

## **Vice President for Information Technology Status and Activity Report for September 2017**

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

### 1. Support for Student Technology Services

- *WEPA Print Kiosk Rental Fee Eliminated for Units:* WEPA and the University of Georgia recently agreed to a new contract with changes that may encourage units considering adding a print kiosk to their areas. Effective August 1, 2017, the monthly cost to rent a WEPA print kiosk by departments and units at the University has been eliminated. Previously, units renting a WEPA print kiosk were charged \$2,388 annually for each print kiosk. EITS will continue to assess a cost recovery fee of \$1,530 a year for each kiosk, which provides maintenance support, including printer and card swipe repair, for a unit's print kiosk. Since the print kiosks were started at UGA five years ago, the University has maintained the same costs to print documents, which is among the lowest for WEPA's higher education clients. The cost to print a black and white document recently increased by a penny. The cost to print color documents remains unchanged. If you have any questions, or if you are interested in receiving more information about adding a WEPA print kiosk for your unit, please email [cts-web@uga.edu](mailto:cts-web@uga.edu).
- *Bus Tracker Attracts High Usage on UGA Mobile App:* The UGA Mobile App was a high-demand service the first week of fall semester with more than 21,000 users visiting the app on the first day of classes. Overall, 27,000 users logged in to the app during the first week of fall semester. The most popular resource on the UGA Mobile App is the bus tracker. During the summer, UGA Transportation and Parking Services switched vendors for its live campus bus tracker. The Athens Transit bus tracker was unaffected by the change. EITS and UGA Transportation and Parking Services are continuing to monitor performance of the bus tracker with the new vendor, while planning for potential additional features. For questions about the UGA Mobile App, please contact David Crouch at [dave@uga.edu](mailto:dave@uga.edu).

### 2. OneSource Project

- *Update on Departmental Systems Confirmations:* As part of the transition to PeopleSoft and the decommission of the Mainframe, many UGA departmental systems will change, be replaced or be retired completely. The OneSource project team, which is shepherding this transition, met with all units in Spring 2017 to seek assistance from departments in identifying systems that will be affected, and planning for these changes. Units were also sent a confirmation memo and a list of the departmental systems they previously indicated would be affected, as well as the future plans for these systems. All signed confirmations were due to Victoria Kramer, 410 Caldwell Hall, by September 1. Questions about these confirmations can be sent to the OneSource project team at [onesource@uga.edu](mailto:onesource@uga.edu).
- *Business Process Forum on September 22:* Over the past six months, the OneSource Project Team partnered with school, college, and unit representatives to design and confirm finance business processes to be used with PeopleSoft Finance modules and associated administrative systems. The new processes will be effective on July 1, 2018 consistent with the OneSource go-live for the finance PeopleSoft modules. All the improvements and changes to the finance business processes are available on the

OneSource website. Units are asked to review and provide input on these between September 1 – 15. A forum will be held September 22 on this topic to share input received. For more information about the Business Process Forum, please visit the OneSource website at [onesource.uga.edu](http://onesource.uga.edu).

### 3. Support for Academic and Administrative Computing

- *Updates to ArchPass Duo Mobile app for smartphones and tablets:* Users of ArchPass Duo, UGA's two-factor authentication system, will see two updates to the Duo Mobile app for smartphones and tablets this semester. Duo will release an updated version of the app with a new feature, Duo Restore. This functionality will allow users who authenticate with smartphones or tablets to recover their ArchPass Duo-protected accounts when they get a new device. In addition, Duo will no longer offer mobile app updates for users with smartphones and tablets running iOS 8 and Android 4 operating systems beginning October 1. The Duo Mobile app on these devices will continue to function; however, updates to the app will no longer be available. Users with devices running iOS 8 or Android 4 should upgrade their operating systems or consider switching to another method of authentication, such as a phone call or a passcode via SMS text message. For more information about ArchPass Duo, contact Ben Myers at [bmyers@uga.edu](mailto:bmyers@uga.edu) or visit [archpass.uga.edu](http://archpass.uga.edu).
- *UGA Elements Now Includes Profiles for Postdoc:* UGA Elements has been used for the past two years by faculty to record their professional activities, including research, grants and teaching. On August 4, UGA Elements was opened to UGA postdocs as well, as a place to track their accomplishments, publications and presentations. All profiles for current UGA postdocs were pre-populated from authoritative sources. Postdocs will receive email alerts from UGA Elements when the publication search engine within Elements finds publications to be claimed in their profile. For more information about UGA Elements, visit [elements.uga.edu](http://elements.uga.edu).
- *Banner 9 Plans Being Developed:* Planning is underway for an upgrade to the University of Georgia's student information system. Banner 9, also called Banner XE, will be a multi-year project with specific modules being designed, developed and released to the University community from 2017 until 2019. The modules are: Student Advisement, Faculty Grade, INB Forms, Financial Aid/AR, and Registration. There are no functional changes to Banner for this upgrade. However, there will be a new design of the web application and users may need guidance on where to find their tools. For more information about the Banner 9 upgrade plans, please contact Karen Chastonay at [karenemc@uga.edu](mailto:karenemc@uga.edu).
- *New look and feel coming to eLC in December 2017:* eLearning Commons, UGA's online learning management system, will soon transition to Daylight, a new look and feel available in newer versions of the Brightspace by D2L software. Daylight includes responsive design, meaning eLC will be easier to access on mobile devices. The transition to Daylight will not affect any content in eLC. Daylight will be turned on in eLC on December 19, 2017. Details about Daylight will be available soon on the Center for Teaching and Learning's website, [ctl.uga.edu](http://ctl.uga.edu). For more information about eLC and Daylight, contact Dr. Sherry Clouser, Assistant Director of Learning Technologies, Center for Teaching and Learning, at [sac@uga.edu](mailto:sac@uga.edu).

#### 4. Data Reporting and Analytics

- *Training Opportunities for Revamped OIR Site:* The Office of Institutional Research relaunched its website ([oir.uga.edu](http://oir.uga.edu)) last month which included a new look and enhanced functionality using data visualization. Visitors will notice easier navigation to find institutional data and view complex patterns and concepts more efficiently. OIR will be offering training opportunities in September to learn more about collecting data on the new site, the website content and using the Tableau resources on the website. Users will have to register. For more information about training opportunities for [oir.uga.edu](http://oir.uga.edu), please contact Paul Klute at [pklute@uga.edu](mailto:pklute@uga.edu).

#### 5. Support for Research

- *GACRC to Decommission z-cluster:* The Georgia Advanced Computing Resource Center (GACRC) will decommission its oldest high-performance computing cluster, z-cluster, in November. The z-cluster is nine years old and needs to be replaced. No new jobs will be accepted on the z-cluster after September 29, and user access to the z-cluster will be removed November 3. Users who utilize the z-cluster for research purposes are encouraged to begin migrating their data to the GACRC's other computer cluster, Sapelo. Fall semester courses being taught with GACRC resources will not be affected by these deadlines. Instructors will be contacted directly to discuss details. For assistance in data and account migration, users are encouraged to contact the GACRC staff by submitting a ticket to the GACRC Help Desk at <http://help.gacrc.uga.edu>. The GACRC will also host training sessions in September and October for researchers who need assistance with the transition from z-cluster to Sapelo. More information about these sessions, as well as a migration guide, will be posted on the GACRC's website, [gacrc.uga.edu](http://gacrc.uga.edu). For more information about the GACRC, please contact Dr. Guy Cormier at [gcormier@uga.edu](mailto:gcormier@uga.edu).

#### 6. Core Campus Infrastructure

- *Mainframe decommission plans under way:* The University of Georgia has been using its mainframe as a centralized computer processing hub for numerous systems across the University for decades. Mainframe-based technology is outdated and the resources for supporting it have become scarce. With the upcoming implementation of PeopleSoft and Hyperion, as part of the OneSource Project, most of the functionality provided by the mainframe will no longer be needed. The mainframe will be decommissioned on June 30, 2020. The effort to decommission UGA's mainframe will require engagement from all colleges and units, as many may have various integrations with the mainframe. In the spring of 2017, EITS started coordinating with units to identify and analyze all mainframe integrations and user access. These integrations have been compiled into one Master List of Departmental Systems to track these efforts for the OneSource and Mainframe Decommission projects. A plan for retiring, replacing or retrofitting current mainframe integrations and user access is being developed for EITS-managed systems. Colleges and units will be responsible for carrying out their plans in accordance with OneSource and Mainframe Decommission project timelines. For more information about the mainframe decommission, please contact Stacy Boyles at [stacy.boyles@uga.edu](mailto:stacy.boyles@uga.edu).

## 7. Did You Know?

- *Help Desk totals for August:* The Help Desk received relatively less traffic at the beginning of the school year earlier this month compared to previous numbers. The Help Desk received 852 tickets this year compared to last year's 1,170. There were 4,215 calls; last year the Help Desk received an estimated 4,600 calls. There were slightly more chats this year, with 775 chats compared to last year's 705. These numbers include both move-in week and the first week of classes. For more information, contact Wes Johnson at [wesj06@uga.edu](mailto:wesj06@uga.edu).
- *Outlook 2007 to be Decommissioned:* Students, faculty and staff using Outlook 2007 will no longer be able to access their email through desktop client beginning October 31, 2017. This is a change implemented by Microsoft to keep up with modern email protocols. To continue email connectivity, Outlook 2007 users should update to a newer version of Outlook or use Outlook on the web. Users running Outlook 2016, Outlook 2013, and Outlook 2010 are also encouraged to have the latest cumulative update installed to maintain email connectivity. For more information about Outlook and Office 365, contact Lewis Noles at [lewis.noles@uga.edu](mailto:lewis.noles@uga.edu).

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