**Vice President for Information Technology**
**Status and Activity Report for December 2016**

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

1.  <u>Announcements for Faculty and Staff Meetings</u>

    - *VPN to Require ArchPass Duo:* Beginning January 3, 2017, access to UGA's Remote Access Virtual Private Network (VPN) groups will require use of ArchPass Duo, UGA's two-factor authentication method. Currently, only users who need access to restricted data are required to use ArchPass Duo to authenticate. Requiring ArchPass Duo for authentication for the 01 Default VPN group as well is an extra security measure designed to prevent fraudulent log-ins. ArchPass Duo offers you multiple methods for receiving passcodes and authenticating to systems. You can authenticate with a phone call, SMS text message or through the Duo mobile app on a smartphone or tablet. If you are not already an ArchPass user, you can enroll a cell phone, landline or tablet in ArchPass Duo through the Duo Self-Service Portal on the EITS website. Instructions are available at archpass.uga.edu/enroll. For more information about ArchPass Duo, contact Ben Myers at bmyers@uga.edu.

    - *Enroll in ArchPass Duo:* EITS is upgrading ArchPass to a new phone-enabled method of two-factor authentication, known as ArchPass Duo. ArchPass Duo offers users multiple methods for receiving passcodes and authenticating into systems. You can authenticate with a phone call, SMS text message or through the Duo app on a smartphone or tablet. To continue accessing systems with ArchPass security, all current ArchPass users should enroll and begin using ArchPass Duo by the end of the calendar year. Current ArchPass hardware tokens will continue to function until January 2017 and can be used as a backup method for accessing restricted systems until that time. If you are a current ArchPass user and have not yet enrolled in Duo, you will receive another enrollment email this month. The sender address on the email is no-reply@duosecurity.com. ArchPass users will need that email to complete their enrollment. A screenshot of the email and further instructions for enrollment can be found at archpass.uga.edu. For more information about ArchPass Duo, contact Ben Myers at bmyers@uga.edu.

    - *Chester Gives Annual State of Technology Address:* Dr. Timothy M. Chester, Vice President for Information, recently presented his annual State of Technology address at the Richard B. Russell Special Collections Library Auditorium. Chester shared a future vision for ArchPass, UGA's two-factor authentication service. Two-factor authentication can help prevent fraud activity and provides an extra layer of security of data. In addition, Chester addressed the technology milestones and goals, such as continued growth in the university's internet usage, increased training for researchers using the University's high-performance computing resources and the OneSource project. To read more about the State of Technology, please visit t.uga.edu/2Nk. The State of Technology address can also be viewed on Blackboard Collaborate.

    - *Updated Technology Guide Available for UGA Faculty & Staff:* An updated guide to technology services for UGA faculty and staff is being mailed to University employees. The Technology Resources Guide provides an overview of the IT services, tools and resources available to UGA faculty and staff. The guide features information about instructional technology, research computing, email, IT security, MyID accounts, wireless service, training and more. It also includes information about departmental resources, as many colleges and units provide technical support for their employees. The guide will also be

available online soon at http://newtocampus.uga.edu. The guide is being mailed to faculty and staff members in early December. EITS also has a student guide available on the site. Both guides are ideal for providing to new employees and/or students. Additional copies may be requested by contacting Kerri Testement at kerriuga@uga.edu.

- *Account Cleanup Notices Sent to Former Students:* In November, EITS notified many former undergraduate and graduate students that their MyID and UGAMail account information would be deleted in December. This account cleanup process applies to inactive users who last enrolled in classes during the Summer 2015 term or earlier, and who have not logged into UGAMail in the last six months. People who enrolled in classes in the Fall 2015 term or later and those who have updated their password within the last six months will not be affected. The clean-up process will include accounts of alumni who are forwarding their UGAMail to a third-party email account. Owners of accounts targeted for deletion received notices in November advising them that their account would be inactivated December 6 and deleted December 20. Alumni who have a justified reason for keeping their UGA MyID and UGAMail account, such as completing post-doctoral research, have the option to appeal and keep their account. For more information about the account clean-up process, please contact Keith Martin at keith.martin@uga.edu.

2. Support for Student Technology Services

- *Wireless Access Points Significantly Increased in Residence Halls:* Working with University Housing, EITS has upgraded wireless service in 11 residence halls since March. In each residence hall, EITS technicians are installing additional wireless access points throughout the buildings to improve wireless service. The majority of the installation work has been directly in residential rooms. To date, EITS has increased the number of wireless access points in these residence halls from 202 to 1,639. Soule Hall and Busbee Hall are among the latest residence halls to receive improved wireless service. Vandiver Hall will be upgraded next. These changes come after student feedback about wireless service in the residence halls. The upgrades are being funded by the Student Technology Fee. For more information, contact Kerri Testement at kerriuga@uga.edu.

3. Support for Academic and Administrative Computing

- *eLC to be Unavailable During Scheduled Maintenance***:** eLearning Commons (eLC), UGA's learning management system, will undergo scheduled maintenance for updates on Saturday, December 17. The update will mostly improve existing tools of eLC.  The maintenance will begin at 12:01 a.m. and end at 7 a.m. During this time, eLC will be inaccessible to users. Fall semester grades are due the following Monday, December 19, at 5 p.m. Faculty who use eLC for their classes are advised to plan accordingly. For more information about the maintenance, contact David Crouch at dave.crouch@uga.edu.

- *Legacy Data Conversion in Student Information System:* As part of the transition to Banner, there is a need to convert data from the legacy student information system (IMS) into an environment where the legacy information can be accessed. Banner will be the authoritative source for legacy student data, including transcripts, after February 3, 2017. Users who still view or update legacy student data on the mainframe have been contacted to ensure they have access to appropriate tools in Banner before the conversion. For more information about the legacy data conversion, contact Karen Chastonay at karenemc@uga.edu.

- *FY18 Cost Recovery Rates Now Available:* EITS has published its cost recovery service rates for FY18 to help departments in their budget development planning. The FY18 rates and service details are available at http://eitscostrecovery.uga.edu. In FY18, the gold network support package rate will not change, providing Units with a centrally-managed support model for their departmental networks. The silver network support package is no longer offered. The bronze network support package rate will increase to cover increased costs for connections to Internet2. The telephone line rate will be increased in equal increments over the next three years to fund additional infrastructure resource investments required to deliver services and manage risk. Campus cable TV rates will remain the same for FY18. Three new virtual services are being offered by Systems Engineering in FY18. The three TeamDynamix tiered licensing rates will be converted into one rate for FY18 licenses. The current tiered license rates will continue to be billed for any existing or new licenses provisioned in FY17. A new Mathematica rate for individual licensing is being added, with the unlimited licensing rate increasing in FY18. VMWare license rates for FY17/FY18 are being developed and will be published in January 2017. For questions, please contact Pam Burkhart at pamburk@uga.edu.

- *Employee Work Address Change Process Moving to WebDFS:* The process to submit employee work address changes will change, effective December 9, 2016. This process allows authorized users with HR Payroll access to submit physical work address changes for employees in their units. Currently, these requests are submitted via the UGA RUSS website (russhelp.uga.edu). Effective December 9, these requests will be submitted via the WebDFS website (https://webdfs.uga.edu/WebDFS). The functional steps will be the same in WebDFS, but will have a new look. Instructions will be posted on WebDFS. WebDFS also requires users to have ArchPass access, the university's two-factor authentication service. Most current users of this service already have ArchPass access, but those without ArchPass access will need to request access. Instructions are available at archpass.uga.edu. Users who are authorized to submit physical work address changes have received notifications about this change. For questions about this change, please email budgets@uga.edu or call 706-542-2763.

4. Support for Research

- *More Than 800 Receive GACRC Training:* More than 800 researchers have completed training with The Georgia Advanced Computing Resource Center (GACRC) over the past year. The center has offered more than 170 sessions in a variety of subjects, including Introduction to Sapelo and the zcluster for new users, Linux Basics, and Python Language basics. Training is required for all researchers who wish to use the GACRC clusters. For more information about upcoming training sessions, visit http://gacrc.uga.edu/training. For more information about the GACRC, contact Dr. Guy Cormier at gcormier@uga.edu.

- *GACRC Cluster Receives Upgrade During Week-Long Maintenance:* A major upgrade was performed in November to the InfiniBand network fabric of the Sapelo cluster for the Georgia Advanced Computing Resources Center (GACRC). The upgrade increased the resiliency and expansion capabilities of the cluster. Access to the Sapelo cluster was suspended for the duration of the week-long maintenance. If you have any questions or concerns about this maintenance, please contact Dr. Guy Cormier at gcormier@uga.edu.

- *New Process for Requesting GACRC Access for Non-UGA Users:* There is a new process for GACRC-affiliated UGA faculty members requesting MyIDs for non-UGA colleagues who need to access GACRC resources. UGA faculty members wishing to request a MyID for their collaborating researchers should fill out a MyID request form in TeamDynamix:

https://uga.teamdynamix.com/TDClient/Requests/ServiceDet?ID=13358 . When selecting the account type, choose GACRC Remote Collaborator. The request will be reviewed for approval. For more information about the GACRC, please contact Dr. Guy Cormier at gcormier@uga.edu.

5. Data Reporting and Analytics

- *Data Visualization Project Underway:* The Office of Institutional Research (OIR) is revamping its resources in to a cohesive online tool that's modern, efficient and presents institutional data using data visualization. OIR provides the printed annual FACT Book, the online FACTS reporting system, the Unit Profile system with seven years of data for seven major data sets, coordinates the university's response to external surveys, and provides institutional data for ad hoc requests. OIR is currently restructuring these resources to streamline them under a new data reporting tool that's visually easier for users to understand complex patterns and concepts. OIR is planning to launch the new online tool in the spring semester. For more information, please contact Paul Klute at pklute@uga.edu.

6. Core Campus Infrastructure

- *School of Law Wireless Service to be Upgraded:* Wireless service in the School of Law will be upgraded in December. The upgrade will include the Alexander Campbell King Law Library, the J. Alton Hosch Law Library Annex and Hirsch Hall. Dean Rusk Hall will be completed in a future phase. Based on feedback from faculty, these areas were identified as candidates to receive upgraded wireless service. The project will involve increasing the number of wireless access points throughout the Law Library, Law Library Annex and Hirsch Hall. For more information, please contact Jeff Teasley at jteasley@uga.edu.

7. Did You Know?

- As part of UGA's celebration of Ethical Culture week in November, Laura Heilman of EITS' Office of Information Security presented a seminar at the Richard B. Russell Special Collections Library called the "Mindset of a Hacker." According to Heilman, there are three types of hackers, or "hats,": white, gray and black. White hats schedule and document hacks. Gray hats are neutral and sometimes beneficial and black hats are negative, because they are not beneficial and can be a costly damage to servers or companies. Heilman suggests that people who do not change default names or passwords are most vulnerable to being hacked and suggests updating software frequently to keep security up to date.

8. Productivity Tip

- If you have ever forgotten your MyID password, you may have called the EITS Help Desk to reset your password. But, by setting up your MyID Profile now, you can easily reset your MyID password, if you forget it in the future. To set up your MyID profile, visit myidprofile.uga.edu. Once logged in, you will see there are two steps to complete your MyID profile: Setting up secret questions and setting up identification verification options. To complete the first step, click on "Your Secret Questions" on the MyID Profile management page. You will be prompted to create two self questions and to choose three questions. Once you have documented your answers on the page, be sure to click "Save Secret Questions" at the bottom of the page. You will then be redirected back to the MyID Profile management page. The next step is to set up your identification verification option.

This will allow you to receive a verification code by a mobile device, external email account, or verify with secret questions. Once these two steps are completed, you will see a green circle next to both steps that says "complete."

*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](mailto:listserv@listserv.uga.edu) with the phrase subscribe vpit-news as the body of the message.*