

## Vice President for Information Technology Status and Activity Report for March 2018

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

### 1. Announcements for Faculty and Staff Meetings

- *ArchPass to be required for access to eLC, Athena, Employee Self-Service:* The login process for several UGA systems will change later this month. Students, faculty and staff will need to use ArchPass, UGA's two-step login solution, powered by DUO, to access the following: eLearning Commons, for users with a MyID, effective March 12; the Employee Self-Service Site ([employee.uga.edu](http://employee.uga.edu)), effective March 12; and Athena, effective March 23. When logging in to each of these systems, users will enter their MyID and password, and then verify their ID with a phone or tablet enrolled in DUO. Users will be able to remember their login device for 7 days to reduce the number of times ArchPass verification is required. Requiring ArchPass for these systems helps ensure the continued security of student and employee data. Users can enroll devices and find more info at [archpass.uga.edu](http://archpass.uga.edu).
- *FY18 User verification begins:* In preparation for the annual financial state audit for FY18, EITS is conducting a verification of all user accounts on the mainframe, Banner and IDM systems. This audit involves users verifying the need for access they have to each system, and supervisors reviewing and deciding to approve or deny this access for employees under their purview. This year, EITS is conducting the verification earlier, to avoid conflicting communications related to the OneSource Project and the Mainframe Decommission. Last month, EITS sent a single email with one URL for users to verify access to all three systems, rather than separate emails for each system. Reminders will also be sent out this month through JIRA. Users and managers must complete the verification process by March 30. Those who do not respond will have their access to these systems revoked April 2. For more information about the user verification process, please contact Lynn Wilson at [llatimer@uga.edu](mailto:llatimer@uga.edu).
- *Survey of UGA Technology Services to be Administered:* The Vice President for Information Technology will administer the annual TechQual+ survey for UGA students, faculty and staff this semester. The campus-wide survey will be sent to a random sampling of students and employees. They will be asked to gauge the effectiveness of a number of technology services at the University, such as network connectivity, websites, administrative systems and wireless service. The results of the TechQual+ survey are used to guide future IT initiatives at the University. For more information, please contact Lynn Wilson at [llatimer@uga.edu](mailto:llatimer@uga.edu).

### 2. Support for Student Technology Services

- *PAWS-Secure upgrades:* EITS is in the processing of refreshing and upgrading PAWS-Secure wireless at the Miller Learning Center. More wireless access points will be installed in the building, and the aging network switching infrastructure is being refreshed. The work in the MLC should be completed this month. The Tate Center is next on the schedule for wireless refresh and upgrade and work should begin within the next two weeks. For more information, please contact Jeff Teasley at [jteasley@uga.edu](mailto:jteasley@uga.edu).

- *vLab software assessment:* A semester-long assessment on vLab software usage and licensing compliance was performed to ensure applications are adequately used and meeting contractual agreements. As a result, some underused programs will be removed. The proposed changes in response to the data will affect all 900 possible sessions without impact as a rolling update. The update will take place after business hours on May 4, 2018. Programs scheduled for removal are: 3D Builder, Coral Capture, Corel Draw, Corel PaintShop Pro, and Corel Photo Paint. For more information, contact Shannon Marable at [shannon.marable@uga.edu](mailto:shannon.marable@uga.edu).
- *Digital Media Lab Refresh:* The Digital Media Lab located at the Miller Learning Center (MLC) is being refreshed. Some sound booth accessories have already been updated. The computer refresh is scheduled during Spring Break, from March 12 to March 16, 2018. Some of the changes will include: Pro tool updates; new Mac Pros, iMacs, and new audio interfaces. This refresh will also include the 30 Macs located on the west wing of the third floor of the MLC. For more information, please contact Tommy Jones at [tomjones@uga.edu](mailto:tomjones@uga.edu).

### 3. OneSource Project

- *Data Warehouse forum:* UGA's OneSource Project is holding a forum to share information about the UGA Data Warehouse. The warehouse is the repository where the institution's data will exist to primarily support the analytics needs of UGA. The forum will be held Wednesday, March 14 from 10:00 a.m. – 12:00 p.m. at the Special Collections Library, Room 271. For more information, please visit UGA's OneSource website at [onesource.uga.edu](http://onesource.uga.edu).
- *User Acceptance Testing:* User Acceptance Testing (UAT) for the new UGA financial management system will be conducted through multiple sessions between March 26 – April 30. UAT Orientation is planned for the week of March 12. All testing will be conducted at the OneSource Testing and Training Facility, 2130 River Road (the old University Printing Building). The new system goes live on July 1, 2018. More details on UAT can be found on the [Testing Resources Page](#).
- *OneSource Service Desk:* The scope and depth of the changes coming to the UGA community as a result of the OneSource Project is significant. Providing an avenue for OneSource incidents, issues and requests will be vital for adoption and utilization rates at and after go-live. The OneSource Project has launched the OneSource Service Desk, and it is now operational in Caldwell Hall. In the future, The OneSource Service Desk will move to the Business Services Building and continue to support OneSource and OneUSG Connect for our community. The OneSource Service Desk will work with the EITS Help Desk, AIS team, USG Shared Services and the UGA Financial and HR functional departments to develop processes and workflow to optimize customer response rates and problem resolution. A central phone number has been established for a single point of contact, 542-0202, as well as an email, [onesource@uga.edu](mailto:onesource@uga.edu), and a client-facing [web request form](#).
- *HCM Business Process Design Phase:* Please mark your calendar for the OneUSG Connect Human Capital Management Business Process Design Forums Human Capital Management, or HCM, refers to core human resource, payroll, benefits, talent

management, and workforce management functions The OneUSG Connect HCM Business Process Design Forums will be held April 30 – May 3. Each day will focus on different business processes. In March, you will receive a detailed schedule for the specific business processes, which will be reviewed at each forum. For more information about these forums, please visit [onesource.uga.edu](http://onesource.uga.edu).

- *FY18 Year-End Reminder:* In preparation for the University of Georgia's business transformation through the OneSource Project, financial deadlines will be strictly adhered to this year. Please use the following guidelines found in this [letter](#) to plan and prepare and to make all appropriate charges and encumbrances to your accounts for this fiscal year. Due to the conversion and transition to the new financial system near fiscal yearend, the following deadlines will be strictly enforced to this year. There will be no exceptions to these dates. Please plan accordingly. For more information, please visit the OneSource [FY18 Year-End Resources page](#).

#### 4. Support for Academic and Administrative Computing

- *ArchPass required for OmniUpdate:* The login process for OmniUpdate, a content management system used for several UGA websites, has changed. Users accessing OmniUpdate to update content for most websites now need ArchPass, UGA's two-step login solution, powered by Duo, to complete the login process. When logging in to OmniUpdate, users will enter their MyID and password, and then verify their ID with a phone or tablet enrolled in DUO. Users are able to remember their login device for 7 days to reduce the number of times ArchPass verification is required. Users can enroll devices and find more info at [archpass.uga.edu](http://archpass.uga.edu).
- *Notice to spring graduates about MyID clean-ups:* To ensure that Spring 2018 graduating students are aware of a USG policy requiring account deactivation, EITS will send a notice to undergraduate and graduate students who have applied for May 2018 graduation. This message will alert them that their MyID and UGAMail accounts will be disabled 12 months after they graduate. Once their accounts are disabled, they will lose access to campus IT services. EITS will send this notice early April. The notice will include instructions for archiving emails and contacts and staying in touch with UGA through the Alumni Association. EITS sent a similar notice in the fall to undergraduate students who had applied for December 2017 graduation. More information about the EITS policy for deleting inactive MyID accounts can be found on the EITS website at [https://eits.uga.edu/access\\_and\\_security/myid/myid\\_account\\_removal/](https://eits.uga.edu/access_and_security/myid/myid_account_removal/). For more information about the MyID account deletion process, please contact Kristi Wall at [kristi.wall@uga.edu](mailto:kristi.wall@uga.edu).
- *Plans for Banner upgrade under way:* Work is under way for an upgrade to the University of Georgia's student information system. Banner 9, formerly called Banner XE, will be multi-year project with specific modules being designed, developed and released to the University community in 2018-2019. The INB forms for all core system users will be updated. The focus of the upgrade will be an updated system for issuing of Financial Aid and Student Accounts information for students. There are no functional changes to Banner for this upgrade. The graphic design will change for Athena, which may require learning the new location for some functions. For more information about Banner 9 upgrade plans, please contact Karen Chastonay at [karenemc@uga.edu](mailto:karenemc@uga.edu).

- *DocuSign for MOUs:* EITS is now using DocuSign for signature routing and distribution of all IT services Memorandums of Understanding (MOUs). All MOUs sent through DocuSign by EITS will clearly indicate the EITS service in the email subject line. Any questions concerning EITS MOU routing through DocuSign can be addressed to [cr-eits@uga.edu](mailto:cr-eits@uga.edu).

## 5. Data Reporting and Analytics

- *UGA Data Warehouse Go-Live set for Spring 2018:* UGA's Data Warehouse will go live in Spring 2018. The initial scope will focus on financial reporting as part of the OneSource initiative. There will be a special forum held March 14 at the Special Collections Library Auditorium from 10:00 a.m. – 12:00 p.m. The forum will provide a general overview about the warehouse, how to get access, and training opportunities. For more information, please contact Paul Klute at [pklute@uga.edu](mailto:pklute@uga.edu).
- *Training Opportunities for OIR Site:* The Office of Institutional Research is offering training opportunities for using the OIR website ([oir.uga.edu](http://oir.uga.edu)). Attendees will learn more about collecting data on the site, the website content and using the Tableau resources on the website. Training will be offered March 12, from 10:00 – 2:00 at Training & Development, Lab K; March 29 from 2:00 – 4:00 at Training & Development, Lab K; April 12 from 2:00 – 4:00 in Sanford Hall, C109 and April 26, from 1:00 – 3:00 in Sanford Hall, C109. 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).

## 6. Support for Research

- *GACRC rebuilding Sapelo cluster:* The Georgia Advanced Computing Resource Center (GACRC) is in the process of rebuilding its high-performance computing cluster, Sapelo, with new cluster management software. The rebuilt cluster will be called Sapelo2. The new cluster management software should improve performance, usability and security. GACRC staff is handling the transition of users and groups to the rebuilt cluster. At this point, user testing has begun with selected research groups. The changes will not affect any GACRC file systems. For more information about the Sapelo2 computing cluster and the GACRC, please contact Dr. Guy Cormier at [gcormier@uga.edu](mailto:gcormier@uga.edu).

## 7. Core Campus Infrastructure

- *Old wireless access point replacement:* Work on replacing more than 500 old wireless access points across campus is expected to be completed by the end of March. There are about 100 old access points left to replace. Finishing this project will allow the removal of one of the wireless controllers kept only for these types of access points, which runs a lower code revision than the other controllers. For more information, please contact Jeff Teasley at [jteasley@uga.edu](mailto:jteasley@uga.edu).

## 8. Did You Know?

- The WEPA print kiosks had significant growth on UGA's campus last year as 30% of students first used WEPA printing in 2017. This growth is largely in part to the new locations and printers on campus. The easy-to-use kiosks provide students with affordable printing options in more than 40 locations across the University of Georgia campus. To find the locations of all the print kiosks, visit [printkiosk.uga.edu](http://printkiosk.uga.edu). For more information,

contact Tommy Jones at [tomjones@uga.edu](mailto:tomjones@uga.edu).

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