

## Vice President for Information Technology Status and Activity Report for July 2016

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

### 1. Announcements for Faculty and Staff Meetings

- *Upgraded ArchPass Service Coming in the Fall:* The Office of Information Security will launch an upgrade to ArchPass, the University's two-factor authentication service, in the fall. The current physical ArchPass tokens will be replaced with a new phone-enabled method called ArchPass Duo. Current ArchPass users will enroll in the new service via an email invitation. Once enrolled, users can opt to receive a text message with a passcode, authenticate with a phone call or authenticate by receiving a push notification on their smartphone. Once the new service is available, the Office of Information Security will run parallel VPN groups, so current ArchPass users will be able to test at their convenience. EITS employees will participate in a pilot of the program prior to the campus-wide launch. Additional information will be posted in the fall at [archpass.uga.edu](http://archpass.uga.edu). For more information about the new two-factor service, contact Ben Myers at [bmyers@uga.edu](mailto:bmyers@uga.edu)
- *New Process for Requesting MyIDs for New Employees:* The process for requesting a MyID for new University employees has changed, effective June 24. New employees are no longer allowed to select and apply for their own MyID. The new process assigns MyIDs to new employees, which is already being done for new undergraduate students. Assigned MyIDs will include the employee's initials and five random digits (example: gwb12345). The form to request a MyID has also changed, and requires authentication through UGA's Central Authentication Service (CAS). New employees and others without MyIDs are no longer able to request a MyID for themselves. New University employees who need MyIDs should contact their manager or HR representative to have them fill out the form to request a MyID. The form is available at [myid.uga.edu](http://myid.uga.edu). Once the MyID request has been successfully completed, the new employee will be informed of this by an email from [accounts@uga.edu](mailto:accounts@uga.edu), sent to the email address of the MyID recipient provided during the MyID request process. This change does not affect current faculty and staff members and UGA employees and students are still able to change their UGAMail address, so it is different from their MyID. Information on this simple process is available at [myid.uga.edu](http://myid.uga.edu). Information about this change along with frequently asked questions is located on the EITS Help Desk website at <http://t.uga.edu/2qI>. For questions about the new employee MyID request process, please contact Keith Martin at [keith.martin@uga.edu](mailto:keith.martin@uga.edu).
- *Skillsoft to be Decommissioned July 31:* 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 31, 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 can be accessed via the MyUGA Portal ([my.uga.edu](http://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://t.uga.edu/2gD>. 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 desired. For questions about the decommission, please contact Sara Pauff in EITS at [spauff@uga.edu](mailto:spauff@uga.edu).

## 2. Support for Student Technology Services

- *UGA Mobile App to Get Redesign:* In response to student feedback, a new, redesigned version of the UGA Mobile App is planned for release to campus in August. The updated app will feature a new home screen that makes it easier for users to access the most popular features in the app. The bus trackers for UGA and Athens Transit have been updated to make it easier for users to navigate to help them find the nearest bus stops. Users will also be able to access directions for walking around campus, as well as directions using the transit system. The app will also include all of the current features, such as access to UGAMail, dining hall menus and athletic scores, but in a new menu bar that is easier to navigate. The UGA Mobile App is free in the App Store and in Google Play. For more information on the UGA Mobile App redesign, contact Lance Peiper at [lpeiper@uga.edu](mailto:lpeiper@uga.edu).

## 3. Support for Academic and Administrative Computing

- *Qualtrics Making Permanent Switch to New Insights Interface:* Qualtrics launched a new interface, called Insight, earlier this year to help users manage survey data and projects. Currently, users can toggle back and forth between the old Qualtrics interface and the new Insight platform. On July 17, the old Qualtrics interface will no longer be available, and all users will automatically see the new Insight interface when they log in. Insight includes many features to better integrate surveys, market research and customer and employee feedback. The new interface also includes a new survey distribution page that allows users to select their method of delivery for a survey, trackable links and SMS texting. The switch to the Insight platform should not affect surveys in progress or links to current surveys. Qualtrics is free for all UGA students, faculty and staff, but users must contact the EITS Help Desk to request an account. For more information about Qualtrics and the interface changes, visit <http://t.uga.edu/2gH> or contact ITCLA at [itcla@uga.edu](mailto:itcla@uga.edu).
- *Amazon Web Services Cloud Services Available for Purchase:* Amazon Web Services (AWS) cloud services is now available for interested units to purchase. A scope of services available can be found at <https://aws.amazon.com>. AWS managed services are not available under this program. Units and departments interested in purchasing AWS cloud services for a project must have CESS approval and financial stewardship form completed and signed by their dean or vice president. More information about the process for procuring AWS services can be found on the EITS website at <http://t.uga.edu/2mE>. For more information about the offered services, contact Tracy Crews, AWS Account Manager, at [tcrews@amazon.com](mailto:tcrews@amazon.com). For more information about the procurement process, contact Pam Burkhart at [pamburk@uga.edu](mailto:pamburk@uga.edu).

## 4. Support for Research

- *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 the past two fiscal years and has been extended to FY17 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, Director of Research Computing, at [gcormier@uga.edu](mailto:gcormier@uga.edu).

## 5. Data Reporting and Analytics

- *OIR Provides Data for Study:* The Office of Institutional Research has provided data for the economic impact study, which outlines the University's economic impact throughout the state. The UGA Economic Development Office's website details facts about the University's economic impact in businesses, communities and research around Georgia. For its role, the Office of Institutional Research provided data about enrolled students. The data is then used to reflect UGA's economic impact for each county in Georgia. The report is available at [ecdev.uga.edu](http://ecdev.uga.edu). For more information about OIR, please contact Paul Klute at [pklute@uga.edu](mailto:pklute@uga.edu).

## 6. Core Campus Infrastructure

- *Network Maintenance Planned for July 23:* The University's network will undergo maintenance, starting at midnight on Saturday, July 23 and continuing until 7 a.m. that day. During the maintenance window, there will be several brief disruptions to UGA web and network services. The disruptions are expected to be a few minutes each. In addition, units using the departmental firewall service will experience additional disruptions during the maintenance window. EITS will advise those units in advance of the maintenance and its impact to their services. For more information, contact Christian Cummings at [ccummin@uga.edu](mailto:ccummin@uga.edu).
- *Wireless Service Upgraded for Several Residence Halls:* EITS, in coordination with University Housing, has completed the upgrade of wireless service in nine residence halls. Since Spring Break, the following residence halls have had new wireless access points installed to provide greater wireless service: Russell Hall, Brumby Hall, Boggs Hall, Creswell Hall, Lipscomb Hall, Hill Hall, Church Hall, Mell Hall and Oglethorpe Hall. EITS and University Housing are currently planning the next phase of wireless upgrades for additional residence halls. These changes come after student feedback about wireless service in the residence halls. The upgrades are being funded by the Student Technology Fee. For more information, contact Kerri Testement at [kerriuga@uga.edu](mailto:kerriuga@uga.edu).
- *New Version of UGAAlert Desktop Notification App Available:* The UGAAlert desktop notification software has been updated and is now ready for UGA students, faculty and staff to install on their computers. In order to receive UGAAlert notices on a desktop computer, the new version must be installed. The older version no longer works. The UGAAlert desktop software is available on EITS's software page ([software.uga.edu](http://software.uga.edu)) under the section for UGAAlert. In the event of an emergency, the new version of the UGAAlert desktop application will display a large notice on computers, including classrooms and labs with the new software installed. The updated software posts a notice on the entire screen of a computer, compared to the previous scroll notifications at the bottom of screens. More information about the emergency will be posted at [emergency.uga.edu](http://emergency.uga.edu). UGAAlert Desktop provides another means of being notified in addition to voice phone calls, text messaging, and e-mails. It is ideal for classrooms or meetings where a computer is used to project information on a screen. The app is available for Mac and PC for the Athens and Gwinnett campuses. Instructions on how to install the app are available on the [UGAAlert page](#) on the EITS website. For more information about the UGAAlert desktop program, please contact the [Office of Emergency Preparedness](#) at 706-542-5845 or send an email to [prepare@uga.edu](mailto:prepare@uga.edu).

- *Authentication Now Required to Search UGA Online Directory:* As part of an ongoing information security effort to protect the email addresses of UGA students, faculty and staff, the UGA People Search site now requires MyID authentication for people conducting off-campus searches for email addresses of students and employees in the directory. A new directory site, [peoplesearch.uga.edu](http://peoplesearch.uga.edu), was launched in June, and the directory search on the main UGA website (uga.edu) was updated to include logic that can determine if a user is on or off campus. Users not on the UGA network are required to authenticate with their MyID and password. The change only applies to the new People Search site and the directory search on the main UGA website. Units and departments are not required to update or change faculty and staff directories on their websites. For more information about the directory changes, contact Lance Peiper at [lpeiper@uga.edu](mailto:lpeiper@uga.edu).

## 7. Did You Know?

EITS is one of many UGA units participating in new student orientation this summer. About 5,400 incoming freshmen will visit campus to learn more about UGA and register for classes. Each orientation session is two days. On the first day, EITS distributes guest wireless passwords for parents and helps students with MyID issues. On the second day, EITS representatives participate in the resources fair, which allows new students to learn more about all the units and services at the University. All incoming freshmen are given an EITS tote bag and a copy of our Student Technology Guide when they sign in at orientation. Orientation sessions continue through July and the beginning of August. For more information about EITS's role in new student orientation, please contact Kerri Testement at [kerriuga@uga.edu](mailto:kerriuga@uga.edu).

*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](mailto:listserv@listserv.uga.edu) with the phrase subscribe upit-news as the body of the message.*