

Vice President for Information Technology Status and Activity Report for March 2017

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

1. Announcements for Faculty and Staff Meetings

- *Myers Selected as Chief Information Security Officer:* Ben Myers has been named the Chief Information Security Officer for the University of Georgia. Myers had been serving as interim CISO at the University since July 2016, when he previously served as an IT associate director for UGA's Office of Information Security. In that role, Myers directed vulnerability management, risk management and security compliance measures from UGA's Office of Information Security. He has also served as chief information security officer for the Georgia Student Finance Commission, which administers student financial aid for postsecondary education, including the HOPE programs. As CISO, Myers will serve as UGA's senior information security executive, advising senior leadership on emerging security threats; changes in regulatory requirements to protect research, student and financial data; and design strategies to protect the University's data. For more information on The Office of Information Security, please contact Ben Myers at bmyers@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 this semester. 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.
- *ArchPass Duo to be Required for Using vLab on Personal Devices:* Beginning May 5, 2017, students, faculty and staff accessing UGA's virtual computer lab, called vLab, from a personal device will be required to log in with ArchPass Duo, UGA's phone-based two-factor authentication service. Requiring ArchPass Duo to access vLab from a personal device will provide an extra layer of security for users and the campus network. 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. Users can enroll via the self-service portal on the ArchPass Duo website, archpass.uga.edu/enroll. Users accessing vLab from a computer at the Miller Learning Center or in other on-campus computer labs will not need to use ArchPass Duo to log in. For more information about ArchPass Duo, please contact Ben Myers at bmyers@uga.edu.

2. Support for Student Technology Services

- *Housing Wireless Upgrade Efforts Continue:* In partnership with University Housing, EITS has upgraded wireless service in 12 residence halls since March 2016. This extensive project involves installing numerous wireless access points throughout each building in order to improve wireless service for students. Overall, 1,962 wireless access points have been installed by EITS technicians as part of this project. The residence halls that have thus far received wireless upgrades are: Russell Hall, Brumby Hall, Creswell Hall, Church Hall, Boggs Hall, Hill Hall, Mell Hall, Lipscomb Hall, Oglethorpe House, Soule Hall, Busbee Hall and Vandiver Hall. Currently, EITS technicians are upgrading wireless service

in Rooker Hall. EITS is continuing to coordinate with University Housing on additional residence halls for wireless upgrades and advising residents. For more information, please contact Kerri Testament at kerriuga@uga.edu.

3. Support for Academic and Administrative Computing

- ***FY17 User Verification Audit To Start Soon:*** In preparation for the annual financial state audit for FY17, EITS will be conducting a verification of all user accounts on the mainframe, Banner and IDM systems. This audit will involve users verifying the need for the access they have for each system, and supervisors reviewing and deciding to approve or deny this access for employees under their purview. This year, EITS will send a single email with one URL for managers and users to verify access to all three systems, rather than separate emails for each system. Emails will be sent to users and managers on March 20, asking them to verify their need for access. Reminder emails will be sent on April 14 and April 25. Users and managers must complete the verification process by April 28. Users who do not respond will have their access to these systems revoked May 8. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.
- ***Reporting and Business Intelligence Forum for OneSource Set for March 23:*** There was an assessment of Reporting and Business Intelligence as part of UGA's OneSource project. Data stewards and data custodians completed a BI survey and interviews were conducted with survey respondents. A report was produced, providing recommendations for meeting the data and reporting goals of the OneSource Project. The campus community will have an opportunity to hear the outcomes of this assessment and provide their feedback at a forum on March 23 at the Georgia Center for Continuing Education. The forum will be held from 10 a.m. to 11:30 a.m. in Room K/L. For more information, please contact Chris Wilkins at chris.wilkins@uga.edu.
- ***ConnectUGA Biannual Status Reports Available:*** The ConnectUGA website now features biannual status reports for Banner and Athena-related accomplishments. These reports reflect the ongoing University-wide activities to review and implement tasks for Banner and Athena services. The reports will be posted to the website every six months under the About section. The most current report available reflects accomplishments for students to verify their emergency contact information, implementing DegreeWorks Educational Planner and a recent upgrade to Banner. To view the biannual status reports, please visit: <https://connectuga.uga.edu/about/status-reports/>. For questions, please email connectuga@uga.edu.
- ***CESS Explanatory Workflow Available:*** As units begin reviewing their end of FY17 funds, business managers and IT professionals are asked to keep the CESS process in mind. The Computer Equipment, Software and Services (CESS) process outlines required steps for approval of IT products and services that met certain thresholds. IT purchases for equipment or services that may store or transmit sensitive or restricted data, and/or IT purchases that do not fully meet USG or UGA standards or policies may be required to complete the CESS process, which may take several business days to review. Departments are asked to begin their CESS requests well in advance of unit-level needs. A new visual workflow and supporting materials are available at: https://eits.uga.edu/hardware_and_software/cess/. For more information, please contact Jennifer Dobbs in EITS at cess-eits@uga.edu.

4. Support for Research

- *GACRC Adds Advanced Cyber Infrastructure Facilitator:* The Georgia Advanced Computing Resource Center has recently hired an advanced cyber infrastructure (ACI) facilitator to aid researchers using high performance computing resources at UGA. The facilitator engages with researchers in one-on-one and small-group meetings to understand researcher goals and practices and recommends appropriate ACI resources. The facilitator can also help researchers identify potential knowledge gaps; develop an overall plan for utilizing ACI resources; establish proactive and reactive support routes for researchers who use ACI resources; leverage external technical expertise; and promote learning and user empowerment by providing support for user-reported or observed issues. For more information about the GACRC, please contact Dr. Guy Cormier at gcormier@uga.edu.

5. Data Reporting and Analytics

- *Administrative and Financial Data Management Committee Established:* A new committee focusing on data management of administrative and financial data recently held its first meeting. The Administrative and Financial Data Management Committee (AFDMC) will provide steward-level governance of data within the domains of finance, budget, facilities, HR, payroll, sponsored projects administration, and development. The committee is comprised of data stewards from each of these data domains, institutional research, EITS staff, and data custodians, as delegated by the data stewards. Dr. Bill Prigge, Campus Director for Finance and Operations for the Medical Partnership, is the chairperson of the AFDMC. For more information, please contact Dr. Prigge at bprigge@uga.edu.
- *External Reports in the Works for OIR:* The Office of Institutional Research (OIR) is coordinating the University's response to several key external reports, such as the annual U.S. News and World Report best colleges rankings for undergraduate education. According to the magazine, prospective students consider the rankings an important factor in deciding which school to attend. Data submitted by OIR on behalf of the University includes college characteristics, academic programs offered, enrollments, student retention and graduation rates, financial aid, faculty resources and more. In addition to the U.S. News and World Report survey, OIR is working on the University's response to international surveys of best research universities, such as Times Higher Education (THE), QS World University Rankings, and the Princeton Review. These reports for external requestors require extensive and careful review of data by OIR's analysts. For more information about data submitted for these rankings, please contact Paul Klute at pklute@uga.edu.

6. Core Campus Infrastructure

- *Web Standard Hosting Service to Require VPN, ArchPass Duo:* UGA's web standard hosting service now requires VPN and ArchPass Duo access for authorized users who update their website's content. Front-facing sites were not impacted by this change; however, in order to update content on sites using UGA's web standard hosting service, authorized users must be logged in to the Virtual Private Network (VPN), which now requires ArchPass Duo. Web standard hosting is a free service for UGA departments and student groups to host their UGA-affiliated websites. To minimize the possibility of these websites being compromised in a security incident, the web standard hosting service now

requires VPN and ArchPass Duo access for people updating content on these sites in the development and production environments. UGA students, faculty and staff can self-enroll in ArchPass Duo at archpass.uga.edu/enroll. In addition, the web standard hosting service is now using a new management server. The version of the operating system used for the previous servers is going out of support. The new management server has the same functionality as the previous server, but there are new names for logging in to the dev/stage and production environments. Instructions are available on the EITS Help Desk site under the UGA Web Hosting section. For questions about this change, including if your sites use UGA's web standard hosting service, please contact Jonathan Hardy at jhardy66@uga.edu.

7. Did You Know?

- More than 5,800 students, faculty and staff have enrolled a phone or tablet in ArchPass Duo, UGA's phone-enabled two-factor authentication service. ArchPass Duo replaced the legacy ArchPass hard tokens in January 2017. Users must use a device enrolled in ArchPass Duo to verify their identity when logging into specified systems, such as the Remote Access VPN (Virtual Private Network) and systems with sensitive and restricted data. ArchPass Duo will also soon be required for using vLab from a personal device. 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. Users can enroll via the self-service portal on the ArchPass Duo website, archpass.uga.edu/enroll. For more information about ArchPass Duo, please contact Ben Myers at bmyers@uga.edu.

8. Productivity Tip

- Qualtrics is a free web-based survey tool for all UGA students, faculty and staff to design, implement and evaluate surveys. Qualtrics allows students, faculty and staff to create their own surveys, invite participants and review results — all under the UGA brand. Users creating a survey can choose over 80 different question types and view reports and results in several formats. There is an option to post surveys online or keep it private to make it available to select participants. Qualtrics also offers free video tutorials for those who would like demonstrations on how to use the program. Users must contact the EITS Help Desk to request a Qualtrics account, and faculty and staff must contact their local IT department staff to start an account.

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.