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

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

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

   - *CISO Finalists Give Presentations:* Three finalists have been selected in the national search for UGA's Chief Information Security Officer (CISO). The three finalists are: Theresa Semmens, from North Dakota State University in Fargo, ND.; Sam Musa, from the University of Maryland University College in Adelphi, MD; and Ben Myers, from the University of Georgia. Each candidate gave a presentation, which were open to campus IT professionals, and held a meet and greet in January. The final candidate will lead the Office of Information Security, which manages security policies and awareness, administers security tools and technology, and responds to computer security incidents at the University. For more information about the search, contact Lynn Wilson at llatimer@uga.edu.

   - *Legacy ArchPass Devices Decommissioned:* ArchPass Duo, UGA's phone-based two-factor authentication service, has replaced the legacy ArchPass hard token service. The legacy ArchPass hard tokens, which were initially implemented in 2013, no longer work. Users who need access to sensitive and restricted systems should use ArchPass Duo to access those systems. 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 website, archpass.uga.edu/enroll. For more information about ArchPass Duo, contact Ben Myers at bmyers@uga.edu.

   - *VPN Changes Made to Reflect ArchPass Duo Rollout:* About 4,200 UGA employees and students have enrolled in ArchPass Duo since the pilot for the new phone-enabled two-factor authentication service began in August 2016. ArchPass Duo is required for logging into the general campus VPN (Virtual Private Network), as well as for accessing sensitive and restricted systems. Those employees who regularly use ArchPass Duo to access sensitive or restricted systems will also have noticed a change to the VPN channel names, effective February 1. Users who need access to sensitive and restricted systems should use the 02 Restricted VPN channel. Students, faculty and staff accessing the VPN for general use should continue to use 01 Default. Users accessing the 02 Restricted channel must also have their department head, DNL, HR liaison or business manager submit a Restricted VPN Access request web form, formerly called an ArchPass VPN Access Request form. The VPN channel name change is due to the decommissioning of the legacy ArchPass devices. For more information, contact Ben Myers at bmyers@uga.edu.

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

   - *SAGE Pilot Underway for New Student Advisement Program:* An initiative to implement a university-wide software platform for undergraduate student advisement is moving in to a pilot phase this semester. When launched in fall semester, the newly-named SAGE (Student Advising and Guidance Expert) online advising tool will allow advisors to more easily communicate with their students, including online appointment scheduling and some text messaging capabilities, while guiding students to stay on track for degree completion. Previously referred to as the Go4UGA Project, SAGE is being piloted now by five colleges and the new Exploratory Learning Center. EITS is collaborating with the

Office of the Vice President for Instruction on the pilot and planned campus-wide rollout for fall semester. For more information about SAGE, please contact Judy Iakovou, Director of UGA Academic Advising Services, at jiakovou@uga.edu

- *Funds Awarded for Student Technology Fee Projects:* The Office of the Vice President for Information Technology recently awarded one-time funding for initiatives funded by the UGA Student Technology Fee. The process started in August 2016, when there was a call for proposals. The Student Technology Fee Committee then reviewed those proposals and award letters were distributed in January. Overall, $1,000,000 in one-time Student Technology Fee funds were awarded for 31 proposals. For more information about the Student Technology Fee, please contact Lynn Wilson at llatimer@uga.edu.

3. <u>Support for Academic and Administrative Computing</u>

- *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 in late March, asking them to verify their need for access. 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.

- *Account Standards Refresher Training Class to be Offered:* 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 Tuesday, February 28, from 10:00-11:00 a.m., at the Georgia Center, room K/L. 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.

- *Legacy Data Conversion in Student Information System:* As part of the transition to Banner, there was a need to convert data from the legacy student information system (IMS) into an environment where the legacy information could be accessed. This data was converted to Banner. Banner is now the authoritative source for legacy student data, including transcripts. 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. For more information about the legacy data conversion, please contact Karen Chastonay at karenemc@uga.edu.

- ARROW Transitioned to EITS: EITS is coordinating with Finance and Administration (F&A) to transition ARROW from F&A servers to EITS. For users, the change, which took effect on February 1, means they will need to update their web browser bookmark to the newer URL, https://www.arrow.uga.edu. Visitors must include "www" in the URL in order to access ARROW. Authorized users must be using ArchPass Duo first in order to view the login page. Going forward, EITS will post information about planned maintenance or

technical issues with ARROW on the Status website (status.uga.edu). For questions about this change, email budgets@uga.edu or call 706-542-6763.

- *OneSource Project Town Hall Meeting Held:* A town hall meeting about UGA's OneSource project, a multi-year project to launch a new finance and human resources administration system, was held February 2 in the Georgia Center's Mahler Hall. At the town hall, faculty and staff had an opportunity to learn more about the progress of the OneSource project and ask questions. A recording of the town hall is available at https://onesource.uga.edu/news/town_hall_february_2017/. For more information about the OneSource project, visit onesource.uga.edu.

- *CESS Explanatory Flowchart and Additional Resources:* 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 meet certain thresholds. IT purchases for equipment or services which may store or transmit sensitive or restricted data, and/or IT purchases which do not fully meet USG or UGA standards or policies may be required to complete the CESS process regardless of cost. The CESS approval process may take several business days to review. Departments are asked to begin their CESS requests well in advance of unit-level needs. To help departments determine if an IT project/purchase requires CESS approval, identify any additional forms necessary, and expected processing lead times, a new visual flowchart and additional resources are now 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

- *Classes Using GACRC Resources:* Nine UGA courses are using resources at the Georgia Advanced Computing Resource Center (GACRC) for classwork this semester. The courses include subjects such as molecular modeling, computational physics, mathematical biology and applied genome analysis. Some classes are open to graduate students only, while others are available to both undergraduate and graduate students. For more information about the GACRC resources, contact Dr. Guy Cormier at gcormier@uga.edu.

5. Data Reporting and Analytics

- *Fact Book Available on Website:* The University of Georgia Fact Book, published by UGA's Office of Institutional Research, is available online at oir.uga.edu. Previous editions of the Fact Book, now in its 48th edition, are also available on the website. The Fact Book provides historic information about the University, including admissions, enrollment, student success, degrees conferred, financial, facilities, and academic information. For more information about the Fact Book, contact Paul Klute at pklute@uga.edu.

- *OIR to Relaunch Website Featuring Data Visualization*: UGA's Office of Institutional Research will relaunch its website, which will feature data visualization, later this semester. OIR manages the University's institutional data in order to support institutional management, operations, decision-making, and planning functions. The current website is using a legacy system to manage institutional data. The relaunched OIR site (oir.uga.edu) will have a new look and feel, along with additional functionality that uses data visualization. This effort is streamlining legacy OIR resources in a cohesive online tool that's modern, efficient and presents institutional data using a self-service method of data visualization. The new site will make it easier for visitors to understand complex patterns

and concepts by using data visualization. Portions of the OIR site are limited to UGA faculty and staff access with a MyID. Data on the new website will be organized by key University areas: Admissions, enrollment, degrees conferred, academic information, student-related information, and faculty and staff information. For more information, please contact Paul Klute at pklute@uga.edu.

6. Core Campus Infrastructure

- *Website Content Management System Pilot Underway:* EITS has been collaborating with several units and colleges on an optional Content Management System (CMS) for their websites. A CMS allows content creators and editors to easily revise and post content to their sites without extensive technical expertise. EITS uses OmniUpdate, a cloud-based CMS specializing in higher education institutions, for its websites. OmniUpdate is currently available to UGA colleges, units and departments on a limited basis, as part of an ongoing pilot program. Interested UGA colleges, units and departments may learn more about OmniUpdate and what EITS offers by contacting Robert Ethier in EITS at rethier@uga.edu. For more information, visit https://t.uga.edu/2X5.

- *Web Standard Hosting Service to Require VPN, ArchPass Duo:* Starting February 25, UGA's web standard hosting service will require VPN and ArchPass Duo access for authorized users who update their website's content. Front-facing sites will not be impacted by this change; however, to update content on sites using UGA's web standard hosting service, authorized users will need to 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 will require 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. Users who update content on their sites using the web standard hosting service are encouraged to enroll in ArchPass Duo in advance of this change. In addition, the web standard hosting service will begin to use a new management server effective February 25. Instructions will be available soon. For questions about this change, including if your sites use UGA's web standard hosting service, please contact Jonathan Hardy at jhardy66@uga.edu.

- *UGAAlert System to be Tested on February 8*: The UGAAlert emergency notification system will conduct a full test on Wednesday, February 8, at 9:00 a.m., as part of the statewide severe weather drill. Prior to the test, students, faculty and staff are encouraged to download the desktop notification app on their computers, which can be found on the EITS website at https://t.uga.edu/2Vt. The desktop notification app is one of the fastest ways to receive UGAAlert emergency notifications, but some departments may require admin rights in order to install the software on University-owned computers. UGA*Alert* allows users to receive emergency messages on multiple devices (i.e. phone, email, desktop, etc.). The Office of Emergency Preparedness's website will post a survey about the UGAAlert test to get feedback on the test. For more information, visit http://www.ugaalert.uga.edu.

- *Support to End for Select Office Products:* Microsoft will end technical updates of Office 2013 that has been available in Office 365 ProPlus, effective February 28, 2017. People who are using Office 2013 are advised to upgrade to Office 2016, which is available for UGA students, faculty and staff to install on their personal devices on Office 365 via their web-based UGAMail accounts. Office 2016 includes Microsoft Word, Excel, PowerPoint

and OneNote. Microsoft will release critical security updates to Office 2013 until next year, but customers will not be able to receive support for Office 2013 after February 28, 2017. In addition, Microsoft has announced that Outlook 2007 and earlier versions for Windows will not be able to access mailboxes in Office 365, effective October 31, 2017. Microsoft is changing its connection protocol for Outlook services, which will affect older versions of Outlook. Customers are encouraged to upgrade their version of Outlook or access email via the web. For more information, visit office365.uga.edu.

7. Did You Know?

- *Security Tools Available for Protecting Sensitive or Restricted Data:* The University of Georgia is committed to protecting the personally identifiable information, including Social Security numbers, of its students, faculty, and staff. However, in cases where handling restricted or sensitive information is required for business purposes, the University has made several tools available to all units. These tools will reduce the risks associated with handling this information. The tools include: Web Proxy Server, which scans web traffic for Internet threats before they reach your computer; Secure Reports, an encrypted repository for receiving and storing restricted information via email or regular reports; SendFiles, an encrypted repository for receiving and storing other types of sensitive information; Data Loss Prevention Software, a software service that monitors, protects and manages sensitive information wherever it is stored; ArchPass Duo, UGA's phone-based two-factor authentication service; and Secure Virtual Desktop (VDI), which supports secure computer workstations hosted in the Boyd Data Center, thereby providing a more secure desktop environment for those that regularly handle sensitive and restricted information. All these tools, with the exception of the Secure VDI service, are available free of charge. For more information on these tools, contact Ben Myers at bmyers@uga.edu.

8. Productivity Tip

- Need help setting up your MyID password and MyID Profile? You can find a brief instructional video on the EITS Help Desk YouTube channel at https://www.youtube.com/watch?v=pYWWRSRtwwQ. The video covers the process for new students who need to set their MyID password for the first time. The video also explains how to set up your MyID profile, which is used to reset your password if you forget it. Incoming students are advised to do both as soon as they receive their email with their MyID.

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