

# Digital Digest

Newsletter

September 2023

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## Welcome to the Digital Digest Back-to-School Issue!

**Digital Digest** is the monthly newsletter from Information Technology Solutions (ITS). Here you'll learn about UCR's Digital Transformation, an effort that strives to simplify, improve, and leverage technology for the betterment of the student, faculty, and staff experience.

Subscribe to the [Digital Digest mailing list](#) to follow the progress of exciting technology initiatives and discover new services and tools that ignite possibilities for the Highlander Community.

## What You Need to Know

### New Guidance on Campus Use of AI

The ITS Information Security Office has released [new guidance](#) to help the UCR community better understand the appropriate use of AI to maintain data security and privacy. Due to the rapid change of Generative AI, this guidance is subject to change regularly. It is the responsibility of every member of our campus community to stay informed of campus policies, security protocols, and guidance. [Learn more](#)

### Stabilization Is Underway for Impact23

[Impact23](#), UCR's financial system replacement program, was launched on July 5, 2023. While stabilization is underway, here's where you can get important information and updates:

- [Known Issues Tracker](#)
- [Frequently Asked Questions](#)
- [Impact23 Community of Practice on Slack](#)
- [Insider News & Digest](#)

To receive live support from Business and Financial Services, attend the scheduled [Office Hours](#) or call the [Concierge Helpline](#) at (951) 827-9990. You may also submit a support ticket in the [Finance and Administration Support portal](#).

## Join the UCR Tech Town Hall on October 19, 2023



*Exciting things are in store for Highlanders.  
You won't want to miss this!*

ITS invites you to [join the virtual Tech Town Hall](#) happening on Thursday, October 19, 2023 at 12:00 pm. Attend the Zoom webinar to gain insights from the ITS Leadership Team on technology advancements currently underway at UCR.

By attending you also have the opportunity to ask our campus IT leaders questions during the Q&A portion of the Tech Town Hall. We encourage you to [submit your questions to campus IT](#) ahead of time.... [continue reading](#)

### The Tech Town Hall will cover the following topics:

- Campus technology investment report
- The ITS and School of Medicine IT partnership
- UCR's implementation of the [Gender Recognition and Lived Name Policy](#)
- [Slack Enterprise Grid](#) launch party

## Zoom Phone Migration Ongoing as More Campus Groups Move to Cloud-Based Phone Service

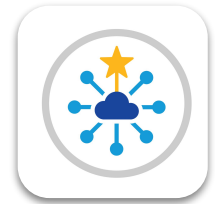


*Over 2,200 UCR phone users across 16 campus organizations are now using Zoom Phone Services.*

On August 31, 2023, nine more campus units migrated to [Zoom Phone Services](#). The latest group to port over are the School of Education, School of Business, College of Natural & Agricultural Sciences, University Extension, University Library, Auxiliary Services, Information Technology Solutions, School of Medicine, and Health, Well-being & Safety. To date, over 2,200 UCR phone users across 16 campus organizations are using Zoom Phone Services.

The transition from UCR's legacy phone systems to Zoom Phone, a cloud-based phone service, began earlier this year. Following the successful [completion of the two pilot runs](#) on January 26 and March 23, 2023, respectively, the Contact Center went live on April 18. Four of UCR's active call centers were the first to move to Zoom Phone Services.... [continue reading](#)

## Ursa Major Boosts UCR's Research Computing Capabilities



*Senior Research Computing Facilitator Astitva Chopra shares how UCR researchers are leveraging Google Cloud Platform for their projects.*

As part of the Digital Transformation effort centered around the campus research community, ITS entered into a first-of-its-kind agreement with [Google Cloud Platform \(GCP\)](#) to boost the research computing capabilities of the campus. This agreement, [introduced as "Ursa Major,"](#) is a significant investment in building a cloud-based research computing platform for UCR researchers.

While Ursa Major offers advanced cloud services to supplement UCR's current research computing resources, the ITS Research Computing team is still in the early stages of integrating it with the broader portfolio of [research computing services](#).

Having said that, the initial response to Ursa Major has been very encouraging. Roughly 60 research labs across campus have begun integrating GCP into their workflows. The preliminary impact on our research workflows and output is positive, and we're keen to share some of these developments. As we navigate this new terrain, we remain optimistic yet mindful of the challenges and learning curves ahead.

Since Ursa Major's inception, we've observed its adoption across the Colleges, including Bourns College of Engineering, College of Natural & Agricultural Sciences, College of Humanities, Arts, and Social Sciences, and School of Medicine. ...[continue reading](#)

### Access ITS Support and Resources

Stay in the know! [Subscribe to our newsletter mailing list](#). You can also find resources and additional information by visiting the [ITS Digital Transformation webpage](#).

Need IT help? [Get support](#).