EITS Report for ITMF/UGANet for August 2015

New Associate CIO for Data Reporting & Analytics Selected: Sharon Logan has been named the Associate CIO for Data Reporting and Analytics, a new position that reports directly to the Vice President for Information Technology. Logan is currently Director of the Project Management Office at the University System of Georgia. She previously served as Director of Strategic Communications at the USG. As Associate CIO for Data Reporting and Analytics, Logan will focus on leading better data governance, architectures, policies, practices and procedures that properly support the full data lifecycle and analytics needs of the University. This is a senior-level position to meet the growing need for a strategic focus on data analytics across the University. Logan will begin her new position on August 17. For more information about the Associate CIO position, please contact Dr. Timothy M. Chester, Vice President for Information Technology, at tchester@uga.edu.

Security Audit of Critical Systems: The University System of Georgia (USG) is conducting a two-phased security audit that will require assistance by Departmental Network Liaisons (DNLs) prior to September 1. For this first phase, the USG is conducting a consulting engagement to determine adherence to the USG IT Handbook’s definition of critical systems, which is “a system whose failure or malfunction will result in not achieving organizational goals and objectives.” DNLs are asked to review their systems in BlueCat to ensure they have accurate information that reflect the USG’s definition of critical systems. A memo about this effort was recently sent to DNLs. Additional information about the second phase will be announced when they become available. For questions or assistance, please contact Ben Myers at bmyers@uga.edu or Sarah Nutt at sarah@uga.edu in the Office of Information Security.

UGA Mobile App to Include Athens Transit Buses: The University’s official mobile app will include a new bus tracking feature with Athens Transit on August 7. The existing bus tracker with Campus Transit has been the most popular feature of the UGA Mobile App. With an updated app coming to the App Store and Google Play on August 7, UGA students, faculty, staff and visitors will be able to view buses for Campus Transit and Athens Transit within the UGA Mobile App. EITS has worked closely with Athens Transit and the Student Government Association to offer city buses on the UGA Mobile App, based on student feedback. For more information, please visit http://mobileapps.uga.edu or contact Lance Peiper at lpeiper@uga.edu.

New Report Request Process Available on ConnectUGA website: A new, streamlined process to obtain reports for student information is now available on the ConnectUGA website. This “one-stop shop” process allows people to access reports developed out of the Banner Student Information System. Users can view a list of reports already available to the University community, request access to an existing report, request creation of a new report and view the status of report requests being developed as part of the ConnectUGA initiative and functional units, such as the Registrar’s Office. For requests submitted through this new process, the appropriate office will contact requestors to facilitate the data access.
new report request process is available on the ConnectUGA website (http://connectuga.uga.edu) under the Reporting tab. For questions, please send an email to reports@uga.edu.

Identity Federation Available for Third-Party Websites, Applications: EITS now offers Identity Federation, a single sign-on service that makes it easier for UGA students, faculty and staff to access online resources that require authentication with approved partners outside of the University. By using Identity Federation with approved partners, UGA students, faculty and staff can use their MyID and password to authenticate to non-UGA websites. A number of commercial websites use this type of method to authenticate users across partner organizations into their sites. Identity Federation is a new service provided by the Identity Management team within EITS. For more information, including submitting a request to register third-party websites and applications, please visit http://t.uga.edu/1Gm or contact Keith Martin at keith.martin@uga.edu by email.

Enhanced Video Capability Available in vLab: The UGA vLab (virtual computer lab) has been upgraded to a new version that offers faster response times when loading applications and enhanced video capabilities. The vLab is available for students, faculty and staff to use anytime, anywhere on their computers, tablets and phones by visiting http://vlab.uga.edu. For computers without a touch screen, the vLab works on any web browser, including Chrome. For tablets and phones, the vLab works best when Citrix Receiver is installed. Citrix Receiver is free to download from the App Store or Google Play. The vLab offers the same applications in a physical computer lab, such as Adobe Digital Editions, EndNote, Stata and SPSS. For more information, please visit http://vlab.uga.edu or contact Keith Martin at keith.martin@uga.edu.

Free Microsoft Office 2016 for Mac Available: An upgraded version of Microsoft Office is now available for UGA students, faculty and staff to install for free on their personally-owned Mac computers. Office 2016 for Mac includes all of the programs in the Microsoft Office suite — such as Microsoft Word, Excel, PowerPoint, Outlook and OneNote — but with improved functionality for formatting documents, spreadsheets and presentations. Mac users can update to Office 2016 by logging in their web-based UGAMail account (ugamail.uga.edu) to download and install the software. Office 2016 for Windows will be available later this year. Microsoft expects Office 2016 for Mac to be available in the Microsoft Volume Licensing Service Center (VLSC) in early August. The EITS website has more information about Office 2016 for Mac, including installation instructions, at http://t.uga.edu/1Ew.

Planned Changes to Office 365 Will Affect IE 8/9 Users: Effective January 12, 2016, people using Internet Explorer 8 or Internet Explorer 9 will have a significant reduction in their experiences with Office 365. The University’s offers of UGAMail, OneDrive for Business, Skype for Business, Office web apps and other related services are powered by Office 365. Microsoft plans to implement changes to Office 365 in January 2016 that will significantly reduce the experiences of IE 8 and IE 9 users. People are encouraged to consider upgrading to IE 11 prior to January. Office 365 is designed to work with the current or immediate previous version of Firefox, and the current or immediate previous version of Chrome and Safari. For questions, please contact Keith Martin at keith.martin@uga.edu.
Red Hat Linux Patching Set for August 7: Red Hat SuSE Linux security patching will start at 10 p.m. on Friday, August 7, and continue until 7 a.m. on Saturday, August 8. During that time, a number of services will experience a brief outage. The following services will be affected: ASD applications, CAS, EITS wikis, FTP.uga.edu, IDM management systems, InfoSec websites, KualiRice (russhelp.uga.edu), legacy DNL tools, listserv, Nolij Web, telephone services (Paetec), UGA Systems Status website, UGA guest wireless network (Welcome to UGA), WAG wiki, web standard hosting, www.uga.edu, core web hosting. In addition, the Registrar’s Office applications (apps.reg.uga.edu) will be unavailable from 5-9 p.m. on Friday, August 7 for Red Hat Linux patching. Both items are posted on the UGA Systems Status website (http://status.uga.edu). For more information, please contact Stephanie Ayers at stayers@uga.edu.

MyUGA Portal Changes: The MyUGA Portal (my.uga.edu) will undergo a slight design change to accommodate technical backend changes. The MyUGA Portal will be migrated from the uPortal software to a simple web page on August 7. This transition will ease technical management and costs of the MyUGA Portal, while maintaining the single sign-on functionality for UGA services on the portal. All of the existing services on the MyUGA Portal will remain on the website. Those include: Athena, UGAMail, eLearning Commons, lynda.com and others. Parking Services, DegreeWorks and DawgLink will still require an additional login. Further, the portal will no longer include tabs based on a user’s role (student or employee) at the top of the page. All users will see all links and icons. For more information, please contact Lance Peiper at lpeiper@uga.edu.

New Version of UGAAlert Software Program Available to Install: The UGAAlert emergency notification system has been transitioned to a new technical vendor. As part of the transition, the UGAAlert desktop software has been updated. In the event of an emergency, the desktop app scrolls a message from UGAAlert on a user’s computer screen. The new version is available for Mac and PCs using Windows, and for the Athens or Gwinnett campuses. UGA students, faculty and staff will be advised to update the UGAAlert desktop software on their computers. Please be aware that IT professionals may be required to install the app on University-owned computers that require admin rights. Students and employees have been asked to review their contact information for phone and email alerts at www.ugaalert.uga.edu. For questions about UGAAlert, please contact the Office of Emergency Preparedness at ugaalert@uga.edu. For more information about the UGAAlert desktop program, please visit http://eits.uga.edu/hardware_and_software/software and click on the section for UGAAlert Desktop.

Test Environment Ready for New Mail Gateway System: The existing Mail Gateway system will be decommissioned in December. A test environment for the new Mail Gateway system is now available to test. The production system is expected to be available at the end of August. Users are encouraged to begin testing in dev to address any concerns well in advance of the decommission at the end of the year. The name of the dev system is post.dev.uga.edu. The IP address will is 128.192.110.162. When launched, the production system will run postfix on RHEL 7 and will require authentication for mail transfer on port 587. For questions, or to receive access to the new system in dev, please contact Stephanie Ayers at stayers@uga.edu.
New Proxy Service Launched: A new web proxy service, provided by a BlueCoat proxy server, was launched on July 1. The previous service, provided by Microsoft Threat Management Gateway (TMG), was decommissioned on August 1. The proxy service now points to BlueCoat (128.192.110.226 and 128.192.110.227). The previous service pointed to TMG was 128.192.1.31 and 128.192.1.32. Those units using the proxy and pointed to webav.uga.edu (on port 8080) should not have noticed a change. Clients pointing to TMG via IP should have changed to webav.uga.edu. For questions about this service, please contact Chris Workman at cwworkman@uga.edu.

Kaltura Available in eLearning Commons: Kaltura, a solution for media storage and video streaming, is available as a campus-wide resource within eLearning Commons (eLC). Additional options for using Kaltura will be available soon. Kaltura allows people to create, upload and publish their videos, such as webcam recordings and screenshots. Kaltura is a replacement for the podcasting service, which was decommissioned by the University System of Georgia on June 30. Kaltura is being made available to all colleges and units, thanks to a shared agreement with the Center for Teaching and Learning (CTL), Office of Online Learning, EITS, the Terry College of Business, the College of Education, the Franklin College of Arts and Sciences, and UGA Libraries. For more information on how to use Kaltura in eLC, please visit http://ctl.uga.edu/kaltura. For questions about Kaltura, please contact Dr. Sherry Clouser at CTL at sac@uga.edu by email. For questions about Kaltura’s use in online programs or online courses, please contact James Castle, Office of Online Learning instructional designer, at jcastle@uga.edu by email.

Active Directory Cleanup Process: EITS is conducting its bi-annual process to remove inactive accounts from Active Directory. UGAMail accounts associated with inactive accounts will also be deleted. Inactive accounts are defined as those that have not had a password change in two years and have not had a logon to the associated UGAMail account in 18 months. This process is being conducted twice a year. Affected accounts were inactivated on July 13 and will be deleted on August 10. MyIDs will not be deleted. Initial notification of these actions were sent to the owners of inactive accounts via email to the address on record for each account prior to the accounts being inactivated. Anyone who wants to continue using an account and/or UGAMail account that is flagged as inactive may submit a request for their account to be excepted from being inactivated and deleted to the EITS Help Desk at helpdesk@uga.edu. For questions about the Active Directory cleanup process, please contact Wes Merrill at wmerrill@uga.edu.