Vice President for Information Technology
Status and Activity Report for January 2020

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

1. <u>Items Requiring Action</u>

- *Prepare to verify your access to Banner, OneSource systems:* Each year, UGA undergoes an annual financial audit by the State of Georgia Auditors. In preparation for the FY20 audit, EITS is required by USG policy to conduct a verification of user accounts on several systems with financial data to ensure that access is still necessary. If you have access to one of the following systems, you may be asked to verify you still need access in the coming year:

  - Banner
  - Financial Management System (PeopleSoft)
  - Budget Management system (Hyperion)
  - UGA Jobs
  - Certain roles in OneUSG Connect

  Your supervisor will also have to approve your access to these systems. An admin memo will be sent out about the user verification process in mid-March, and the user verification process will begin on March 23. Users and managers must complete the verification process by April 30. Users who do not respond will have their access to these systems revoked on April 30. For more information about the user verification process, please contact Lynn Wilson, llatimer@uga.edu.

2. <u>Recent Accomplishments</u>

- *Technology investments and improvements made in 2019:* In 2019, EITS continued to invest in technology to help students, faculty and staff teach, learn, connect and collaborate more easily and securely. We retired the mainframe, legacy technology no longer needed with the implementation of the Financial Management System (PeopleSoft) and the Budget Management System (Hyperion). We completed the installation of Internet connectivity along South Milledge and across Whitehall Road, making sure that more UGA facilities have strong connections to our network. We also refreshed and upgraded our core network, in preparation for our 2020 network maintenances, allowing us to continue to provide ample bandwidth and capacity for the University. An improved and more secure CAS service for UGA web applications, UGA SSO, was made available in the summer. We introduced Zoom, an online meeting tool for video and audio conferencing. Additional features were added to the UGA mobile app, including a module for SAGE, and Deck Check, which allows users to see which parking decks on campus have availability. As we enter the new year, EITS will continue to focus on investments in technology that support the University's strategic goals for teaching and learning, research, entrepreneurship and innovation.

3. <u>Planned Improvements</u>

- *Building router wireless refresh, upgrades to classroom scheduling and research coming in new year:* EITS has planned several improvements to the campus network and technology for teaching and research in the new year. We are in the planning stages of a refresh to more than 150 building edge wireless routers. This will ensure we can continue

to provide ample bandwidth for the University. A wireless redesign and upgrade is also planned for University Village. This will provide better wireless coverage and capacity, as these apartment-style dorms continue to attract more residents. For teaching and research, we are exploring an upgrade or replacement to our current classroom scheduling and event management software to make it easier for faculty and staff to reserve space on campus. There is also a planned expansion of the University's high-performance computing cluster, Sapelo 2, adding more compute nodes to this growing resource. Providing access to the latest generation of processors will accelerate computational workflows and allow researchers to work on more complex problems. More information about other planned upgrades and improvements to campus technology will be released as it becomes available throughout the year.

4. <u>For Your Awareness</u>

- *January 25 and March 7 network maintenance essential for network expansion, upgrade:* On Saturday, January 25 and March 7, EITS will conduct network maintenance. These maintenances are necessary to support an expansion and upgrade of the network that will allow EITS to continue to provide ample bandwidth and capacity for the University.The maintenance will begin at 6:00 a.m. and end at 11:59 p.m on January 25. These maintenances will result in periodic, intermittent outages of campus Internet access and campus information systems on January 25 and March 7. Because these outages will be unpredictable, the community should assume that network services will be unavailable during the entire day. The following services will be affected:

  o UGA websites hosted in the Boyd Data Center
  o Information systems hosted by EITS
  o Central Authentication Service (CAS)
  o UGA Single Sign-On (UGA SSO)
  o ArchPass, powered by Duo
  o Virtual Private Network (VPN)
  o Access to UGA-provided information systems, such as Athena, Banner Administrative System, Degree Works, eLearning Commons (eLC), GACRC resources, UGA Financial Management System, UGA Budget Management System, UGAJobs, UGAmart.
  o Access to OneUSG Connect and OneUSG Connect Benefits.
  o Access to UGAMail off-campus
  o Access to websites hosted by UGA off-campus
  o All systems behind the Central Departmental firewalls

  Additional details and progress reports will be posted at status.uga.edu and on the EITS Twitter feed at @uga_eits.

- *eLC login page updated to improve login experience:* Students, faculty, staff and other users will notice a change to the eLC login page after eLC transitions to UGA SSO on January 5. Non-MyID users will now have to click the 'Click here for Non-MyID Login' button in order to make the login section appear. This change was made to improve the login experience and minimize confusion for faculty and students who access eLC with their MyID. For more information please contact Dave Crouch at dave.crouch@uga.edu.

- *FY21 Cost Recovery services rates now available:* The FY21 Cost Recovery services rates are now available for your FY21 budget preparation. A few highlighted changes:

- o The gold and bronze network support package rates will increase to cover Internet2 connectivity expansion and upgrades of both wired and wireless networks over the next five years.
- o Work order service rates for network infrastructure, on-site lab staffing, and desktop support have remained flat for many years, and so will increase to fund previous merit-based raises to staff performing these services.
- o Virtual desktop and server rates have been realigned to new standard and custom configuration offerings.
- o Institutional file storage rates will increase to provide greater levels of raw storage to the University community.
- o The Adobe licensing rate per FTE will increase based on increased costs under the new USG enterprise agreement, then will be fixed for the next three fiscal years.
- o GoToMeeting licensing will be discontinued in FY21 given the free availability of Zoom.

Detailed rate components and calculations are available upon request. Each individual department is encouraged to assess the FY21 rate impacts, if any, on its budget. The FY21 rate table is available at: http://eits.uga.edu/support/cost_recovery/rates. If you have any questions regarding the rates, please contact Pam Burkhart at pamburk@uga.edu or 706-542-9603.

- *All apps must move to UGA SSO by March 6:* 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, IDP2F) must transition to UGA SSO by March 6. Protecting the integrity, confidentiality, and privacy of the information assets of the University of Georgia is the most critical mission for EITS, and the new UGA SSO helps us to continually improve our information security posture. As of January 2020, more than 250 apps have moved to UGA SSO, including Athena and OneSource systems. An online Q&A forum for application owners will be held January 16. A link to the Collaborate session will be sent out soon. For more information, please contact Shannon Marable at shannon.marable@uga.edu.

- *Reinstall WEPA print drivers:* Our print kiosk vendor, WEPA transitioned to our new production authentication environment, UGA SSO, on December 20. Since our authentication process has changed and authentication data is stored in the configuration, print drivers will need to be redeployed to labs using wepa print services. Any personal devices which contain the older WEPA print drivers will also need to reinstalled to maintain operability. Print drivers can be found here: https://wepanow.com/software. For more information contact Tommy Jones, tomjones@uga.edu.

- *Update to Windows 10 to get Office upgrades:* Microsoft Windows 7 is no longer supported by Microsoft after January 14, 2020. Using Office 365 ProPlus on an older, unsupported operating system may cause performance reliability issues over time. If you want to continue receiving new feature updates to Office 365 ProPlus, Microsoft recommends that you upgrade to Windows 10 before the end of support date on January 14, 2020. If you would like more information, or have any questions, please contact Ashley Henry, ashenry@uga.edu.

5. Support for Researchers

- *GACRC teaching cluster available for spring semester:* A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Spring 2020 semester. The cluster, which is supported by the Georgia Advanced Computing Resources Center, was also in use during the fall. Faculty members interested in discussing the capabilities of the teaching cluster and how it might integrate with their coursework should contact Dr. Guy Cormier at gcormier@uga.edu.

6. OneSource

- *OneSource, OneUSG Connect enhancements launched in December:* Several OneUSG Connect and OneSource enhancements were launched the weekend of December 6. OneSource Financial Management System enhancements effective the morning of December 8 include the following:

   o Editable Expense Type on Expense Reports from My Wallet
   o Improved Expense Approver visibility when using the Fluid interface
   o Fix to the window size for Expense Approvers when reviewing travel authorizations
   o Stegman Gray background on the Financial Management System landing page

   OneUSG Connect system enhancements effective the morning of December 10 include the following:

   o Decision Support for Termination and Classic Plus for End-User Pages in Manager Self Service
   o Enrollment Matrix Expansion
   o Detaching Time & Absence Approvers from Reports-to Updates
   o Vet Med Weekend Differentials in Time and Absence

   For information about the above and other enhancements, please refer to the training library.

7. Technology Tips

- Did you know that the EITS website features a convenient center for popular software services to help you get ahead? Software.uga.edu is the place to go to find the latest research tools to take your analyses further. Software such as MATLAB, SPSS, and Qualtrics can help make research easy. Visit software.uga.edu for more information about these and other amazing products.

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