EITS Status and Activity Report for April 2015

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

1. Announcements for Faculty and Staff Meetings

   - *Campus-Wide Technology Survey To Start Soon:* The Vice President for Information Technology will administer the TechQual+ survey in April to assess the effectiveness of technology services across the University. Through a random sampling, UGA students, faculty and staff will be asked to gauge the effectiveness of a number of IT services, such as network connectivity, websites, administrative systems, and wireless services. The results of the TechQual+ survey are used to prioritize and implement future IT initiatives. TechQual+ is used by higher education IT departments across the U.S., which allows UGA to compare its results to other institutions. For more information about the TechQual+ survey, please visit www.techqual.org or contact Lynn Wilson at llatimer@uga.edu by email.

   - *Searches Underway for CTO, Associate CIO Positions:* The UGA Search Group is leading a process to select a Chief Technology Officer, who will report to the Vice President for Information Technology. The CTO is a newly created position that will be responsible for the day-to-day management of departments supporting infrastructure delivery, voice and data communications, academic and administrative information systems, and training and support services. The candidates have not been determined, but those named as candidates will participate in presentations, and meet and greet sessions in May. In addition, another newly created position will directly report to the Vice President for Information Technology on data analytics for the University. The Associate CIO for Data and Analytics will focus on leading better data governance, architectures, policies, practices and procedures that properly support the full data lifecycle and analytics needs of the University. This senior-level position will fit the growing need for a strategic focus on data and analytics across the University and will be a strong collaborator with UGA's Office of Institutional Research, which also reports to the Vice President for Information Technology. These changes reflect an internal reorganization to improve operational efficiencies. For more information about the CTO position, please contact Lynn Wilson at llatimer@uga.edu by email. For more information about the Associate CIO position, please contact Dr. Timothy Chester at tchester@uga.edu by email.

2. Support for Student Technology Services

   - *Summer and Fall 2015 Class Registration to Open in Athena:* Registration for summer and fall 2015 classes started in Athena on April 3. Athena uses a time ticketing system to enable students to register for classes in an efficient manner. Students are given a date and a time to log in to Athena to register for classes. Students may register for classes from their appointment times until the summer semester drop/add period.

   - *Free Laptop Security Checkups Available April 7-8:* The Computer Health and Security Fair will be held on April 7-8, from 10 a.m. to 3 p.m., at the Zell B. Miller Learning Center in the second floor rotunda. UGA students, faculty and staff are welcome to bring their personal laptops for free security checks by technical employees from EITS and the Franklin College Office of Information Technology. During the event, technical volunteers will provide security checks and free virus and malware removal. They will also install the latest software and security updates, ensure that firewalls are enabled and update antivirus and operating systems. For students, the Computer Health and Security Fair is a

popular event, which also provides information security awareness. For more information, please visit http://www.t.uga.edu/1hR or contact Sara Pauff at spauff@uga.edu.

- *New Bus Routes, Student-Operated Radio Station on UGA Mobile App:* The UGA Mobile App has been updated to include new Campus Transit bus routes, which serve the new Veterinary Medical Center on College Station Road, the State Botanical Garden on Milledge Avenue and the Complex Carbohydrate Research Center (CCRC) on Riverbend Road. The bus tracker, which now includes the intercession routes, has been a popular feature of the UGA Mobile App. Another new addition to the mobile app is WUOG 90. 5 FM, the student-operated radio station based at the Tate Student Center. The UGA Mobile App now features a live stream of WUOG. In addition, the campus map on the mobile app has been updated to include new facilities for the Terry College of Business and the Veterinary Medical Center. The UGA Mobile App is available to download in the App Store and Google Play. For more information, please visit http://mobileapps.uga.edu or contact Lance Peiper at lpeiper@uga.edu by email.

3. Support for Academic and Administrative Computing

- *Financial Reporting Tool Pilot Continues:* A pilot to review a financial reporting tool provided by a vendor is being extended from Finance and Administration and EITS to additional units across the University. A proof of concept site built on Simpler System's infrastructure has been migrated to UGA's servers. Additional data has also been added to the pilot to allow staff in participating units to view detailed Campus Mail transaction information that's unavailable in the current mainframe reporting tools, such as QMF and ARROW. Detailed payroll information is also being added. The pilot is expected to continue through June to allow for testing during processing for the end of the fiscal year. For more information, please contact Sharon Thelen at slthelen@uga.edu by email.

- *UGA Elements to Replace FAR:* UGA's Faculty Activity Repository (FAR) will soon be decommissioned and replaced with a new, mandatory reporting tool. Called UGA Elements, the new system will become the primary source of data regarding the research, scholarship, service, award and honors of UGA faculty. Beginning in 2016, all UGA faculty will be required to use the system to facilitate the annual performance evaluation process. Faculty should stop updating FAR by June 15, as UGA Elements is scheduled to launch in fall 2015. Each college and school has identified administrative liaisons as the initial points of contact for UGA Elements. Additional information about UGA Elements will be provided and posted on its website at http://elements.uga.edu.

- *Verification of User Accounts and ArchPass Security for Mainframe Systems:* In preparation for the annual financial audit by the State of Georgia Department of Audits and Accounts, there are two internal activities related to user access and enhancing security for the mainframe. UGA's mainframe services include IMS, TSO, DB2 and access systems, such as WebDFS. First, an in-depth audit of all user accounts on the mainframe system will be conducted to ensure employees have the appropriate access. Mainframe users and their direct supervisors must complete the verification process by May 20. Those individuals should have recently received email instructions about the process. Second, the mainframe will be placed behind the ArchPass security system, effective April 24. The ArchPass is a device that generates a one-time, six-digit code that is used in conjunction with a MyID password to access specified systems with restricted. Most people with access to the mainframe already have an ArchPass, but some people will need an ArchPass. EITS is coordinating efforts with those individuals to receive an ArchPass.

For more information about these activities, please visit a FAQ web page at
http://t.uga.edu/1ne or contact Brian Rivers at brivers@uga.edu.

4. Support for Research

- *Researchers Participate in Buy-In Program:* Recently, the Office of the Vice President for Information Technology announced a buy-in program of the new cluster for the Georgia Advanced Computing Resources Center (GACRC). This program is intended to encourage faculty to use the new GACRC cluster by offering an additional computing node at no cost for participants. Since the program was made available, nine individual faculty members have agreed to participate. The GACRC is coordinating discussions with additional research groups to take advantage of the buy-in program. To date, additional matching funds remain available through the buy-in program for faculty. For more information about the buy-in program, please contact Dr. Guy Cormier at gcormier@uga.edu by email.

- *University Participating in NSF-Funded Regional Collaboration Group:* The University is one of several institutions in the Southeast participating in a series of workshops about cyberinfrastructure plans in order to address the changing needs of campus communities. The Southern Partnership in Advanced Networking (SPAN) is a collaboration between Clemson University, South Carolina State University, Georgia State University and UGA to fund a regional network to support next generation networking and its use in enabling scientific discoveries. SPAN offers workshops, expert presentations, documentation, and site visits to participating institutions. The first of these workshops will be held at Georgia Tech on April 8-9. SPAN is a project funded by the National Science Foundation. For more information about SPAN, please contact Dr. Guy Cormier at gcormier@uga.edu by email.

5. Data Reporting and Analytics

- *Office of Institutional Research Realignment with the Office of the Vice President for Information Technology:* As part of a strategic realignment for University-wide data and analytics, the Office of Institutional Research (OIR) now reports to the Vice President for Information Technology. OIR is responsible for the collection, organization and analysis of institutional and other data to support institutional management, operations, decision-making, and planning functions. Among its responsibilities, OIR is coordinating all external surveys, such as the Princeton Review, U.S. News and World Report, Peterson's Annual Survey of Undergraduate Institutions and Times Higher Education. Besides those regular external surveys, OIR also responds to internal ad hoc requests related to faculty, students, and academic programs from various units across UGA, academic departments, individual faculty members and external campus contacts. For more information about the Office of Institutional Research, please visit http://oir.uga.edu or contact Dr. Meihua Zhai, Director, at mzhai@uga.edu by email.

- *OIR Coordinating IPEDS Data:* The Office of Institutional Research (OIR) is coordinating UGA's spring response to IPEDS (Integrated Postsecondary Education Data System). IPEDS is a federally-mandated survey of every college, university, and technical and vocational institution that participates in federal student financial aid programs. Data reported to IPEDS includes enrollments, program completions, graduation rates, faculty and staff, finances and more. Currently, OIR is coordinating the University's spring collection cycle data, which includes fall enrollment, human resources, finance and academic libraries. For more information about the Office of Institutional Research, please visit http://oir.uga.edu or contact Dr. Meihua Zhai, Director, at mzhai@uga.edu by email.

6. Core Campus Infrastructure

- *Buckhead Campus Internet Speed Improved:* The Buckhead campus recently received a network bandwidth upgrade from 20Mb to 1Gb, which will improve Internet speed and reliability to the extended campus. The upgrade provides a direct link between the Buckhead campus and the main UGA campus, which will allow students, faculty and staff to access University technology services as if they were physically located on the Athens campus. This enhancement will help the Buckhead campus improve its instructional initiatives. Last year, EITS completed a similar network upgrade to the Tifton campus. For more information about the Buckhead campus network bandwidth upgrade, please contact Christian Cummings at ccummin@uga.edu by email.

- *Funds Available for Wireless Network Access in Faculty, Staff Areas:* In order to expand faculty and staff access to the PAWS-Secure wireless network, the Office of the Vice President for Information Technology is offering a 50% subsidy towards installation of new PAWS-Secure wireless access. The University offers PAWS-Secure throughout the campus to areas primarily used by students through funds provided by the Student Technology Fee. For faculty and staff areas, wireless service is charged to departments. To qualify for a subsidy, PAWS-Secure must be in areas primarily used by faculty and staff offices, or in meeting and collaboration spaces. A total of $100,000 is available on a first-come, first-served basis. Departments should request a quote for PAWS-Secure wireless service by using the form available at https://eits.uga.edu/support/request/cable. After a quote is received from EITS, it should be forwarded to the VPIT office with a memo seeking a 50% subsidy. For more information, please contact Mike Lucas at mlucas@uga.edu by email.

- *Math Department Switches to UGAMail:* The Math Department recently switched its on-premise email system to UGAMail, which is powered by Microsoft's cloud-based Office 365. Most departments at the University now use UGAMail for email services. EITS manages UGAMail, which also includes OneDrive for Business and Lync (to be renamed as Skype for Business). EITS works with departmental IT representatives to prepare their employees for the transition to UGAMail. By using UGAMail for email services, departmental IT professionals can more efficiently focus their resources on unit-specific services. For more information, please contact Keith Martin at keith.martin@uga.edu.

7. Did You Know?

- To help departments prepare their FY16 budgets, the EITS website now has additional details about its cost recovery services. The new information includes service details that departments may see in a Memorandum of Understanding, such as responsibilities for EITS and clients, and contact information for support. EITS cost recovery services include network support, data center server hosting, desktop support, the WEPA print kiosks, and campus-wide software, such as GoToMeeting and Adobe products. To view these new service details and the FY16 cost recovery rates, please point a web browser to http://eitscostrecovery.uga.edu. For questions about specific cost recovery services, please contact the appropriate person listed for each service on the website. For questions about cost recovery rates, please contact Pam Burkhart at pamburk@uga.edu by email.

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