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

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

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

- *UGAMail Added to UGA Mobile App:* The UGA Mobile App has been updated with more user-friendly features. At the request of students, a separate module for UGAMail has been added, thus allowing students, faculty and staff to access their web-based University email directly through the app. Users with iOS devices with Touch ID are now able to sign into CAS-authenticated modules on the app, such as eLearning Commons (eLC), using the fingerprint scan on their device. The new version of the app also includes options to customize your home screen by adding and removing modules and improvements to the bus tracker. The UGA Mobile App is available for iOS and Android devices and includes bus trackers, an interactive campus map, access to student accounts and more. To download the app, visit the App Store or Google Play. For more information, visit http://mobileapps.uga.edu. For questions about the UGA Mobile App, please contact Lance Peiper at lpeiper@uga.edu.

- *eduroam Wireless Network Now Available:* EITS has launched eduroam, an additional wireless network that is available campus-wide. PAWS-Secure wireless is not affected by the launch of this new wireless network. eduroam is a free wireless service for students, faculty and staff at participating eduroam schools to get wireless access across institutions using their school's credentials. For example, a UGA faculty member visiting at Clemson University, which is also an eduroam participant, could use their UGA credentials (MyID@uga.edu) to log in to Clemson's wireless network on campus. Likewise, a Clemson faculty member could do the same with their credentials when they visit the UGA campus. Unlike PAWS-Secure, one key difference with eduroam is users will have to log in with their MyID followed by "@uga.edu" and their MyID password. It is the same login process for accessing UGAMail online (MyID@uga.edu and then your MyID password). Additional information about eduroam is available at wifi.uga.edu. For more information, please contact Christian Cummings at ccummin@uga.edu.

- *Survey of UGA Technology Services to be Administered:* The Vice President for Information Technology will administer the annual TechQual+ survey for UGA students, faculty and staff starting on February 8. The campus-wide survey will be sent to a random sampling of students and employees. They will be asked to gauge the effectiveness of a number of technology services at the University, such as network connectivity, websites, administrative systems and wireless service. The results of the TechQual+ survey are used to guide future IT initiatives at the University. For more information, please contact Lynn Wilson at llatimer@uga.edu.

2. <u>Support for Student Technology Services</u>

- *Survey Asks Residents for Feedback About Wireless Service:* Based on student feedback, EITS recently conducted a survey of residents in University Housing about PAWS-Secure wireless service. The survey focused on specific residence halls with wireless issues and times of service degradation. Of the 8,000 residents in University Housing, about 40% of residents completed the survey. EITS and University Housing will soon determine the next steps to quickly address gaps in wireless service for the residence halls. For more information about the survey, please contact Kerri Testement at kerriuga@uga.edu.

- *Skillsoft and Books 24/7 Services to End in July 2016:* Skillsoft, an online training tool, and Books 24x7, an online books resource, will no longer be available to University students, faculty and staff after July 2016. These services are being decommissioned due to overall cost compared to usage levels. Skillsoft users are advised to consider using other online resources to meet their training and instructional needs. Both lynda.com and Microsoft Imagine Academy (formerly called Microsoft IT Academy) are free for UGA students, faculty and staff. lynda.com, which is part of LinkedIn, offers thousands of online video tutorials on topics about business, education, video, web design, web development, and more. lynda.com can be accessed via the MyUGA Portal (my.uga.edu). Microsoft Imagine Academy offers courses for students, faculty and staff to develop their technical skills and prepare for technical certifications. Information on accessing Microsoft Imagine Academy is available on the EITS website at: http://eits.uga.edu/learning_and_training/microsoft_imagine_academy/. Please advise any faculty who have integrated Skillsoft or Books 24x7 into their course materials of the end of these services in July 2016. Skillsoft users will also need to save documentation regarding completed courses, if needed, as that information will no longer be available after the decommission. For questions about the decommission, please contact Sara Pauff in EITS at spauff@uga.edu.

- *New Name for Microsoft Training Resource:* Microsoft has renamed its IT Academy to Microsoft Imagine Academy. All UGA students, faculty and staff have free access to Microsoft Imagine Academy for training purposes. Instructions are available on the EITS website at: http://eits.uga.edu/learning_and_training/microsoft_imagine_academy/. Microsoft Imagine Academy is the single identity for all Microsoft tools, initiatives and programs aimed at students to drive technology, computer science, coding and employability skills. Microsoft Imagine Academy at UGA is a collaboration between EITS, the Franklin College for Arts and Sciences, and UGA Human Resources. For more information or assistance, please email academy@uga.edu.

3. Support for Academic and Administrative Computing

- *Recent Changes to CESS Process, Approval:* As departments prepare their FY17 budget proposals, personnel should keep in mind the recent changes to the CESS (Computer Equipment, Software and Services) guidelines and approval process. These updates, which became effective in November 2015, are in response to the University's and the University System of Georgia's increased focus on information security and risk management. In particular, personnel should be mindful the CESS review and approval process may take up to 7 business days. The new guidelines and approval process are outlined at: http://eits.uga.edu/hardware_and_software/cess/. For questions, please contact Pam Burkhart at pamburk@uga.edu.

- *Testing Available for New Kronos Upgrade:* Kronos, the time and attendance system for hourly and salaried bi-weekly employees, will be upgraded to a new version that includes significant visual and navigation changes. EITS is working with Finance and Administration on these changes, which will transform Kronos to a more modern time and attendance system for the University. Finance and Administration, and EITS are seeking units across campus to begin testing the new Kronos system in a development environment prior to its launch this semester. For more information, or to participate in testing, please contact Christine Edell at cedell@uga.edu.

- *Account Standard Training:* The University System of Georgia (USG) released standards regarding user account management for information systems containing restricted or sensitive data in 2013. These standards were made effective July 1, 2013. A refresher training on these standards is being conducted on Wednesday, February 24. The training will be held at the Georgia Center in Room K/L from 10:00 a.m. – 12:00 p.m. Data stewards, their designees, or individuals who are responsible for provisioning and removing employee account access to IT systems are encouraged to attend this training.  If you have questions regarding the Account Standard Training, please contact Lynn Wilson at llatimer@uga.edu.

4.  Data Reporting and Analytics

- *Annual Fact Book for the University Now Available*: The 47th edition of the UGA Fact Book, *Fact Book 2015*, was published in January and is available in both print and electronic formats. The Fact Book, an annual publication of the Office of Institutional Research (OIR), contains information related to student admission and enrollment, degrees conferred, student academic and other student-related data. The Fact Book also includes information on alumni, faculty and staff, sources of revenue and expenditures, total sponsored and research awards, and a summary of UGA facilities and land holdings. A printer version of the *Fact Book 2015* may be requested from the Office of Institutional Research by calling 706-425-3183. It may also be accessed online at http://www.oir.uga.edu/fact_book.

- *Dashboard Gives Insight on Classroom Utilization:* The Office of Institutional Research (OIR) has launched a dashboard of classroom utilization at the University level, as well as for specific departments, buildings and room sizes. The new classroom utilization dashboard provide a visual overview for facilities usage to assist in data-driven decisions. Several instructional classroom utilization statistics are being compared against standard national trends as defined by the Council of Educational Facility Planners International. Classroom utilization trends for the past three fall semesters (2013-2015) are summarized on the dashboard. The dashboard is available on the OIR's FACTS site at https://facts.oir.uga.edu. For more information or questions, please contact Meihua Zhai at mzhai@uga.edu.

- *Preliminary Student Daily Enrollment Summary Updates Available*: Each semester, the Office of Institutional Research (OIR) updates student enrollment data by level and by credit hour load, which enables colleges and schools to monitor their student enrollment and credit hour levels by student level and campus location. This information is available on the OIR's website (http://oir.uga.edu) under the institutional statistics page, and under the enrollment tab. It is also available at http://t.uga.edu/1Cu. The preliminary student enrollment is updated daily after the semester mid-term census date. For more information, please contact Meihua Zhai at mzhai@uga.edu.

5.  Core Campus Infrastructure

- *Gold Network Support Program Grows Rapidly:* EITS' Network Support Partnership (NSP), which offers network support and maintenance to departments, has greatly expanded its gold support level throughout campus. Gold support provides the highest level of network support and maintenance planning by EITS. UGA departments receiving gold level service benefit from a maintenance plan, equipment replacement and greater priority for network service issues. In just two years, the percentage of wired devices receiving gold level support at the University has surged from 9% to 69%. Recent

additions to the gold support level include the Franklin College of Arts and Sciences, and the Ramsey Student Center. For more information about the NSP gold support level, please visit http://eits.uga.edu/network_and_phones/nsp/ or contact Jeff Teasley at jteasley@uga.edu.

- *Student Technology Fee Continues to Support Wireless Upgrades: EITS* is preparing to update wireless service to a number of academic buildings across campus in the coming months. Supported by the Student Technology Fee, EITS routinely upgrades the equipment for wireless services in academic buildings. Some of the buildings slated for equipment upgrades soon include the Main Library, the Science Library and Aderhold. For more information about Student Technology Fee funding for wireless services, contact Jeff Teasley at jteasley@uga.edu.

6. Did You Know?

- EITS has published its catalog of cost recovery services and their respective rates for FY17, which should help departments plan their budgets for next fiscal year. In FY17, the network support package rates will not change. The silver network support package is being phased out and will not be offered to new clients starting in FY17. Campus cable TV rates will remain the same for FY17. The Georgia Advanced Computing Resource Center (GACRC) archival storage and 800 MHz radio services will be discontinued in FY17. TeamDynamix is the new ticketing system available to units as a cost recovery service. A new expedited work order rate for new telephone placement/programming has been added for FY17. For more information, including rates, please visit http://eitscostrecovery.uga.edu.For questions, please contact Pam Burkhart at pamburk@uga.edu.

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