

Vice President for Information Technology Status and Activity Report for July 2019

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

1. Items Requiring Action

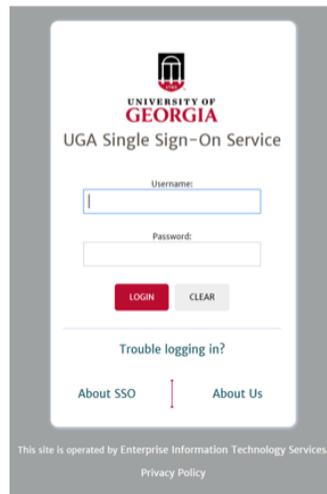
- *Fall 2019 Network Maintenance scheduled for November 2:* EITS has scheduled a network maintenance for November 2. During this maintenance, there may be a planned outage of inbound and outbound campus Internet access and web applications. Systems that use services in the Boyd Data Center may also experience a planned outage. This will be the second planned maintenance of the year; the first was March 9. EITS schedules these maintenances biannually to upgrade systems and address any issues. More information will be forthcoming. Questions can be directed to Jeff Farese at JEFFREY.FARESE@uga.edu.
- *Update older OneDrive for Business desktop clients:* Beginning in fall 2019, co-authoring abilities will no longer be available for users accessing files through older versions of the OneDrive for Business desktop sync client. This will not affect Sharepoint or the OneDrive for Business web client. Students, faculty and staff using older versions of the OneDrive for Business desktop client should update to the latest version of the OneDrive client, or access their files via the OneDrive web client. You can find out which version of OneDrive you have and if you need to update by visiting [Microsoft's website](#). You can also download [the updated sync client](#) on Microsoft's website. For more information, please contact Ashley Henry at ashenry@uga.edu.

2. For Your Awareness

- *Contact OneUSG support to retrieve pre-2019 paystubs and W2s:* On June 30, the legacy University of Georgia employee self-service site, employee.uga.edu, was decommissioned. Moving forward, employees who need to obtain copies of their pre-2019 paystubs and W-2s should contact oneusgsupport@uga.edu or call 706-542-0202 (option 1). These records are retained for 5 years from their issue date. For paystubs and W-2s dated after January 1, 2019, please log into OneUSG Connect to view, download, or print these documents. For more information, visit the OneSource System Changes page at https://onesource.uga.edu/resources/system_changes/.
- *Lynda to transition to LinkedIn Learning:* Lynda.com has begun transitioning to a new platform called LinkedIn Learning. On August 5, UGA's instance of Lynda.com will take part in the transition. Following the transition, you will still be able to access all your playlists, watched videos and other content from Lynda.com on LinkedIn Learning. Faculty and Staff who have integrated Lynda.com content into their curriculum will need to change links to reflect the new URLs associated with LinkedIn Learning. In July, EITS will send notices to active UGA Lynda.com users to let them know about this upcoming transition. For additional information about this transition, including links to log in, please visit lynda.uga.edu.
- *OIR updating their website:* The Office of Institutional Research (OIR) is updating their website on July 1. This update will provide quicker access to the current operational reporting that OIR is doing. The update will also provide wider exposure to the analytical reports about University functions. The Office of Institutional Research collects, organizes

and analyzes institutional and other data to support institutional management, operations, decision-making and planning functions. Central to the OIR is systematic information processing of University-wide data leading to broadly based institutional perspectives and understanding. If you have questions or want more information about this website update or other OIR initiatives, please contact Paul Klute at pklute@uga.edu.

- *Single Sign-on Upgrade scheduled for July 20:* A new production CAS environment, called UGA SSO, will be available on July 20, 2019 to enable latest functionality and features. All applications using the legacy version of University's authentication service (CAS, LDS, IDP) will be required to transition to the updated authentication service. This update provides improved authentication connections, better security, as well as the ability to use two-factor authentication. A screenshot of the new login screen is shown below. For more information, contact Shannon Marable at shannon.marable@uga.edu.



- *Some UGA web applications to transition from CAS, LDS, or IDP to an updated version:* On March 6, 2020, applications using the legacy version of University's Central Authentication Service (CAS), Lightweight Directory Service (LDAP) calls to LDS.UGA.EDU, and Identity Provider (IDP) will be required to transition to the updated version. The upgraded environment provides better security, as well as the ability to use two-factor authentication. More information about the transition and requirements, as well as instructions for transitioning applications, will be provided later. For more information contact Shannon Marable at shannon.marable@uga.edu.
- *ArchPass to be required for accessing SAGE:* Beginning August 8, ArchPass, UGA's two-step login solution, powered by Duo, will be required for accessing SAGE. SAGE is UGA's advising software that allows students and advisors to schedule advising appointments online and provides advisors with various tools for tracking student success. SAGE will be joining many other UGA systems that use ArchPass, such as Athena and UGAMail. This change to the login process was implemented in order to better safeguard student data. For more information visit archpass.uga.edu
- *Departmental MyID Cleanup Update:* EITS is extending the active unclaimed departmental accounts for further review until mid-July. We will provide the updated lists for these accounts with analysis on email, forwards, logins with ArchPass, and active directory information to all IT directors. In late July, all unclaimed accounts will be deactivated. For more information, contact Shannon.Marable@uga.edu.

- *Notification for External Senders coming to UGAMail:* EITS is in the process of implementing notices for external senders in UGAMail. Once this is implemented July 5, emails sent to uga.edu addresses from non-UGA email addresses will be flagged with an external mail notice. The notice will be at the top of the email and will read: “UGA Security Warning: This is an external email. Do not click links or open attachments unless you recognize the sender.” This change is being implemented to help users recognize when an email might be a phish or a scam. For more information about this change, please contact Ashley Henry at ashenry@uga.edu.
- *New software site, CESS pages available:* Need to find information about all the latest software offerings at UGA? EITS launched a redesigned software site, software.uga.edu, on May 1. The site includes information about the free and discounted software available to UGA students, faculty and staff. Software featured on the site includes Adobe, MATLAB, Microsoft Office, Mathematica, SPSS and more. Moving forward, the site will also include information about the latest updates available for various software packages. There is also information about software and hardware procurement and the CESS process. Information about the CESS process can be found at https://eits.uga.edu/hardware_and_software/cess/. For more information about the software site, please contact Bret Jamieson at bret.jamieson@uga.edu. For questions about the CESS process, please contact Jennifer Dobbs at jmaner@uga.edu.
- *Mainframe decommission, Systems retiring due to OneSource transition:* Access to the mainframe was removed June 30, 2019. Data currently available on the mainframe via QMF will be archived in the Data Warehouse after June 30, 2019. The Data Warehouse archive will also include information from other legacy systems such as Kronos. If you need access to this information after June 30, please submit a data request to the Office of Institutional Research through the following form: <https://oir.uga.edu/datarequest/>. For more information, please contact Stacy Boyles at stacy.boyles@uga.edu.
- *Summer MyID account clean-ups in progress:* In June, many former undergraduate and graduate students received notices that their MyIDs will be disabled and UGAMail account information will be deleted in July. Any former student who last enrolled in classes during the Spring 2018 term or earlier received a notice that their account will be included in this year’s clean-up, and they will no longer be able to access their accounts after July 25. People who enrolled in classes in the Summer 2018 term or later should not be affected. The clean-up process will include accounts of alumni who are forwarding their UGAMail to a third-party email account. Those who have a justified reason for keeping their UGA MyID and UGAMail account, such as completing post-doctoral research, will have the option to appeal and keep their account. This summer’s clean-up also includes applicants who have applied to UGA in previous semesters but chose not to attend. Those with UGAMail addresses also received notices that they will no longer be able to access their accounts after July 25. For more information about the account clean-up process, please contact Kristi Wall at kristi.wall@uga.edu.
- *Help Desk launches new Knowledge Base:* EITS has launched a new Knowledge Base for our Help Desk site. You can find a link to the Knowledge Base on the Help Desk site at eitshelpdesk.uga.edu. The current Help Desk site will house frequently asked questions and general information about ongoing EITS initiatives, such as Departmental MyID cleanups and User Verification audits, while the Knowledge Base will house all troubleshooting and how-to/DIY guides. All up-to-date how-to articles will be migrated to

the Knowledge Base by the end of the year and old articles will be deleted from the Help Desk site. For questions or concerns, please contact Wes Johnson at wesjo6@uga.edu.

- *Historical data now available in Data Warehouse:* All data currently available on the mainframe via QMF is now archived in the Data Warehouse. The Data Warehouse archive includes information from other legacy systems such as Kronos. If you need access to this information, please submit a data request to the Office of Institutional Research through the following form: <https://oir.uga.edu/datarequest/>. For more information contact Paul Klute at pklute@uga.edu.
- *Planning under way for Code 42 pilot program:* A pilot program for Code42, a data loss protection program, is being planned. The goal of this project is to expand the installation base of the Code42 product at UGA to measure the viability of possible enterprise-wide adoption. Starting June 2019 Code42 Professional Services, CAES OIT, UGA IDM, EITS Contracts and Licensing and others will work to provision the infrastructure for the pilot program. For this pilot program, CAES OIT will provide centralized support creating organizational groups, provisioning management accounts, etc. A call for participation in the pilot and more information about the deployment and evaluation processes is forthcoming. For more information contact Brian Watson, bwatson@uga.edu.

3. Support for Research Computing

- *New GACRC monitoring resources available to faculty and staff:* A series of dashboards presenting usage data of the GACRC's Sapelo2 cluster and associated storage services can be found at <https://gacrc.uga.edu/systems/monitoring/>. The dashboards are interactive with additional information available by hovering over charts. Charts and tables can be filtered to highlight specific user- or group-based information. The usage information presented in the dashboards is updated daily. Accessing the content will require an active MyID and password. Off-campus access will also require to be connected via the UGA campus remote access VPN.

4. OneSource

- *Keep track of updates with the OneSource Roadmap Schedule:* As UGA Financials, Budget Management and the OneUSG Connect System transition from project into operations mode, updates to these systems will typically occur once a month. Additional system patching and upgrades also take place on a monthly basis. Dates for these releases and updates, as well as release notes and the link to system Known Issues can be found on the [OneSource Roadmap Resource Page](#).

5. Recent Accomplishments

- *South Milledge Connectivity completed:* EITS Operations and Infrastructure has completed the installation of UGA fiber along South Milledge and to UGA facilities across Whitehall Road. This project spanned two years and represented a substantial investment of both funding and personnel from EITS. In addition to the State Botanical Gardens, Poultry complex, Turf Science Research greenhouses, and the Soccer/Softball complex, newly added UGA buildings include: the Engineering complex of buildings, Laboratory of Archeology, Thomas Textile, Library Repository, Livestock Instructional Arena, and the South Milledge Greenhouse complex. For more information, contact Jeff Teasley, jteasley@uga.edu.

- *EITS student positions approved for Experiential Learning:* Some EITS student positions have been approved for Experiential Learning (EL). The Experiential Learning initiative has created an opportunity for non-academic departments to educate students in ways that can be represented on a UGA transcript. Having some student positions approved for Experiential Learning will allow our student employees to meet the University's Experiential Learning graduation requirement and they will not have to take any additional courses to meet that requirement. During this experience, our student employees will be able to learn more about themselves, test classroom knowledge, and bring new skills and competencies back to their studies. The 5 Learning Outcomes that must be met for Experiential Learning are: Engagement, Mentorship, Challenge, Ownership, and Self or Social Awareness. If you have any questions about Experiential Learning or want to learn more about approved EITS student positions, please contact Donna Chandler at dchandle@uga.edu.

6. Technology Tips

- *WEPA making changes to payments:* WEPA, UGA's cloud-based print kiosk provider, is making it easier and more convenient to pay for printing. Students, faculty and staff may now enter their payment information once to securely store and reuse it for future deposits and payments. Payment methods for printing include credit cards and PayPal accounts, and mobile users will now have the convenience of using Venmo and Apple Pay. With this change, however, credit and debit cards can no longer be swiped at print kiosks. Instead, transactions will be done by entering card information on the screen. Users will still be able to make deposits to their WEPA Account at print stations, with the WEPA mobile app, or on the WEPA website. WEPA print cards, as well as student IDs/Bulldog Bucks cards, can still be swiped. During the Spring 2019 semester, print kiosks across campus made a total of 141,750 copies, with over 63,000 pages printed during finals week. Printing hot spots on-campus included the Main Library, the Miller Learning Center (MLC), Law School, Housing and the Science Library. If you have questions or want more information about these changes, please contact Shannon Marable at shannon.marable@uga.edu or Tommy Jones at tomjones@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 with the phrase subscribe vpit-news as the body of the message.