

## CCAS Cloud Account Transition – June Program Update

### Change Management

- To better understand the impact of the upcoming change to faculty and staff, GW IT met with several groups such as the Council of Chairs in April/May. Additional meetings with Geography, Corcoran, and SMPA will be held in June.
- To provide answers to commonly asked questions about the transition, GW IT developed and published Frequently Asked Questions (FAQs) and corresponding answers on the [program webpage](#).
- Instructions for faculty and staff workstation migration and for printing will be published on the [program webpage](#) and on the [CCAS Printing webpage](#), respectively, by June 9.

### Faculty and Staff Workstation Migration

- In preparation for migrating faculty and staff workstations to function in the new environment, we had a 100% success rate with synchronizing the Cloud and GW UserID accounts of users on April 28 and May 26 so that there was no impact when users logged into their systems.
- To ensure advance awareness, a schedule for faculty and staff workstation migration was developed in collaboration with CCAS departments and sent out to faculty and staff in May.
- To provide adequate transition support, a Cloud Account Transition team was created and trained on June 6. For help with transition-related issues, faculty/staff can call (202-994-4948, option 5), email ([ccastransition@gwu.edu](mailto:ccastransition@gwu.edu)), or submit a [help request](#) (<https://go.gwu.edu/ccassupport>) during the transition period.
- Transition from using Cloud account to GW UserID for logging in to faculty and staff Windows-based workstations will begin on June 12, 2023.

### Firewall Infrastructure Transition (i.e., moving CCAS services behind enterprise firewall)

- All preparatory work to transition from CCAS firewall (i.e., SonicWall) to enterprise firewall (i.e., Palo Alto) was completed on June 2. The SonicWall to Palo Alto transition is not expected to impact users and is planned for completion by July 1.

### Research Services (R Drive Migration)

- By June 30, GW IT plans to onboard all existing CCAS research groups into Research NAS (network-attached storage) and existing R Drives utilizing Compellent storage will be switched to read-only.

### CCAS Websites Authentication

- In collaboration with Kathryn Bibler, authentication for backend management of CCAS Drupal websites (93%) has been transitioned from CCAS Cloud to GW UserID. Authentication for 5 more websites will be transitioned in July.

### ServiceNow

- With the help of selected CCAS staff, the transition from using Cloud account to GW UserID for ServiceNow was successfully piloted in May. Testers were able to log in using GW UserID, access their existing data, workflows, and quick links. GW IT will develop strategies for adding new users to ServiceNow (post-migration) in June.

### Follow-me Printing

- Preparatory tasks (e.g., printer configuration) to enable transition from using Cloud account to GW UserID for printers that are on the “Follow-me” print queue were successfully completed in May.
- To align with the workstation migration, transition from using Cloud account to GW UserID for printers that are on the “Follow-me” print queue will also begin on June 12. Once a printer’s log-in method has been transitioned from Cloud to GW UserID, access to that printer will no longer be available via Cloud accounts. However, GW IT will make one Cloud-accessible printer available to anyone whose workstation is yet to be transitioned.

### Citrix (CCAS Cloud–apps.ccas.gwu.edu)

- GW IT began preliminary work to enable transition from using Cloud account to GW UserID for Citrix in May and is targeting July 15 to complete the Citrix transition.

### VALT (Clinical Video-recording System)

- In May, GW IT began preparatory work (e.g., application update to newer version) to enable transition from using Cloud account to GW UserID for VALT and successfully conducted preliminary tests.
- The migration team is targeting July 31 to complete the VALT transition.