

Vice President for Information Technology Status and Activity Report for July 2017

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

1. Announcements for Faculty and Staff Meetings

- *OneSource Demo Days scheduled for August 30-31:* Faculty and staff are encouraged to attend UGA's OneSource "Demo Days" to preview portions of the PeopleSoft Finance and Human Resource and Hyperion (budget planning) systems. Demo Days will consist of four identical sessions repeated over two days, Aug. 30-31. Demo Days topics include: Faculty Self Service; HR Manager Self Service; HR Employee Self Service; Payroll, Time and Approval, and Leave Requests; Purchasing and Paying for Goods and Services; Travel Expenses; Planning and Managing Budgets; Spending; and WorkCenters. Each presentation is a "working demo," not to be taken as the final product. Demo Days are not training sessions. They are designed to give UGA faculty and staff a "sneak peek" at some of the new system functionality. Formal training opportunities will occur in advance of the Hyperion and PeopleSoft "go-live" dates. Those who plan to attend Demo Days are asked to RSVP at https://ugeorgia.qualtrics.com/SE/?SID=SV_aWuOllPGtfr1usZ&Q_JFE=o by Aug. 11. More information about Demo Days can be found at onesource.uga.edu.
- *New EITS Help Desk Operating Hours:* Starting July 3, the EITS Help Desk will change its operating hours. It will be open from 7:30 a.m. to 7:30 p.m., Monday through Thursday; 7:30 a.m. to 6 p.m. on Friday; and 1 p.m. to 7 p.m. Saturday through Sunday. By opening earlier at 7:30 a.m. on weekdays, the EITS Help Desk can provide support to anyone (i.e. faculty and staff) who need technical assistance before the work day officially begins. The EITS Help Desk will continue being a 24-hour service, with calls being directed to EITS Operations after hours. These changes will allow the Help Desk to be more efficient with clients during peak hours and build additional support services with the EITS Operations team, who are currently being cross-trained for this change. For more information, please contact Wes Johnson at wesjo6@uga.edu.

2. Support for Student Technology Services

- *Collaborate Classic to be Removed from eLC Toolbar:* Beginning August 8, Collaborate Classic will be removed from the toolbar in eLearning Commons (eLC). Collaborate Classic will still be available elsewhere in eLC and outside of eLC, and users will still have access to their previously archived content. Collaborate Ultra, the new Blackboard Collaborate platform, will remain in the eLC toolbar. Collaborate Ultra runs completely in web browsers and does not require users to download or install a launcher. Collaborate Ultra features a new interface with a more modern look. Additional features include improved audio and video quality, and the option to upload and store content in advance of your session. For more information about Collaborate Ultra, please contact Robert Ethier at rethier@uga.edu.
- *Bus Tracker on Mobile App to Undergo Change:* UGA Parking and Transportation Services is switching vendors for its live campus bus tracker, which will affect the UGA Mobile App. This switch will allow for additional features in the campus bus tracker and improve performance for customers. By completing this switch prior to fall semester, EITS

and UGA Parking and Transportation Services will have time to implement the transition and test functionality for the live bus tracker. The bus tracker is the most popular tool in the UGA Mobile App, which continues to be used heavily by students. For questions about the UGA Mobile App, please contact David Crouch at dave@uga.edu.

3. OneSource Project

- *OneSource Leadership Role Changes:* As part of a transition in leadership for the OneSource project, Holley Schramski has been named Interim OneSource Project Director. Schramski has served for the past year as the Finance Lead for the project. She is a veteran of ERP implementations, having played a crucial leadership role on the implementation of the Banner student information system at UGA. Sharon Logan, currently serving as UGA's Chief Data Officer, has been named Interim Finance Lead for the OneSource project. Prior to coming to the University of Georgia, Logan led the ITS project leadership office at the University System of Georgia. She has many years of experience supporting and facilitating the use of PeopleSoft. In addition, Paul Klute, Director of the Office of Institutional Research, joined the OneSource Implementation Leadership Team as the Data Delivery and Architecture Lead, effective June 1. For more information about the OneSource project, visit onesource.uga.edu.

4. Support for Academic and Administrative Computing

- *Secure File Repository Available:* To protect the personal data of students, faculty and staff, EITS offers a file encryption service called SendFiles. This free service offers secure file storage for sending or receiving restricted or sensitive data, such as Social Security numbers. In recent years, EITS has focused on reducing or eliminating the use of Social Security numbers within its systems. However, faculty or staff who may have had access to older class rosters with such data are advised to ensure this information has been removed from their personal and work computers. In the event of a compromise, having this type of legacy information archived on a personal or work device may risk exposure. Faculty and staff are asked to ensure they are not inadvertently maintaining legacy SSNs on their individual computers. For assistance, please contact the Office of Information Security at helpdesk@uga.edu. For more information about SendFiles, visit sendfiles.uga.edu.
- *One year MyID rule for part-time instructors:* Part-time instructors who will continue working on University-related work will automatically keep their access to their MyIDs and UGAMail one year from the date of their last paycheck. This change does not affect faculty who retire. Retirees may keep their MyIDs and UGAMail permanently. This extension process does not require faculty to submit a request, but any issues may be reported to the EITS Help Desk at helpdesk@uga.edu.

5. Data Reporting and Analytics

- *Data Management Website Features Committee, Governance Framework:* The Data Management website (datamanagement.uga.edu) continues to evolve as the University's source for data management and governance for data stewards, system owners and users of institutional data. Recent additions to the site include more information on the roles and responsibilities of UGA's data stewards, who are authorized to make decisions and approve access within their data domains. The site also outlines the University's data management and governance framework, which now includes the addition of the

Administrative and Financial Data Management Committee (AFDMC) and Academic Data Management Committee (ADMC). Along with the Data Management and Governance Committee (DMGC), these groups are contributing insights and resources to continue improving the Data Management website, which was launched in 2016. For more information about the Data Management website, please contact Paul Klute at pklute@uga.edu.

6. Core Campus Infrastructure

- *New Guest Wireless Network Being Piloted:* A pilot of a new WiFi network that allows UGA visitors to access a guest wireless network is now available. The pilot will be available until August 4. Once on campus, visitors may use their valid personal email address to set up an account that gives them access to the new UGA-Visitors WiFi network. A username and temporary password will be emailed to the visitor, who will then change the password to their choice. A survey seeking feedback from users of the new guest wireless network is available at: https://ugeorgia.qualtrics.com/jfe/form/SV_6PDbV3YdqCQwNT. This new guest wireless network is intended to allow visitors to onboard themselves to a dedicated guest wireless network without having to contact the EITS Help Desk for a username and password. The existing guest wireless network, Welcome to UGA, is also available. Visitors must call the EITS Help Desk at 706-542-3106 to get a username and password to access the Welcome to UGA guest wireless network. Guest accounts on the UGA-Visitors WiFi network will be valid for five days. After that time, visitors can register again. Details and instructions are available at wifi.uga.edu. For questions, please contact Mike Lucas at mlucas@uga.edu.

7. Did You Know?

- More than 8,400 UGA students, faculty and staff have enrolled a device in ArchPass Duo, UGA's phone-based two-factor authentication service. Of those 8,400, about 5,200 authenticate with an iOS devices; 2,000 authenticate with an Android device; 855 authenticate with a landline phone; 35 authenticate with a Windows phone; and 3 authenticate using a Blackberry. ArchPass Duo authentication is currently required for logging into UGA's Remote Access VPN and the vLab, UGA's virtual computer lab. ArchPass Duo offers users multiple methods for receiving passcodes and authenticating into systems. You can authenticate with a phone call, SMS text message or through the Duo app on a smartphone or tablet. Users can enroll via the self-service portal on the ArchPass Duo website at archpass.uga.edu/enroll.

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 upit-news as the body of the message.