

## Vice President for Information Technology Status and Activity Report for November 2019

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

### 1. Items Requiring Action

- *App owner forum on UGA SSO set for November 4:* A new production CAS environment, called UGA SSO, is now available. All applications using the legacy version of the University's authentication service (CAS, CAS2, LDS, IDP) must transition to UGA SSO by March 6, 2020. EITS will host an online-only Q&A forum for application owners from 2 to 3 p.m. on November 4. During the forum, EITS representatives will discuss the process for transitioning applications, the responsibilities of application owners and answer questions. Application owners can join the Collaborate session through the following link: <https://sas.illuminate.com/m.jnlp?sid=2013048&password=M.120ACED5DoE28F8Coo4A9FD14176F1>. For more information, contact Shannon Marable at [shannon.marable@uga.edu](mailto:shannon.marable@uga.edu).
- *Sign up for your electronic W-2 by December 2019:* All employees are encouraged to sign up for electronic delivery of their W-2 through the OneUSG Connect Employee Self-Service site. If you received an electronic W-2 through the legacy self-service site, [employee.uga.edu](http://employee.uga.edu), you will need to sign up again. When W-2s are available in 2020, you will access your W-2 through the OneUSG Connect Employee Self-Service site. If you do not choose electronic delivery, your W-2 will be mailed to your home address. If you leave UGA, you should opt out before your last working day or contact OneUSG Connect Support at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) to have your W-2 mailed to you.
- *Update your macOS to get the latest Office app updates:* Mac users: Keep your Office 365 apps up to date by keeping your macOS up to date. As of November 2019, macOS 10.13.6 (High Sierra) or later is required to receive security updates for Word, Excel, PowerPoint, Outlook and OneNote. Office apps will continue to work with older versions of the macOS, but your apps will not receive security updates. Office 365 for Mac and Office 2019 for Mac will support the three most current macOS updates: 10.15 (Catalina), 10.14 and 10.13. To continue receiving the most up-to-date Office 365 features on Mac, make sure you are running one of the three most recent versions of macOS. You can read more about updating to macOS 10.15 (Catalina) on the [EITS Help Desk website](#). For more information, please contact Ashley Henry at [ashenry@uga.edu](mailto:ashenry@uga.edu).
- *Updated VPN client for Macs available for download:* Effective October 28, VPN clients on Mac will automatically update to the newest version of Cisco AnyConnect, version 4.8, when connecting to the VPN. This version is compatible with macOS Catalina. The updated client software is also available for download at [https://eits.uga.edu/access\\_and\\_security/infosec/tools/vpn/](https://eits.uga.edu/access_and_security/infosec/tools/vpn/). It is listed on the Remote Access VPN page as "AnyConnect for Mac OSX (Intel)". For more information, contact Robert Farmer at [rafarmer@uga.edu](mailto:rafarmer@uga.edu).

### 2. For Your Awareness

- *IT Strategic Plan Development in Progress:* The IT Strategic Planning Advisory Committee continues their work to draft the next IT Strategic Plan for UGA. Throughout the fall, a series of focus groups and working groups comprised of students, faculty, and staff will meet to discuss how to use technology to advance the University in the areas of

teaching and learning, research and innovation, and partnerships. The feedback from these groups will be used by the Advisory Committee to draft a plan in early 2020. For more information, contact Stacy Boyles at [stacy.boyles@uga.edu](mailto:stacy.boyles@uga.edu).

- *Major apps moving to UGA SSO:* In the coming months, the login screen for more University of Georgia web applications will change. Many applications will transition from legacy authentication services to UGA Single Sign-On (UGA SSO) in November 2019, December 2019, and January 2020. Applications scheduled to move during this time include, but are not limited to: The MyID Profile Password Reset Service, the UGA Alert Portal, SAGE, Xitracs, OmniUpdate, UGA Elements, the TeamDynamix ticketing system, Zoom, WEPA print kiosks, eLearning Commons and OneUSG Connect and other OneSource systems. The look and feel of the login pages for each application will change to UGA SSO, but the login process for these applications will not. You can find a screenshot of the UGA SSO login screen on the UGA SSO informational page: [https://eits.uga.edu/access\\_and\\_security/uga\\_sso/](https://eits.uga.edu/access_and_security/uga_sso/).
- *Network maintenance scheduled for January 25:* EITS will conduct network maintenance on Saturday, January 25 beginning at 6:00 a.m. This maintenance will result in an outage of campus Internet access and campus information systems. Systems that use services in the Boyd Data Center will experience an outage. This also includes UGA websites hosted in the Boyd Data Center. Individuals will also experience an outage to UGA's Central Authentication System (CAS) and UGA's Single Sign-On (UGA SSO) to log in to UGA-provided information systems, such as Athena, Banner Administrative System, Degree Works, eLearning Commons (eLC), UGA Financial Management System, UGA Budget Management System, UGAJobs, UGAmart, OneUSG Connect, and OneUSG Connect Benefits. Individuals off-campus during the maintenance window will experience an outage accessing UGAMail, websites hosted by UGA, the Virtual Private Network (VPN), ArchPass, powered by Duo, and information systems hosted by EITS. All systems behind the Central Departmental firewalls will experience an outage to their access to the UGA network. Additional details and progress reports will be posted at [status.uga.edu](http://status.uga.edu) and on the EITS Twitter feed (@uga\_eits). For more information, please contact Jeff Farese at [Jeffrey.farese@uga.edu](mailto:Jeffrey.farese@uga.edu).
- *New Horizons offers discounted courses for faculty and staff:* New Horizons Computing Learning Center is now offering a UGA-dedicated portal providing a list of available scheduled and discounted courses for faculty and staff. When you register for a course, the CLC representative will send a quote for the course with details to the email address on your training form. This new feature also allows for groups to request on-site training for larger classes. Most of the training offered by New Horizons is IT-focused, but there are additional courses on management and business principles as well. The portal can be found at [nhgeorgia.com/uga](http://nhgeorgia.com/uga). If you have any questions, please contact Bret Jamieson at [bret.jamieson@uga.edu](mailto:bret.jamieson@uga.edu).
- *New ArchPass process for incoming students:* With Athena's October transition to UGA SSO, the timeline for requiring incoming students using ArchPass has changed. New incoming students will use ArchPass, UGA's two-step login service, powered by Duo, to access protected systems as soon as they receive their UGAMail address. Most students, including all undergraduates, receive their UGAMail address and begin using ArchPass after they pay their commitment deposit. Many UGA student systems, including eLearning Commons, Athena and vLab, require ArchPass. For more information, visit [archpass.uga.edu](http://archpass.uga.edu).

- *Reinstall WEPA print drivers and apps after December 13:* On December 13, all WEPA print kiosks on campus will transition to using UGA SSO. After December 13, all WEPA print drivers on public workstations in computers labs will need to be redeployed. IT staff who have computer labs in their buildings will be responsible for redeploying these print drivers. In addition, any students, faculty or staff with the WEPA app on their personal or work computers should update the WEPA app after December 13. For more information, contact Tommy Jones, [tomjones@uga.edu](mailto:tomjones@uga.edu).
- *DegreeWorks Upgrade set for November:* EITS will upgrade DegreeWorks to Version 5 in November. This is a major upgrade that incorporates new infrastructure and improvements at the application and database level. Following the upgrade, EITS will focus on efforts to change the DegreeWorks log-in process to use UGA SSO and to require ArchPass, UGA's two-step login solution, powered by Duo. More information about the UGA SSO and ArchPass project will be forthcoming. Direct questions to Ilir Hasko at [ihasko@uga.edu](mailto:ihasko@uga.edu).
- *ODS upgrade set for December:* In December, EITS will upgrade the Operational Data Store (ODS), the repository for student systems data. During the upgrade, which is set for December 6-9, current ODS data will be inaccessible. For more information about this upgrade, please contact Ilir Hasko at [ihasko@uga.edu](mailto:ihasko@uga.edu).
- *IDM Upgrade postponed:* Due to concerns with user impact with the upgraded IDM portal, EITS will postpone the IDM upgrade to provide enough time to properly communicate and educate the IDM portal user community on new features and functionality changes. The upgrade will be rescheduled to early spring 2020. Questions can be directed to Shannon Marable at [shannon.marable@uga.edu](mailto:shannon.marable@uga.edu).

### 3. OneSource

- *OneUSG Connect system upgrade set for December:* The OneUSG Connect system will be updated in December 2019. The system will be unavailable during the transition, beginning Friday, December 6 at 5 p.m until Tuesday, December 10 at 7 a.m. Employees and approvers will need to enter and approve time and leave requests outside these times. Employees who report hours may need to use a paper timesheet during this outage. Kaba Time Clocks will continue to take punches and OneUSG Connect Benefits will remain open for benefits enrollment. More information is available on the [OneSource website](#).
- *OneSource Financial Management system upgrade set for December:* The UGA Financial Management System will be updated in December 2019. The system will be unavailable during the transition, beginning Friday, December 6 at 5 p.m through Monday, December 9th at 7 a.m. Employees will need to clear their browser cache after this upgrade. Enhancement releases are on hold until December, so no updates will occur in November. More details on functionality and enhancements will be shared with the community closer to December. Updates, Maintenance Schedules and Release Notes can be found on the [OneSource Roadmap Resource page](#). Please contact [onesource@uga.edu](mailto:onesource@uga.edu) or 706-542-0202 (option 2) with questions.
- *Use latest versions of Internet Explorer to access UGAMart:* An UGAMart update is scheduled for Friday, November 8 at 9 a.m. through noon on Sunday, November 10. After this update, users will no longer be able to use older versions of Internet Explorer to

access UGAMart. Moving forward, please use IE version 11, Edge, Chrome, Firefox or Safari to access UGAMart. More information will be posted on the EITS Systems Status page at [status.uga.edu](http://status.uga.edu).

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