

Vice President for Information Technology Status and Activity Report for April 2020

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

1. Key Items for Faculty and Staff Meetings

- *Critical IT Services for Business Continuity:* To assist students, faculty and staff in teaching, learning and working remotely, EITS has compiled a list of Critical IT Services for Business Continuity. Normal University business and classes can be disrupted by events and unforeseen circumstances such as weather, natural disasters, or health concerns. In many cases, faculty and staff may continue to teach and conduct business remotely using technology resources available to everyone at UGA. Resources include Zoom, eLC, Blackboard Collaborate and more. A list of these resources can be found at <https://eits.uga.edu/continuity/>. This page will be updated as more information becomes available.
- *Spring cybersecurity training required by April 30:* University System of Georgia employees must complete spring cybersecurity awareness training by April 30. This required training takes place twice a year in April and October per USG policy and is a directive by the executive order of Governor Brian Kemp. The cybersecurity training takes about 20 minutes to complete and is available through the Professional Education Portal (PEP). Cybersecurity awareness training is a critical tool in the University System's efforts to help keep critical data and sensitive information safe and secure. Faculty, staff, and student employees who have questions about accessing the USG Cybersecurity Awareness Training in the PEP should contact the Human Resources Service Desk at (706) 542-2222 or e-mail at hrweb@uga.edu. For more information, contact Ben Myers at bmyers@uga.edu.
- *Annual state-mandated verification of Banner, OneSource access begins March 30:* Each year, the University of Georgia is required by state rules to reaffirm the necessity of user access to core information systems. The State of Georgia annually audits UGA's compliance with this policy, and results are reported to the Board of Regents each year. In preparation for the FY20 audit, EITS will conduct a verification of user accounts on several systems containing financial data to ensure that the user access continues to be necessary for regular job duties. Individuals with access to Banner, the UGA Financial Management System, the UGA Budget Management System (Hyperion), UGAJobs, and certain functionalities within OneUSG Connect will need to justify their continued access during this process. Supervisors must review these justifications and approve them. This process will commence on March 30 and will conclude by April 30. Those who do not respond may lose their access to these systems on April 30. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.
- *Summer Payroll Processing:* New functionality that can be used for processing Summer Academic Payroll will become available in April in OneUSG Connect. This will replace the use of spreadsheets for Summer Payroll. The Summer Pay amount will be entered by distributed units but is not supported by Manager Self Service Workflow; these entries will be processed directly as additional pay. Each unit was therefore asked to designate specific users of this functionality. Training began April 1. Questions can be directed to oneusgsupport@uga.edu.

- *Extended User Access:* UGA has been granted an exception to the USG IT Handbook that will now allow for 60 days of extended Financial Management System access after termination as an employee to anyone who maintains a UGA relationship. This extension is provided to prevent expense reports from “getting stuck” in the system by providing adequate time for expense report preparation and submission.

2. Services for Students

- *Support for Spring and Summer terms:* In order to support a successful completion of the Spring semester and continuation of May and summer sessions, EITS is supporting multiple time sensitive efforts to accommodate and prepare for changes to processes and requirements impacting information systems supporting Student and Financial Aid areas. These efforts include adjustment to fee assessment rules, allocation and processing of student refunds, expansion of the process supporting the College HOPE Eligibility Calculation Service (CHECS), etc. For more information, contact Ilir Hasko at ihasko@uga.edu.
- *EITS working to improve Banner/Athena performance:* EITS continues several ongoing initiatives in response to Banner/Athena system performance issues experienced during the November 2019 early class registration window. Following months of intensive investigation and troubleshooting, EITS completed several initiatives which ensured the January drop/add period was not affected by the same issues. Recently EITS conducted two additional Banner/Athena load tests on March 14 and March 21, and successfully identified additional performance improving adjustments it plans to implement before the April 2020 ticketed registration for Fall 2020 classes. For more information, please contact Ilir Hasko at ihasko@uga.edu.
- *Early course registration dates:* The start date for ticketed registration for fall semester 2020 has moved from Thursday, April 2 to Tuesday, April 14 to allow students additional time to meet with their advisors to discuss their fall 2020 schedules. Ticketed registration will end April 27, and open registration will begin April 28. EITS is working with the Registrar’s Office to make adjustments to academic advisement hold dates to support this date change.

3. Support for Teaching Faculty

- *Kaltura Capture Service available:* Kaltura Capture allows users to create and upload video and audio to eLearning Commons (eLC) to share with other users. Kaltura Express Capture can be used to record video and audio from a webcam/microphone directly in the browser. Users do not have to download any additional software to use Kaltura Express Capture. This service provides a simple, convenient solution for faculty and instructors who want to record lecture material. To learn how to upload video and audio with Kaltura Express Capture, [check out this how-to article](#). For more information, please contact George Matthews at gmatthew@uga.edu.

4. Support for Researchers

- *GACRC services available for remote work:* Remote access has been enabled for the Georgia Advanced Computing Resources Center’s high-performance computing clusters. These resources are available for researchers currently using the GACRC, as well as those interested in transitioning to using high-performance computing to make progress on

projects while off-campus. For more information, contact Dr. Guy Cormier at gcormier@uga.edu.

- *Drone use in colleges:* EITS is working with various college researchers and units on campus to assist in data collection via the use of drones. For example, the Department of Geography wants to use drones to collect data for research and mapping of toxic algae in Georgia waterbodies, the School of Forestry and Natural Resources is using them to estimate forest growth over time, which could one day change how they manage forestland, and the College of Engineering is using them to accelerate plant genetic research to improve crop yield. EITS is looking to expand this effort in order to drive innovation, provide value to researchers on campus and gather shareable data. If you think that your research project or department could benefit from the use of drones and aerial sensors to gather data, please reach out to Michael Lucas at mlucas@uga.edu.

5. Support for Staff and Administrators

- *IDM upgrade set for June:* Our current IDM system, OneIdentity, is on limited support and in need of an upgrade before the end of the year. EITS will upgrade the system in June. With this upgrade, there will be look and feel changes, and alternative tools for users besides the IDM Portal. More information about the upgrade is forthcoming. Please contact Shannon Marable at shannon.marable@uga.edu with your questions.
- *EITS offers desktop support services to departments:* For departments who need assistance with maintenance and troubleshooting for their University-owned machines, EITS offers desktop support services on a cost-recovery basis. Services include computer maintenance of departmental desktop or notebook computers with capability of remote support, installation and configuration of security and antivirus software and installation and upgrade of supported application software products. Security evaluations and DLP scans with review and remediation, and troubleshooting for computers, printers, scanners, and other peripherals are also included. For more information visit our [Cost Recovery page](#).
- *Zoom to replace GoToMeeting:* On June 30, the UGA license of GoToMeeting will expire. Given the adoption of the use of the Zoom teleconferencing platform, the University is no longer renewing to GoTo meeting license. Zoom is an online meeting tool that allows for video or audio conferencing from desktops or mobile devices. Zoom is the recommended replacement for GoTo Meeting on campus and is available free of charge. Zoom features include video conferencing, desktop sharing and collaboration tools, as well as personalized desktop control. With the decommissioning of GoToMeeting, users will have until June 30 to save and store any important information or settings on another location. In preparation for this change, EITS will be providing repeated communications to specific end-users and the IT community. Units that want to continue utilizing the GoToMeeting platform should reach out to their local IT department for assistance.

6. Other General Services

- *Weekly meetings between VPIT and IT leadership while working remote:* While most University employees are working remote, the Vice President for Information Technology has organized a weekly online meeting with IT professionals in UGA's schools and colleges. The meetings are held every Wednesday at 4 p.m. via Zoom, and are open to anyone in ITMF, UGANet and EITS. During the meetings, the Vice President is available to discuss questions and concerns about IT projects and operations across the colleges

during this unique time. Regular official visits with all the schools and colleges will continue when the University resumes normal operations.

- *Annual DNL Audit begins this month:* EITS is conducting an annual audit of Departmental Network Liaisons (DNLs). DNLs are IT professionals within a school, college, or unit who serve as the primary contact with EITS for network and security-related issues. Vice presidents, deans, department heads, and IT directors will receive a memo this month asking them to review the DNLs for their department and make any necessary changes by completing the Departmental Network Liaisons (DNL) form at itsupport.uga.edu. Departments will have until April 17 to complete the audit. In compliance with the University System of Georgia policies, EITS will conduct an online training session for DNLs on Wednesday, April 22 from 2 p.m. to 4 p.m. For more information, please contact Ben Myers at bmyers@uga.edu.
- *Upgraded Digital Antennae System coming to Sanford Stadium:* In January, AT&T began upgrades on the Digital Antennae System (DAS) in Sanford Stadium. Once finished, the DAS upgrade will provide improved wireless and cell phone connectivity and coverage during football games and University events, such as commencement. The upgrade is scheduled to be complete by June. For more information, contact Jeff Teasley at jteasley@uga.edu.
- *Enhancements Roadmap:* UGA's Continuous Improvement Process, formalized by the creation of the Business Services Advisory Group (BSAG) in 2014, continues to gain momentum. The public-facing Enhancements Roadmap can be found on the [OneSource site](#) or the [OIR site](#) with a new option to "submit an enhancement." All enhancement requests will funnel through the Service Desk, who will add them to the Enhancements Roadmap. Please note that the Name field on the form is not required. The unit Chief Business Officer (CBO) will be notified when a new enhancement request is submitted. This will allow CBOs to more effectively advocate for their units' needs in prioritization discussions and allow them to provide internal support in the interim.
- *System access when working remotely:* As UGA offices move to telework options, staff and faculty may need to consider their [UGA ArchPass authentication](#) as some systems require additional authentication when working off campus. Plan to run [VPN](#) as needed to provide an extra layer of security and to ensure seamless access. The following systems will require [VPN](#) in addition to ArchPass for remote access: UGA Financial Management, UGA mart, Simpler and the Data Warehouse. Systems that only require [ArchPass](#) are OneUSG Connect and UGAJobs.
- *Purchasing for employees working remotely:* Some of the most [frequently asked questions](#) have been compiled regarding purchasing, shipping items to remote locations and other considerations when supporting employees who are working remotely. This includes updated purchasing information for [Urgent Purchases of IT Devices](#); this temporary purchasing method may be used until May 1 with the possibility of extension to be evaluated at a later date. Questions can be directed to onesource@uga.edu.

7. Did You Know

- In early March, EITS directors met at the State Botanical Gardens for their annual leadership retreat to discuss ways to improve EITS processes. During the retreat, participants began working on a business continuity plan to prepare IT services for

students, faculty and staff working and teaching remotely. Various resources for remote work are available on our [Critical IT Services for Business Continuity page](#).

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