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

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

1. Announcements for Faculty and Staff Meetings

   - *State of Technology address set for November 15:* Dr. Timothy M. Chester's annual State of Technology address will be on Wednesday, November 15, 2017, from 10 a.m. to noon, at the UGA Chapel. All University students, faculty and staff are welcome to join. A Collaborate session will be available for faculty, staff and students at extended campuses. For more information, contact Mohsina Yusuf at mohsinayusuf@uga.edu.

2. OneSource Project

   - *OneSource Town Hall set for November 16:* To advise the University community of recent activities related to UGA's OneSource Project, a town hall is planned for Thursday, November 16 at 10:00 a.m. in the Georgia Center's Room K/L.   All UGA faculty and staff are invited to this town hall. The UGA community will receive information about timelines and recent planning activities and will learn about opportunities for faculty and staff to participate in future project activities. For more information, visit the OneSource website at onesource.uga.edu.

   - *Finance Business Process Design Forum presentation available:* The Finance Business Process Design Forum presentation is now available on the OneSource website at https://onesource.uga.edu/resources/finance_business_process_review/. The purpose of the Forum was to provide a summary of those business processes that will have a significant or impactful change to the community; to share a final draft PeopleSoft module related business process diagrams; and to provide an opportunity to ask questions about the business processes. For more information about upcoming forums, visit the OneSource website at onesource.uga.edu.

   - *FY18 Year-End Planning Under Way:* The Controller's Office produces year-end dates for key university business processes in February. This document makes the UGA community aware of the dates and to help plan appropriately. With the transition to PeopleSoft in July 1, 2018, these dates have been shared earlier so the UGA community can plan for these deadlines and dates when certain systems will not be available. The Fiscal Year-End letter can be found at http://busfin.uga.edu/accounting/accounting_quick_links/.

3. Support for Academic and Administrative Computing

   - *New look and feel coming to eLC in December 2017:* eLearning Commons, UGA's online learning management system, will soon transition to Daylight, a new look and feel available in newer versions of the Brightspace by D2L software. Daylight includes responsive design, meaning eLC will be easier to access on mobile devices. The transition to Daylight will not affect any content in eLC. Daylight will be turned on in eLC on December 19, 2017. Details about Daylight are available on the Center for Teaching and Learning's website at http://www.ctl.uga.edu/elc/updates. For more information about

eLC and Daylight, contact Dr. Sherry Clouser, Assistant Director of Learning Technologies, Center for Teaching and Learning, at sac@uga.edu.

- *Kaltura to be available enterprise-wide:* Kaltura, a media storage and video streaming service, will be automatically available to all UGA students, faculty and staff, beginning December 19, 2017. Students will no longer have to contact EITS to get access to this service; instead, Kaltura will be accessible to all users from the home screen in eLearning Commons (eLC). Kaltura allows users to record and upload video, and can be used within and outside of eLC. For more information, please contact Dr. Sherry Clouser, Assistant Director of Learning Technologies, Center for Teaching and Learning, at sac@uga.edu.

- *Affiliate MyID clean-up process set for December:* To help prevent unauthorized access to the campus network and other IT services, EITS will delete the MyID accounts of inactive UGA affiliates in December. Affiliates are account holders with MyIDs who do not have an official active record in a UGA HR or student system. They include contractors, some adjunct faculty, faculty and staff dependents and others. This clean-up will disable the MyID accounts and remove the UGAMail mailboxes for affiliates no longer at UGA. The clean-up will also remove MyID accounts with expired affiliations. About 3,000 accounts will be included in this clean-up and will be disabled December 1. Affiliates who need to keep their MyID accounts must have a sponsor complete the MyID Re-Enable Request form at https://uga.teamdynamix.com/TDClient/Requests/ServiceDet?ID=15673. For more information about the affiliate clean-up process, please contact Kristi Wall at kristi.wall@uga.edu.

- *New process for creating MyIDs for new employees:* Effective November 1, HR representatives or their authorized delegates setting up MyIDs will first need to secure a UGA ID number for the new employee. A UGA ID number is also referred to as an "810 or 811 number". In addition, an HR personnel record must have been started for the new employee by their HR representative. Requiring a UGA ID for new employees reduces the processing time for creating a MyID account. This ensures all new employees have their MyID accounts available on their first day and helps reduce the number of Help Desk calls. The steps to request a MyID, including the process for requesting a UGA ID, are on the EITS Help Desk website: https://confluence.eits.uga.edu/display/HDSH/MyID+FAQ. For more information about the MyID creation process, please contact Kristi Wall at kristi.wall@uga.edu.

- *Banner 9 Plans Being Developed:* Planning is underway for an upgrade to the University of Georgia's student information system. Banner 9, formerly called Banner XE, will be multi-year project with specific modules being designed, developed and released to the University community in 2018-2019. The modules are: Student Advisement, Faculty Grade, INB Forms, Financial Aid/AR, and Registration. There are no functional changes to Banner for this upgrade. The graphic design will change for Athena, which may require learning the new location for some functions. For more information about the Banner 9 upgrade plans, please contact Karen Chastonay at karenemc@uga.edu.

- *Argos report requests to be automated:* The Academic Data Management Committee (ADMC), began a project in 2017 to streamline the security setup and access request process for existing Argos reports. Effective October 31, access requests for existing Argos reports will be requested and approved via the CASIS user access system (https://apps.reg.uga.edu/CASIS/). In addition, access roles have been created to bundle reports utilized by common groups of users. A description of each access role and the type of data available within the role are displayed in CASIS. Users will also have the ability in

CASIS to select their school or college to meet their specific reporting needs. Argos users should not lose access to Argos reports through this process, but they may gain access to additional reports deemed relevant to their role at UGA. These enhancements should improve the user experience as well as create a more efficient and compliant report access request process. For questions about the new report request process, please send an email to reports@uga.edu.

- *Experiential Learning Transcripts to be available online:* Beginning in Spring 2018, students will be able view unofficial versions of their Experiential Learning Transcripts online through Athena. They will be able to request their Experiential Learning Transcripts from the Registrar's Office in late May 2018. Experiential Learning Transcripts display all university-approved experiential learning activities and are verified by UGA. Experiential learning activities can include activities approved by a school or college, non-credit activities sponsored by administrative units and internships. For more information, contact Linda Bachman at lbachman@uga.edu.

- *Changes to Microsoft's Exchange spam filtering:* Effective November 9, Microsoft will update the online protection and validation for Exchange to help prevent phishing scams. Currently, Office 365 accepts messages sent from invalid addresses. These messages undergo spam filtering, but they may not always be flagged as spam. With this new update, these messages will always be flagged as spam. The change will take a week to complete. For more information, please visit http://bit.ly/2igJVZK, or contact Jonathan Hardy at jhardy66@uga.edu.

- *Changes to Outlook for iOS:* With the release of iOS 11, Microsoft has announced that Outlook for iOS will only be supported only in the last two releases of iOS. This means new app updates to Outlook will now only be supported on devices with iOS 10 or iOS 11. Devices with iOS 9 are no longer be supported. While older versions of Outlook will still work on devices running iOS 9, these devices will not get new app updates. Users can expect a degraded experience of the Outlook for iOS app over time if they do not stay up-to-date. Users with iPhones who have not updated to the latest iOS version are advised to do so. For more information, please visit Microsoft's mobile devices page at https://products.office.com/en-US/office-system-requirements#Mobile-devices-section.

4. Support for Research

- *GACRC rebuilding Sapelo cluster:* The Georgia Advanced Computing Resource Center (GACRC) will rebuild its high-performance computing cluster, Sapelo, with new cluster management software. The new cluster management software should improve performance, usability and security. GACRC staff will handle the transition of users and groups to the rebuilt cluster, beginning in November. GACRC staff will complete the transition to the rebuilt Sapelo in December. The changes will not affect any GACRC file systems. Once the transition is complete, users accessing the rebuilt Sapelo will need to use ArchPass Duo, UGA's two-factor authentication service, to complete the log-in process. Instructions for using ArchPass Duo to access Sapelo will be posted at archpass.uga.edu. For more information about the Sapelo computing cluster and the GACRC, please contact Dr. Guy Cormier at gcormier@uga.edu.

- *New Research IT Page available:* A new page on the Faculty IT site (facultyit.uga.edu) is now available to provide faculty and researchers with the correct information about research-related IT services available on campus. This new page, researchit.uga.edu, contains information about campus-wide research IT services, as well as links to

Departmental IT contacts and the intended use for these services. For more information, please contact Mohsina Yusuf at mohsinayusuf@uga.edu.

5. Core Campus Infrastructure

- *VPN upgrade planned:* EITS is planning an upgrade to the Remote Access VPN in December. The brief maintenance is set for December 1, and will affect both remote.uga.edu and remote2.uga.edu. During the maintenance, VPN connections will be disrupted and users will need to reconnect once maintenance is complete. This maintenance will also introduce an updated Cisco AnyConnect client, and users may be asked to upgrade. For more information on this upgrade, please contact Jeff Farese at jeffrey.farese@uga.edu.

6. Did You Know?

- *EITS Help Desk Customer Service Satisfaction surveys available:* Starting in November, users who submit a ticket to the EITS Help Desk may be asked to participate in a customer satisfaction survey once their ticket is resolved. Approximately 33% of users with resolved EITS Help Desk tickets will receive a follow-up survey; these users will be chosen at random. The survey questions will ask users about their experience, the service they received and their level of satisfaction. The feedback received will be used to improve the level of customer service and overall quality of customer interaction on the EITS Help Desk. For more information, please contact Wes Johnson at wesj06@uga.edu.

- *MyID Profile now required for password changes:* Effective October 26, EITS will require users to complete their MyID Profile (myidprofile.uga.edu) before they can reset their MyID password. Users setting up their MyIDs for the first time, including newly admitted students, will also have to complete MyID Profiles. Having a complete MyID Profile allows a user to reset their MyID password without calling Help Desk. Requiring users to fill out the MyID Profile should help cut down on Help Desk calls. To use the service, users must first complete a MyID profile at myidprofile.uga.edu. The EITS Help Desk YouTube channel has complete instructions for filling out a MyID profile: https://youtu.be/pYWWRSRtwwQ. Users should only have to fill out their MyID Profile once. Once the MyID profile is complete, the user will be able to reset their password. If a user already has completed their MyID profile, they will be able to reset their password as usual. Once a user resets their MyID password, they will be directed to the UGA Alert site to update their emergency contact information. For more information about this change, please contact David Crouch at dave.crouch@uga.edu.

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