

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

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

1. Announcements for Faculty and Staff Meetings

- *Upgrade to ArchPass Coming in October:* The Office of Information Security will launch an upgrade to ArchPass, the University's two-factor authentication service, in the fall. The current physical ArchPass tokens will be replaced with a new phone-enabled method called ArchPass Duo. Beginning September 15, any new ArchPass users will be provisioned with ArchPass Duo, rather than hard tokens. Current ArchPass users will receive invitations to enroll in ArchPass Duo at the beginning of October. Once enrolled, users can opt to receive a text message with a passcode, authenticate with a phone call or authenticate by receiving a push notification on their smartphone. Once the new service is available, the Office of Information Security will run parallel VPN groups, so current ArchPass users will be able to test at their convenience. EITS employees are currently participating in a pilot of the program prior to the campus-wide launch. Current ArchPass users will receive additional notifications prior to receiving the enrollment email in October. Additional information can be found at archpass.uga.edu. For more information about the new two-factor service, contact Ben Myers at bmyers@uga.edu.
- *Free Laptop Security Checks, Troubleshooting Offered at Fair:* The Computer Health and Security Fair will be held October 18-19, from 10 a.m. to 3 p.m. in the second floor rotunda of the Miller Learning Center. EITS and the Franklin College Office of Information Technology are co-sponsoring the fair. During the event, technical volunteers from EITS and Franklin College OIT will conduct free security checks and troubleshooting on personal Mac and PC laptops. Volunteers will also install anti-virus software and remove malware, if needed. The event is free and open to students, faculty and staff for personal laptops only; university departmental computers will not be checked at the fair. For more information or to participate as a technical volunteer, contact Sara Pauff at spauff@uga.edu.
- *New Collaborate Platform Available in eLC:* A new Blackboard Collaborate platform, called Collaborate Ultra, is now available in eLearning Commons, the University's learning management system. Faculty who use Collaborate have the option to select Ultra from the tools menu when they log in to eLC. Complete instructions for accessing Ultra within eLC can be found on the Center for Teaching and Learning's website at <http://ctl.uga.edu/collaborate-ultra>. The new 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. The new version is also available to users outside of eLC. Users will still have the option to use the previous Blackboard Collaborate version and access their previously archived content. Additional information about Ultra will be provided soon. For more information about Collaborate Ultra, please contact Robert Ethier at rethier@uga.edu.

2. Support for Student Technology Services

- *Banner Maintenance Planned in September:* Banner services will be unavailable for planned maintenance on Saturday, September 17, from 8 a.m. to 5 p.m. Affected services include Athena, Banner, DegreeWorks, UC4, ODS, EDW, ePrint and Simpler/edu. This

planned maintenance is part of a regular maintenance schedule for Banner services to ensure consistent and reliable service for students, faculty and staff. Any changes related to this maintenance will be posted at status.uga.edu. For more information, contact Karen Chastonay at karenemc@uga.edu.

- *Class Rolls Available in Athena:* Faculty, instructors and teaching assistants can now download their class rolls from Athena. EITS and the Office of the Registrar, which manage the student information system, have been working for the last several months to make this critical improvement for faculty and instructors. This feature was previously available in an older system. Now, instructors have the ability to easily download their class rolls from Athena as either a PDF or a CSV file. To download a class roll, log in to Athena and select “Print or Extract Class Roll” located under the Faculty Services menu. Downloaded class rolls will be emailed from regsupp@uga.edu as either a PDF or .CSV attachment to instructors’ UGAMail email addresses. Class rolls will display previous day’s information. Faculty are advised to not forward the class rolls to another email address for security reasons. For questions regarding class rolls, contact the Registrar’s Office at 706-542-4040 or regsupp@uga.edu.
- *Print Kiosks Added to New Science Learning Center:* Three wepa print kiosks have been installed at the new Science Learning Center on south campus. The kiosks are located in the central lobby on the first, second and third floors, and the kiosk on the second floor is wheelchair accessible. Students can upload their documents to the wepa cloud or a USB flash drive and print at any kiosk for a small fee. There are more than 30 kiosks located throughout campus. For a complete listing of all the kiosks on campus, visit printkiosk.uga.edu. For more information on the print kiosks, contact Tommy Jones at tomjones@uga.edu.

3. Support for Academic and Administrative Computing

- *Update on OneSource Project:* UGA’s OneSource project is now in the planning phase, and there is great work being done. A few key efforts include conducting sessions regarding the new chart of accounts, release of the participation survey, assigning additional project team members, conducting various assessments, and launching a project events page on UGA’s OneSource website. For more information on UGA’s OneSource project, please visit onesource.uga.edu.
- *Simpler/edu Available for Authorized Employees:* As part of UGA’s OneSource Project, Simpler/edu, a data navigation and query tool, is now available for authorized employees to access University financial data, including budget, accounting and payroll transactions. Data in Simpler/edu allows “drill-down” functionality on summary level transactions, such as campus mail or payroll transactions. Access to Simpler/edu is limited to people who have ArchPass access. Users must also receive approval from their supervisors and their department’s chief financial officer for access. The process to request access to Simpler/edu is outlined at simpler.uga.edu. Visitors must be on the ArchPass Virtual Private Network (VPN) to access the site, which also includes instructions on how to use Simpler/edu. For questions about Simpler/edu, contact Chris Wilkins at chris.wilkins@uga.edu.

4. Support for Research

- *New Members Appointed to GACRC Advisory Committee:* The Georgia Advanced Computing Resource Center (GACRC) has added four new members to its advisory

committee. The new committee members for 2016-2017 are: Dr. Pejman Rohani, Odum School of Ecology; Dr. Juan Gutierrez, Department of Mathematics and the Institute of Bioinformatics; Dr. Gaelan Burke, Department of Entomology; and, Dr. Travis Glenn, Department of Environmental Health Science and the Institute of Bioinformatics. Dr. Jessica Kissinger, director of the Institute of Bioinformatics, will be the new representative for the Office of the Vice President for Research. A complete listing of advisory committee members can be found on the GACRC's website at <http://gacrc.uga.edu/about/advisory-committee/>. For more information on the GACRC, contact Dr. Guy Cormier at gcormier@uga.edu.

- *GACRC to Host Special Training Event:* Dr. James Monogan of the Department of Political Science will offer a three-hour workshop to researchers introducing the R programming language, which is commonly used at the GACRC. This short course will introduce users to the program R and how to use it for data analysis. Topics covered in the session will include data management, drawing graphs and basic statistics. The workshop will be held in Life Sciences, C128, on September 23, from 10 a.m. to 1 p.m. Space will be limited. To register for the workshop, contact Suchitra Pakala at pakala@uga.edu. For information on more GACRC training sessions, visit <http://gacrc.uga.edu/training/>.

5. Data Reporting and Analytics

- *New Data Management Website Launched:* As part of the development of a framework for data management and governance at the University, a new website — datamanagement.uga.edu — has been launched. The site serves as a central repository for resources available for data stewards, system owners and users of institutional data. People who are seeking information on how to request institutional data across multiple units at the University may use the site to guide them to the appropriate source for data. In addition, the site provides information about the data management and governance committee, and how individuals with designated roles are responsible to ensure data at the University are properly managed and secured. For more information, visit datamanagement.uga.edu or contact Sharon Logan at snlogan@uga.edu.
- *OIR Participating in Grant Application:* The Office of Institutional Research (OIR) is participating in a federal grant application for the First in the World program, which addresses challenges students may face for completing their postsecondary education. The program, available by the U.S. Department of Education, addresses the development and dissemination of solutions that can assist students who are at risk for not completing their postsecondary education, such as adult learners, working students, part-time students, students of color, students with disabilities, first-generation students and students from low-income backgrounds. OIR is partnering with the Office of Institutional Diversity and the Office of Service Learning for the grant application. OIR is evaluating data of UGA-sponsored initiatives to determine the impact on student retention and student success. For more information, contact Paul Klute at pklute@uga.edu.

6. Core Campus Infrastructure

- *UGAAlert Test Planned on September 15:* A full test of the UGAAlert emergency notification system will be conducted on Thursday, September 15, at 10:45 a.m. During the test, UGA students, faculty and staff may receive messages from the UGAAlert system to their email, phones and computer desktops. The UGAAlert system is periodically tested to evaluate the University's ability to issue timely emergency messages in the event of an actual emergency. Since the last test in the spring, a new desktop notification app and an

emergency website have been launched. The UGAAlert desktop notification is free for any students or employees to install on their computers in order to receive messages on their computer screens during the activation of the UGAAlert system. The desktop app can be installed from the EITS website at: <http://t.uga.edu/2xU>. The UGAAlert system is also tied to a new emergency website that is used in the event of an emergency. During the test, users will be directed to the new emergency website for additional information. Prior to the test, students and employees are asked to review their contact information for phone and email alerts at www.ugaalert.uga.edu. For questions about UGAAlert, contact the Office of Emergency Preparedness at prepare@uga.edu.

- *Buildings on College Station Road, Riverbend Road to be Impacted by Construction Project:* A project to replace the bridges on College Station Road in East Athens is expected to impact network and phone services to UGA buildings in the area. At this time, anticipated dates and times of service disruptions are not known, but EITS will advise affected units and buildings in advance. The bridges being replaced have network and telephony infrastructure that serve UGA buildings in the College Station and Riverbend Roads areas. EITS is continuing to work with contractors and the Georgia Department of Transportation on identifying anticipated dates and times when network and phone services will be disrupted to buildings in the area. EITS will provide additional information as it becomes available. For questions, please contact Jeff Teasley at jteasley@uga.edu.

7. Did You Know?

The UGA Mobile App has been downloaded by almost 2,000 new users since its August redesign. Of those downloads, 1,080 were on iOS devices and 944 were on Android devices. This is in addition to 26,000 current users who updated their app after the new version was released on August 5. The updated app features a new home screen that makes it easier for users to access the most popular features in the app. The bus trackers for UGA and Athens Transit have been updated to make it easier for users to navigate to help them find the nearest bus stops. Users may also access directions for walking around campus, as well as directions using the transit system. The app includes all of the current features, such as access to UGAMail, dining hall menus and athletic scores, but in a new menu bar that is easier to navigate. The UGA Mobile App is free in the App Store and in Google Play. For more information on the UGA Mobile App, visit mobileapps.uga.edu or contact Lance Peiper at lpeiper@uga.edu.

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.