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

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

1. Announcements for Faculty and Staff Meetings

   - *New Website for Faculty IT Services:* To help faculty find information about all of UGA's technology resources, EITS has launched a new site, facultyit.uga.edu. The site includes all the information in the printed technology resources guide for faculty and staff, including a technology checklist for new employees, links to instructional technology information and research computing resources, and contacts for other IT help desks on campus. Copies of the printed guide are also available. For more information about facultyit.uga.edu or to receive copies of the printed guide, contact Sara Pauff at spauff@uga.edu.

   - *Russell Hall Serving as Pilot for Wireless Improvements:* During Spring Break, EITS technicians installed more than 300 wireless access points throughout Russell Hall to improve PAWS-Secure wireless service. Based on student feedback from a recent survey, Russell Hall was selected to serve as a pilot for major wireless improvements in University Housing. EITS is now in the process of collecting follow-up responses from Russell Hall residents since the new devices were installed throughout the building. So far, residents in Russell Hall are reporting a significant improvement in wireless service. Working in partnership with University Housing, EITS plans to make wireless improvements in other residence halls soon. For more information, contact Kerri Testement at kerriuga@uga.edu.

   - *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.

   - *Focus Groups Planned for Faculty Feedback:* The TechQual+ survey was recently administered to faculty, staff, and students on campus. Results from the annual survey indicate that faculty perceptions of IT services at the University are significantly below expectations across all IT services. In order to gain a better understanding of the IT issues concerning faculty, focus groups with those faculty who completed the TechQual+ survey will be conducted April 18- April 29, 2016. Faculty who completed the TechQual+ survey should have received an email inviting them to participate in these focus groups. For more information about the focus groups, contact Lynn Wilson at llatimer@uga.edu.

2. Support for Student Technology Services

- *FY17 Student Technology Fee Base Allocations Awarded:* Working with the Student Technology Fee Advisory Committee, the Vice President for Information Technology recently announced the FY17 Student Technology Fee (STF) allocations for units. The FY17 allocation process remained consistent with last year's allocation process, and the total funds awarded through this process are identical to what has been awarded previously. Base allocations are determined using a formula based on a three-year rolling average of both credit hour production and student enrollment. Letters were distributed to all units receiving base allocations for FY17. All units receiving base allocations must submit updated three-year plans (FY17, FY18, and FY19) by May 6, 2016. For more information about FY17 STF allocations, visit techfee.uga.edu or contact Lynn Wilson at llatimer@uga.edu.

- *eLC to Undergo Regular Monthly Updates:* In March, the University System of Georgia set a new monthly software update schedule for eLearning Commons, the University's learning management system. The first scheduled monthly update took place March 18-19 and future updates are planned for the third Friday of each month. For specific details on the dates and times that updates will occur, visit http://ctl.uga.edu/elc/updates, the University's Systems Status page, status.uga.edu or be on the lookout for a News item within eLC. For more information about eLC, contact Sherry Clouser at sac@uga.edu.

3. Support for Academic and Administrative Computing

- *Administrative Systems to Transition to CAS:* Several University financial and administrative systems will soon change their log-in process and move under the Central Authentication Service (CAS). Systems undergoing this transition will include Campaign for Charities, the Electronic Check Request System, the Vehicle Reservation System, UGA Alert Registration, UGAMart, the Vendors Database, the Electronic Journal Voucher System, the Electronic Leave System and the Electronic Ticket System. Once the transition is complete in late April, users will be able to log in to those systems using their MyID and password. For more information about the transition, please contact Kenneth Little at kjljr@uga.edu.

- *User Verification Audit Underway*: Each year, the University of Georgia undergoes an annual financial audit conducted by the State of Georgia. In preparation for the FY16 audit, verification of all user accounts on the following systems are being conducted: a) Mainframe, b) Banner, and c) Identity Management. This verification involves users confirming the need for the access that they have, and supervisors reviewing and deciding to approve or deny this access for employees under their purview. Both users and their supervisors must complete the process by April 29. People who have access to more than system will receive emails about the process for each system. Please be advised that users and supervisors who do not complete this verification process by the deadline will have their access revoked from the specified system(s). For questions regarding the FY16 User Verification process, please contact Lynn Wilson at llatimer@uga.edu or visit the FAQs page on the EITS Help Desk site at http://t.uga.edu/27B.

- *New Associate CIO for Student Information Services Named*: Karen Chastonay has been named Associate CIO for Student Information Services, a position that reports to the Chief Technology Officer and oversees the University's student information system. Chastonay was previously the Information Systems Director at Auburn University, where she was responsible for the university's Banner Information Suite and the leadership and

supervision of the University Wide Information System office. She began her new position on March 14. For more information about Student Information Services, contact Karen Chastonay at karenemc@uga.edu.

4. Support for Research

- *New Maintenance Policy Set for GACRC*: Due to an increase in the operational complexity of the infrastructure, a change has been made to the GACRC's maintenance policy. Effective this month, the last Wednesday of each month, from 10 a.m. to 4 p.m., will be reserved for partial cluster maintenance. Additionally, twice per year GACRC services will be shut down for two days for more complex maintenance. These maintenances will occur on the last Tuesday and Wednesday in January and the last Tuesday and Wednesday in July. These maintenance windows represent periods when the GACRC may choose to drain the queues of running jobs and suspend access to either or both clusters, as well as storage devices for maintenance purposes. Interruptions will be kept as brief as possible, and users of the GACRC will be notified at least 10 days in advance of each maintenance. More information about the maintenances can be found at http://gacrc.uga.edu/about/policies/#maintenance, or by contacting Dr. Guy Cormier at gcormier@uga.edu.

5. Data Reporting and Analytics

- *New Director of Office of Institutional Research Announced:* After a national search, Paul G. Klute has been named the Director of the Office of Institutional Research at the University of Georgia. The appointment is effective May 1. Klute is currently at the University of Kansas, where he is serving as Assistant Director of the Office of Institutional Research and Planning. He is also a Special Assistant to the Senior Vice Provost for Academic Affairs at the University of Kansas. As Director of the Office of Institutional Research, Klute will support the University's efforts in using institutional research data for attaining UGA's goals of scholarship, research, instruction, and public service and outreach. He will report directly to the Vice President for Information Technology. For more information, please visit http://t.uga.edu/2c8

- *Busy Season for Survey Data Requests:* The Office of Institutional Research (OIR) is heavily engaged with various surveys this time of year. The efforts include responding and coordinating the University's participation in various national and international surveys of higher education institutions, including U.S. News and World Report, and IPEDS (Integrated Postsecondary Education Data System). Each year, OIR works with units across the University to complete these surveys so UGA may be included in benchmark reports and ranking surveys. While most requests for survey-related information have something unique, many of the requests use data available from the Common Data Set available on the OIR's website (oir.uga.edu). For more information about UGA's participation in surveys, contact Tracie Sapp at tsapp@uga.edu.

6. Core Campus Infrastructure

- *Student Technology Fee Continues to Support Wireless Upgrades:* EITS has increased the density of wireless service for classrooms in Brooks Hall, the College of Veterinary Medicine, Biological Sciences, Pharmacy South, and auditoriums in the Instructional Plaza, among others. Using Student Technology Fee funds, EITS routinely upgrades equipment for wireless services in academic areas. Some of the buildings scheduled for equipment upgrades soon include the Chemistry building, Law School, Ramsey Student

Center, Science Library, Main Library, Tate Student Center and Aderhold Hall. In addition, EITS has replaced about 100 non-functioning wireless access points across campus and moved many wireless access points to EITS-managed networking equipment. For more information about Student Technology Fee funding for wireless service, contact Jeff Teasley at jteasley@uga.edu.

- *Kronos System to be Upgraded in May:* Kronos, the time and attendance system for hourly and salaried bi-weekly employees, will upgrade to a new version in early May. A testing environment (https://dev-mytime.uga.edu/wfc/navigator/logon) is available for campus users to access the new system before the upgrade. An interactive learning website called KnowledgePass has been released to all Kronos managers to assist with this transition. This flexible learning system gives managerial staff 24/7 access to learn about the new features in the new version. Kronos managers were recently emailed information about how to log in to the KnowledgePass website. The University's Payroll department will also be teaching hands-on classes at UGA's Training & Development starting on April 18. The classes are available for registration on Training and Development's website (http://www.hr.uga.edu/training). For more information on training, or how to use this new version, please contact Christine Edell at cedell@uga.edu.

7. Did You Know?

- The College of Veterinary Medicine recently implemented People Skills training for its 550 faculty and staff. People Skills is a foundational development program that helps individuals develop an increased awareness of the impact their behavior has on others, enabling them to strengthen relationships, improve communications, and modify their behavior in order to better work with and understand others. People Skills is already required training for all EITS employees. EITS and Veterinary Medicine are collaborating on future course offerings and workshops for their employees. People Skills will be offered to all UGA employees through UGA Training & Development this summer. Please check the Training and Development Spring calendar for dates and registration information. For more information, please contact Stacy Boyles at stacy.boyles@uga.edu.

- EITS recently conducted a university-wide training on the University System of Georgia's User Account Standard. The training focused on what action units need to take when an employee leaves the University, transfers to a different department in the University, or changes roles within the same department. More than 100 people attended the training.

- More than 13,000 UGA students, faculty and staff used lynda.com last year to learn new skills and advance their careers. Of those 13,000, 2,800 were new users logging into lynda.com for the first time. The most popular courses in lynda for UGA users were training for Excel, PowerPoint and the foundations of programming. Lynda.com is part of LinkedIn and offers online videos to help anyone learn software, creative and business skills. All UGA students, faculty and staff have unlimited access to lynda.com's vast library of high-quality and current video tutorials taught by top industry leaders. For more information on lynda.com, visit https://eits.uga.edu/learning_and_training/lynda/.

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.