at jtong@uga.edu.

4. Support for Research

- *Large File Storage Option Now Available for Researchers:* A new file storage option is available for UGA researchers through the Institutional File Storage (IFS) services. Research IFS is an affordable option for researchers who want a centrally-managed file storage option for large amounts of data. Researchers can share data with internal UGA colleagues and externally with non-UGA collaborators (with a guest MyID). This cost recovery service is available to UGA faculty, postdocs and research staff for $10 per a month for each terabyte (TB). Other IFS options include Standard IFS and Secure IFS. For more information, visit http://t.uga.edu/2gw or contact Jonathan Hardy at jhardy66@uga.edu.

5. Core Campus Infrastructure

- *Seven Residence Halls to Get Wireless Upgrades Over the Summer:* Based on student feedback, EITS is coordinating with University Housing to upgrade wireless service in residence halls over the summer. The project involves installing new wireless access points throughout each building to provide greater wireless coverage. To date, Russell Hall, Boggs Hall, Creswell Hall and Lipscomb Hall have had new wireless access points installed. Crews will also install more wireless access points in Hill Hall, Church Hall, Mell Hall, Brumby Hall and Oglethorpe House over the summer. The upgrades are being funded by the Student Technology Fee. For more information, contact Kerri Testement at kerriuga@uga.edu.

6. Did You Know?

The University's Internal Auditing Division conducted a review of EITS cost recovery accounts at the request of EITS during the summer 2015. This included an examination of financial operating procedures and internal controls for the diverse EITS cost recovery operations. As a result of this collaborative review, several improvement recommendations were made. In April 2016, EITS provided a status update to Internal Audit of actions taken and process improvement results over the past six to nine months, with more than 80% of recommended improvements completed and the remaining items in progress. This effort is part of EITS' ongoing commitment to continuous improvement in processes, service levels, and transparency to the university community.

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