



Office of the Chief Information Officer and Associate Provost Enterprise Information Technology Services

eits.uga.edu

Vision

The vision identified through the Office of the Chief Information Officer, and the senior leadership of EITS is to be recognized as a state and national leader in information technology and the first source for strategic technology leadership and customer-focused performance-driven service. Attributes include demonstrated leadership, level of expertise, next-generation exploration of systems, applications advancing connectivity and expanded functionality, and customer service.

Mission

The Office of the CIO (OCIO) and Enterprise Information Technology Services (EITS) are committed to the mission of UGA as a land-and-sea-grant institution where academics come first and the research-extensive university community encourages research efforts at the undergraduate and graduate levels. As part of the outreach mission of the institution, connectivity and access to these resources of the institution are critical. To that end, under the direction of the University's Chief Information Officer, EITS provides a robust, reliable, and secure core information technology infrastructure; maintains essential production services; and offers client-focused support.

Core Strategic Areas

- IT Leadership, Planning, and Policy
- Client Services and Support
- Instructional Computing
- Research Computing
- Enterprise Administrative Computing
- Collaborative and Productivity Computing
- Information Security
- Infrastructure and Architecture

Locations

The majority of EITS staff are located in the Computer Services Annex and the Boyd Graduate Studies Research Center. The Office of the Chief Information Officer and Associate Provost is located in the Fred Building, College Ave., downtown Athens. The EITS Help Desk is located in the Computer Services Annex.

Budget and Financial Oversight

\$15.8 million in central funding; \$3.5 million cost

recovery units; oversight of \$8 million Student Technology Fee budget; review of \$7.8 million in campus IT purchases; \$2 million Central UGA Administration funding for enterprise projects including IMS Conversion, ID Management, and SSN Out of Business Processes.

Number of employees

- 240 full time
- 66 student workers

Organization

EITS serves under the direction of the University's Chief Information Officer and Associate Provost, who reports to the Senior Vice President for Academic Affairs and Provost. The senior associate CIO reports to the CIO and oversees two major divisions, each headed by an associate CIO:

- Application Development and Data Management (Departments: Application and Database Development; Application Architecture and Integration; Program/Project Management and Quality Assurance)
- Client Services, Infrastructure and Operations (Departments: Client Services; Policy, Standards, and Program Management; System Provisioning and Maintenance; Research Computing, Network Operations and Infrastructure)

Offices reporting to the senior associate CIO are the Communications Office and IT Planning and Decision Support. The Finance and Business Services Director and the University Information Security Director report to the CIO.

Client Support Model

- Tier 1:** Help Desk
Miller Learning Center
- Tier 2:** Client Technology Support
Enterprise Application Support
Student Technology Support
- Tier 3:** Campus Information Technology Partnerships (CITP)
Application Services Group
University Cablevision
Cable Installation Services

Enterprise Information Technology Services

WebCT	11,411	number of online courses
	329,066	total number of seats
	79,752	number of individual students enrolled in WebCT classes
Campus Network	52,698	number of devices (computers, printers) on campus network
	24,720	typical number of unique PAWS users (median) per month, the campus-wide wireless network available to students, faculty, and staff
	3,550,321	Total annual PAWS logins
UGAMail	4,900,000	total incoming e-mail messages daily
	4,330,470	number of spam and virus messages deleted and eliminated daily
	569,530	delivered to users inboxes daily
My UGA	34,333	average number of daily logins
Uptime	> 99.9%	percentage of uptime for critical production systems (e.g., Network, UGAMail, WebCT, Mainframe)
University Cablevision	86	educational and entertainment channels
	14,448	hours of programming per week
	5,200	installations on the campus network
Mainframe Transactions	33,482,694	monthly average
	37,585,315	monthly average during drop/add
Research Computing Center	78	number of users of RCC high-performance computing (HPC)
	1,469,256	number of annual research jobs submitted to RCC HPC CPUs
	236	number of annual CPU years consumed by RCC HPC jobs
Web	691,787	visitors monthly on uga.edu
	89,882,388	page hits monthly on uga.edu
	1,210	number of Web sites hosted on uga.edu

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