Vice President for Information Technology
Status and Activity Report for November 2015

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

1. Announcements for Faculty and Staff Meetings

   - *State of Technology Presentation to be Held November 12:* Dr. Timothy M. Chester, Vice President for Information Technology will present the annual State of Technology at the University of Georgia on November 12, at 10 a.m., at the Tate Student Center Reception Hall. The event is open to all UGA students, faculty, staff and University IT professionals. Topics in the presentation will include technology trends and initiatives at the University, and TechQual+ survey results of UGA students, faculty and staff. Reservations are not required. For more information, please visit http://t.uga.edu/1Ss or contact Kerri Testement at kerriuga@uga.edu.

   - *Technology Guide Available for UGA Faculty & Staff:* A new guide to technology services for UGA faculty and staff is now available on the EITS website and will be 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 may be viewed online at http://newtocampus.uga.edu. EITS also has a student guide available on the site. For more information, contact Kerri Testement at kerriuga@uga.edu.

2. Support for Student Technology Services

   - *Partnership Recognized by University System of Georgia Chancellor:* One of the most popular services of the UGA Mobile App, a bus tracker for UGA Campus Transit, was recently recognized by University System of Georgia Chancellor Hank M. Huckaby for significantly improving a service to students. Campus Transit initially deployed software to monitor real-time tracking of its buses on campus. The effort included installing tablets in each bus to monitor their locations accurately. The data from the software was then used by the UGA Mobile App to provide real-time bus tracking in the hands of students. Campus Transit, Enterprise Information Technology Services (EITS) and the Student Government Association (SGA) collaborated to bring this vital service to the UGA Mobile App, thus reducing the need to print as many paper guides for students. UGA's partnership with Athens Transit expanded this fall to include city bus routes on the UGA Mobile App. With the UGA Mobile App, riders can easily view bus arrival times at stops on campus and Athens-Clarke County, access route information and keep in touch with real-time bus tracking. To date, the UGA Mobile App has been downloaded more than 45,000 times on iOS and Android mobile devices. The project recently received an honorable mention for the Chancellor's Annual Service Excellence Award. For more information about the UGA Mobile App, please visit http://mobileapps.uga.edu.

   - *MATLAB Available in UGA vLab:* MATLAB, a high-level technical computing language used by many scientists and engineers, is now available in the UGA vLab for all students, faculty and staff. The UGA vLab (vlab.uga.edu) is a virtual computer lab that students and employees can access anytime, anywhere on their own devices. MATLAB was recently added to the vLab, which also includes SPSS, STATA, Blender and Microsoft products. In

addition, MATLAB recently became available to all UGA students to install on their personal computers. MATLAB is available via a campus-wide license to install on any University-owned computers, as well as the personal computers of UGA students, faculty and staff. For more information about MATLAB, please visit http://t.uga.edu/1Th or contact Mike Lucas at mlucas@uga.edu.

3. Support for Academic and Administrative Computing

    *   *Data Cookbook for Student System Data Being Developed:* The ConnectUGA project team is in the process of implementing a Data Cookbook as a tool to assist the University community develop a better understanding of the student system data definitions and to find information about related reports. Features in the Data Cookbook will include student system data dictionary, report definitions and specifications, data governance, and information request workflows. The Data Cookbook has been configured and is currently being used by data stewards and report writers to add content that will be made available to the wider UGA community. For more information, please contact Ilir Hasko at ihasko@uga.edu.

4. Support for Research

    *   *MATLAB Available on GACRC Clusters:* MATLAB is now available on both clusters by the Georgia Advanced Computing Resource Center (GACRC). MATLAB is a high-level technical computing language used by many scientists and engineers. The GACRC offers technical experts who can assist researchers how to use MATLAB. For more information, please contact Dr. Guy Cormier at gcormier@uga.edu.

    *   *Buy-In Program Extended for Researchers:* The Vice President for Information Technology is continuing a matching program to encourage faculty to use the new cluster for the Georgia Advanced Computing Resource Center (GACRC). This program was offered in FY15 and has been extended to FY16 with an additional $100,000 commitment from the Vice President for Information Technology. The program provides an additional computing node at no cost to researchers who purchase through the options available in the buy-in program. For more information, including details about the buy-in program, please contact Dr. Guy Cormier at gcormier@uga.edu.

5. Data Reporting and Analytics

    *   *Fall 2015 Enrollment, Student Success Data Available:* The FACTS website (facts.oir.uga.edu) now has fall 2015 enrollment data and fall 2015 student success data (retention and graduation rates) available. For enrollment data, users can get a summary of enrollment information by college, student level, major and county of origin. For student success information, users can view student retention and completion information by college, gender, ethnicity, and in-state and out-of-state status. Information on the FACTS website is available for full-time University employees to view. The enrollment data is available under the Enrollment section of the website and the student success data is available under the Student Success section. For more information, please contact Meihua Zhai at mzhai@uga.edu.

6. Core Campus Infrastructure

    *   *New Ticketing System for IT Support Requests Being Launched:* EITS is in the process of replacing its technical support ticketing system with a more modern system that provides

greater transparency for students, faculty, staff and IT professionals across the University. The existing system, Remedy, will be decommissioned and replaced with Team Dynamix, an IT service management solution. When launched this semester, customers submitting IT support requests online will notice a new look for tickets that includes the ability to view the progress of their requests and more easily communicate with IT personnel working on their requests. Along with EITS, the technical department for the Terry College of Business and other units will soon also implement Team Dynamix. For more information about Team Dynamix, please visit http://t.uga.edu/1T4 or contact Len Ewen at len.ewen@uga.edu.

- *Gold Level Network Support Continues to Grow:* EITS' Network Support Partnership continues to expand its gold level service, as more colleges, departments and administrative units take advantage of extending EITS support to all of their network components. All departments on the main Athens campus are required to maintain at least bronze level of EITS support for their IT network systems. But, the gold level support package allows colleges and department to refocus their IT staff from network support to other more critical IT needs. Gold level support includes: 24/7 monitoring of departmental networks, more EITS technical staff to address departmental network issues, extended support hours, priority handling of service requests, funding for all vendor software and hardware maintenance fees for departmental switches, and funding for a 5-year refresh of departmental network switches. Some of the most recent departments to upgrade to gold level service are the Franklin College of Arts and Sciences, the College of Agricultural and Environmental Sciences, and the Ramsey Student Center. For more information, please visit http://t.uga.edu/1Tj or contact Jeff Teasley at jteasley@uga.edu.

7. <u>Did You Know?</u>

- The quickest way to receive UGAAlert messages is via text messages, according to results from a system-wide test in September. UGAAlert is the emergency notification system that allows UGA students, faculty and staff to receive messages in the event of a campus-wide emergency by multiple methods, including text messages to their personal phones. Students and employees may register and update their personal phone numbers on the UGAAlert website at ugaalert.uga.edu. In addition, a computer desktop application is another quick way to receive UGAAlert messages. The software can be installed by visiting the EITS website at http://t.uga.edu/1T0. A new version of the UGAAlert software became available in the summer. Users are encouraged to ensure they have the latest version of the UGAAlert desktop notification software on their computers.

- The Computer Health and Security Fair provided free laptop security checks to more than 200 students, faculty and staff in October, as part of National Cyber Security Awareness Month. Technical professionals from EITS and the Office of Information Technology from the Franklin College of Arts and Sciences provided free security checkups of the personal laptops of students and employees. The technical professionals helped remove malware, and installed the latest software and security updates. The Computer Health and Security Fair is typically held in October and April, and is one of the most popular outreach events for EITS. For more information about the event, please visit http://t.uga.edu/1Ol.

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