

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

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

1. Announcements for Faculty and Staff Meetings

- *Annual Priorities Announced:* Dr. Timothy M. Chester, Vice President for Information Technology, has published his annual priorities memo on the EITS website under the About section. Using results of the TechQual+ survey of students, faculty and staff, the memo outlines the top IT priorities and strategic goals for the University in FY17. The memo is available at <http://t.uga.edu/2gJ>.
- *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 Brian Rivers at brivers@uga.edu.
- *Skillsoft to be Decommissioned Soon:* 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 Imagine Academy (formerly called Microsoft IT Academy) are free for UGA students, faculty and staff. Lynda.com can be accessed via the MyUGA Portal (my.uga.edu). Microsoft Imagine Academy offers courses for students, faculty and staff to develop their technical skills and prepare for technical certifications. Information on accessing Microsoft Imagine Academy is available on the EITS website at: <http://t.uga.edu/2gD>. 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 desired. For questions about the decommission, please contact Sara Pauff in EITS at spauff@uga.edu
- *Qualtrics Releasing New Design, Features for Surveys:* Qualtrics, a survey platform available for free to UGA students and employees, will soon launch a new interface to help users manage survey data and projects. The new platform, called Insight, will feature a new layout and design, as well as many features to better integrate surveys, market research and customer and employee feedback. The new Insight interface includes a new survey distribution page that allows users to select their method of delivery for a survey, trackable links and SMS texting. The Insight interface also includes a new projects landing page and the ability to draw your signature with your mouse. Qualtrics is free for all UGA

students, faculty and staff, but users must contact the EITS Help Desk to request an account. For more information about Qualtrics and the interface changes, visit <http://t.uga.edu/2gH> or contact ITCLA at itcla@uga.edu.

2. Support for Student Technology Services

- *Several Residence Halls to Receive Wireless Upgrades:* Based on student feedback, EITS is coordinating with University Housing to upgrade wireless service throughout the residence halls. The effort involves installing new wireless access points throughout each building to provide greater wireless coverage. To date, Russell Hall and Boggs Hall have had new wireless access points installed. This summer, EITS will work with University Housing to upgrade Brumby, Creswell, Oglethorpe House, Mell, Lipscomb, Hill and Church halls. The project is funded by the Student Technology Fee. For more information, contact Kerri Testament at kerriuga@uga.edu.
- *UGA Mobile App Redesign Underway:* The UGA Mobile App team is working with student volunteers to create a new user interface for the UGA Mobile App. In coordination with the Student Government Association (SGA), the team will use feedback from students to design a new home screen, with slide out menus and groups of modules centered around various aspects of student life. The redesigned app is set to be released at the beginning of the fall semester. The UGA Mobile App features bus trackers, dining hall menus, an interactive campus map, rec sports schedules and more. The app is free and available for download for iOS devices in the App Store and for Android devices in Google Play. For more information about the UGA Mobile App or the redesign process, contact Lance Peiper at lpeiper@uga.edu or visit mobileapps.uga.edu.
- *Orientation Module to be Added to UGA Mobile App:* A new module to help new students navigate orientation will be added to the UGA Mobile App. O2Go features a pre-orientation checklist; orientation schedules for first-year students and transfer students; schedules for parent activities during orientation; a dictionary of UGA lingo and more. The app will also be updated to include options to stream WUGA, the local NPR station, along with the student-run campus radio station, WUOG. A walking tour of campus trees with information will also be added in early May. For more information about the UGA Mobile App, contact Lance Peiper at lpeiper@uga.edu, or visit mobileapps.uga.edu.

3. Support for Academic and Administrative Computing

- *OneSource Town Hall Meeting Planned:* A town hall meeting about UGA's OneSource project, a multi-year project to launch a new finance and human resources administration system, is planned for May. An initial meeting on April 28 was cancelled. The town hall meeting will be an opportunity for faculty and staff to learn more about the progress of the OneSource project and ask questions. Information about the meeting will be posted on various campus listservs. For more information about the OneSource project, visit onesource.uga.edu or contact Chris Wilkins at chris.wilkins@uga.edu.
- *User Verification Audit Completed:* The deadline for users and their supervisors to complete their user verification audit for mainframe, Banner and Identity Management (IDM) services was April 29. If that process was not completed by both the user and their supervisor by the deadline, the user's access the specified system(s) will be revoked. Banner access for non-verified users will be revoked on May 2. Access to IDM and the mainframe for users who did not complete the process will be revoked on May 9. Information on how to request a user's access be reinstated is available on a FAQ page on

the EITS Help Desk site at <http://t.uga.edu/27B>. The user verification audit is part of the preparation for the FY16 financial audit by the State of Georgia auditors. For more information, please contact Lynn Wilson at llatimer@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. Data Reporting and Analytics

- *Data Being Collected for National, International Surveys:* The Office of Institutional Research (OIR) is heavily involved in the facilitation and completion of national and international surveys for the University during spring semester. Some of these surveys are mandatory while others, such as U.S. News & World Report, are voluntarily completed for the purpose of participating in national rankings or reports. The U.S. News & World Report survey, currently under way, will take five weeks to complete and submit. OIR is working with campus data stewards to collect and enter University data by the deadline on May 17. For more information about surveys, contact Tracie Sapp at tsapp@uga.edu.

6. Core Campus Infrastructure

- *Kronos Upgrade Planned for May 6-8:* Kronos, the time and attendance system for hourly and salaried bi-weekly employees, will upgrade to a new version starting at 5:30 p.m. on Friday, May 6, with a planned completion on Sunday, May 8. Time clocks will collect and store punches during the upgrade but functionality such as view of time card will not work. Supervisors also will not have access to the system during the upgrade. The expected go live date for myTime Kronos version 8.0 will be Sunday, May 8. Each unit should make sure that their employees are trained to make changes to and approve timecards in the new version of Kronos by May 8. Mozilla Firefox is the preferred browser for the new myTime Kronos. Training opportunities and additional communications have been provided to supervisors and approvers. For more information, contact Christine Edell at cedell@uga.edu.

7. Did You Know?

- EITS and UGA Campus Transit won the Southern Association of Colleges and University Business Officers (SACUBO) Best Practices award for the Campus Transit bus tracker in the UGA Mobile App. The award was presented at the association's annual conference in Asheville, N.C. on April 19, during which representatives from EITS and Campus Transit spoke about the bus tracker. The UGA Mobile App includes two bus trackers — one for UGA Campus Transit buses and another for Athens Transit — along with other features. The app is free and available for download for iOS devices in the App Store and for Android devices in Google Play. For more information about the UGA Mobile App or the redesign process contact Lance Peiper at lpeiper@uga.edu.

- Representatives from the Office of Information Security (InfoSec) and the FBI recently participated in a forum about cyber crime. The forum, held on April 15 at the Special Collections Library, covered recent trends in cyber crime. Participants also learned how to protect themselves from phishing and identify theft. More information about how to spot a phishing email is available on the Phish Tank page on the EITS website at <http://t.uga.edu/1JU>.
- Dr. Timothy M. Chester, Vice President for Information Technology, will present a half-day seminar on negotiation skills and strategies for IT leaders at the EDUCAUSE annual conference in Anaheim, California. The seminar will provide IT leaders with skills and strategies for negotiating alignment and crafting win-win solutions to the needs of the end-user communities they serve. Participants will explore the basics of win-win negotiating through role-playing. The seminar will be part of the pre-conference activities on Tuesday, October 25 and separate registration is required. For more information about the EDUCAUSE annual conference, visit <http://www.educause.edu/annual-conference>.

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