

EITS Status and Activity Report for May 2014

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

1. Announcements for Faculty and Staff Meetings

- *People Skills Class Open to All University Departments:* EITS has two employees certified as trainers in People Skills, a training program designed to help employees develop better communication and conflict management skills. Through the People Skills program, participants learn how their individual behaviors may affect others and how behavior can be modified to become more effective for teams and organizations. All EITS employees complete People Skills training to improve individual, team, and organizational relationships. Employees from any UGA department are invited to participate in a two-day People Skills class at Training and Development on Tuesday and Wednesday, May 29-30, from 9 a.m. to 5 p.m. The class is \$150 per a person. To register, visit the UGA Training and Development website at <http://www.hr.uga.edu/training>. For more information about People Skills or to register for the class, please contact Patrick Wagman, at 706-363-0407 or pwagman@uga.edu by email.
- *Self-Registration of Wired Devices Being Implemented:* EITS is preparing IT professionals throughout UGA to transition the University's networks from a legacy IP address management system to a commercially-available product that, where configured, will allow users to self-register their devices to wired networks. Currently, IT professionals in each unit help individuals get connected to a network. With the new system, called BlueCat, anyone with a MyID may register up to five devices on UGA's networks. IT professionals in each unit would have the ability to administer and monitor usage on these networks. This self-registration system is successfully being used by the PAWS-Secure wireless network and by residents in University Housing. EITS has conducted two forums for IT professionals about BlueCat and will conduct additional in-depth training this summer. EITS is working with each unit to identify a transition timeline to BlueCat, with the goal of University-wide implementation by the end of July. For more information about BlueCat, please contact Brian Rivers at brivers@uga.edu by email.
- *End of MyWeb/MyDrive Service Approaching:* EITS is continuing to work with students, faculty, and staff who have used MyWeb/MyDrive regarding the end of this service, effective June 30, 2014. MyDrive is a file storage system that includes MyWeb, which offers personal webpages. Due to budget cuts, the campus-wide licenses that support MyWeb/MyDrive will not be purchased for FY15. As an alternative to MyDrive, Microsoft's OneDrive (formerly called SkyDrive) is a free file storage option available to all students, faculty, and staff. EITS is working with individuals and departments that need alternatives to MyWeb. Several third-party products are available. For more information about the decommissioning of MyWeb/MyDrive, please visit <http://tinyurl.com/ms6g5un> or contact Wes Johnson at wesj06@uga.edu by email.

2. Support for Student Technology Services

- *Free Office 365 ProPlus Available to Students:* Starting May 13, UGA students will be able to download and install Microsoft Office 365 ProPlus for free on up to five personal devices, including computers, tablets, and phones. Through the University's existing contract with Microsoft, UGA is joining the Student Advantage program at no additional cost. With the new service, students may install Office 365 ProPlus through their web-based UGAMail accounts. Students with Windows operating systems may install Microsoft

Word, Excel, PowerPoint, Outlook, OneNote, Access, Publisher, and InfoPath. Students with Apple operating systems may install Microsoft Word, Excel, PowerPoint, and Outlook. The new service includes Office for iPad. EITS will announce the program's availability to students on May 13, when additional details will be posted at eits.uga.edu. For more information about the Student Advantage program, please contact Shawn Ellis at Shawn.ellis@uga.edu by email.

- *Faster Processing Speeds for Print Kiosks:* UGA's cloud-based print kiosks, provided by the vendor WEPA, are being upgraded to increase processing speeds and improve service. The University has 28 print kiosks spread across the Athens, Health Sciences, and Gwinnett campuses. The print kiosks allow users to send their documents to the cloud via a computer, tablet, or phone for printing at any of the kiosks. The improvements will allow users to print their documents 5-7 times faster, depending on the size of their print jobs. EITS recently installed additional print kiosks at the Main Library, Law Library, Park Hall, Biological Sciences, and Psychology buildings. Departments interested in learning more about installing print kiosks in their buildings may contact Shawn Ellis at Shawn.ellis@uga.edu by email.
- *Fall 2014 Class Registration Available in Athena:* Progress continues with Athena, the newly-launched student information system. As of this report, the Office of Student Financial Aid has sent out 6,933 award emails to first-year students, based on the information students provided to OFSA in Athena. OFSA staff are now working on providing 1,415 awards for current students. Meanwhile, more than 17,000 students have registered for fall 2014 classes since Athena opened for registration on April 11. One of the key advantages of Athena is a time ticketing system. Students are given a date and time they may log into Athena to register for classes. Students may register for classes from their appointment times until the fall semester drop/add period. An added convenience is the fact that Athena doesn't close, so students can register at any time — day or night, weekday or weekend. The student accounts component of the new system will go live in July. This will allow students to pay tuition and fees through Athena. For more information about Athena, please point a web browser to <http://connectuga.uga.edu>.

3. Support for Academic and Administrative Computing

- *Listserv Upgrade Scheduled for June:* The email list system, called listserv, will be upgraded to a new web interface on June 20. UGA maintains more than 5,800 listserv groups, including those used beyond the University by other institutions throughout the University System of Georgia. The upgrade will affect listserv owners and/or moderators who use the web interface to post messages and manage their lists. General users and those posting messages to listservs via email will not notice a change. The web interface will have a new design and additional features. EITS is offering a pilot of the new listserv system for interested departments. For more information about the new listserv system, please contact Keith Martin at keith.martin@uga.edu by email.

4. Support for Research

- *Equipment Being Purchased for New Research Resource:* The Georgia Advanced Computing Resource Center (GACRC) is purchasing equipment from Penguin Computing for the first phase of its new cluster, which will expand the computational and storage services available to all researchers at the University. Through a two-phase approach, the GACRC is expected to begin offering the first round of expanded computational and storage resources this summer. A second round of expansion is expected to be completed

this fall. The new cluster will represent a significant broadening of the services offered at the GACRC for researchers. For more information about the new GACRC cluster, please contact Guy Cormier at gcormier@uga.edu by email.

5. Core Campus Infrastructure

- *Major Network Maintenance Planned During Holiday Weekend:* EITS Network Engineering is planning a major maintenance project during Memorial Day weekend that will affect network services at the University. The maintenance will start at midnight on Saturday, May 24 and will continue until 7 a.m. that day. During the maintenance window, the affected systems may experience multiple disruptions. The changes will affect Internet access to and from the campus, the UGA campus network, access to the Boyd Data Center, and the Virtual Private Network (VPN) service. Following the maintenance, EITS is asking campus IT professionals to test their systems to ensure proper functionality. EITS is working with campus IT professionals to provide additional technical details about the changes. For more information on this project, please contact Brian Rivers at brivers@uga.edu by email.
- *Data Center Energy Savings Highlighted:* Discover UGA, a communications initiative by the UGA News Service, recently highlighted the Boyd Data Center (BDC) in its focus about sustainability efforts at the University. The BDC houses the computer systems and networks necessary to operate the institution. Data centers are typically high-energy consumers. But, through a significant physical transformation to remove outdated equipment and invest in more efficient technologies, the BDC has drastically reduced its carbon footprint. These changes have resulted in a current \$134,000 annual savings in energy costs to the University. To read the complete story, please point a browser to <http://tinyurl.com/l2xm3zx>. For more information about the Boyd Data Center, please contact Mike Lucas at mlucas@uga.edu by email.

6. Did You Know?

- The Computer Health and Security Fair in April proved a success, with about 250 students, faculty, and staff taking their personal laptops to the Miller Learning Center for IT professionals to conduct security checks. During the two-day event, IT professionals checked for computer viruses and helped address performance issues on the personal laptops of students, faculty, and staff. In a survey, 97% of guests said they would recommend the fair to others. The event is held in April and October. For the first time, EITS teamed up another unit, the Office of Information Technology at the Franklin College of Arts and Sciences, to host the event.

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.