

CCAS Cloud Account Transition – July Program Update

Change Management & Communications

- After the first round of workstation migration was completed, communication for make-up dates was sent out on July 14, to users who were unable to migrate their workstations in the first round. Thus far, more than 30 users have signed up to migrate their workstations.
 - For users who are yet to migrate their workstations, individual communications was sent out on August 10, reminding them to schedule an appointment to migrate their workstations.
- GW IT is currently preparing to send out change communications for the upcoming transition dates for Citrix, ServiceNow, and VALT.

Faculty/Staff & Shared Office Workstation Migration

- As of July 28, 239 (55.4%) out of 431 faculty and staff Windows workstations and 170 (59.6%) out of 285 shared employee (adjunct faculty, student employees, front desk, etc.) workstations have been migrated.
 - Faculty and staff members who have not migrated their Windows workstations can no longer use departmental printers that have been transitioned from Cloud Account to GWUser ID. Until they complete the migration, they will only be able to print to the printer in the Academic Center B102 Walk-in.
 - Non-migrated users may experience access-related issues with file shares once GW IT starts transitioning file share authentication from Cloud Account to GWUser ID over the fall semester. However, prior to the transition of file shares, advance communication will be sent out to users, especially to faculty and staff with non-migrated workstations.
 - As GW IT progressively updates software and software licensing, users of non-migrated workstations will not be able to access updated software or will have software automatically update to new versions or licensing.
- For Mac devices (~90) that are still connected to CCAS Cloud, GW IT will convert the user profiles to local account profiles. In mid-September, GW IT will provide easy-to-follow instructions on how to complete this process.

Follow-me Printing

- As of July 12, 48 (92.3%) out of 52 printers have been migrated, and GW IT will continue to make one Cloud-accessible printer available in Academic Center B102 Walk-in to anyone whose workstation is yet to be transitioned.
- CCAS students can now experience the convenience of printing directly from their personal devices to the new GW Print system with their GW UserID by following a few steps outlined on our [GWPrint On Personal Devices](#) website.

Academic Workstation Migration

- As of July 31, 269 (95%) out of 281 academic (i.e., labs and computer classrooms) workstations have been migrated, reimaged, or replaced, with approximately 8 workstations left to be migrated by the start of the fall semester.

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

- Transition from CCAS firewall (i.e., SonicWall) to enterprise firewall (i.e., Palo Alto) was successfully completed on July 7.

Research Services (R Drive Migration)

- R Drive migration (i.e., final data synchronization) was completed on July 7 and all CCAS research groups have been onboarded to the Research NAS (network-attached storage).

ServiceNow

- New servers for the ServiceNow application were built on July 21 and are currently being tested
- The migration team is targeting August 18 to complete the ServiceNow authentication transition from Cloud Account to GWUser ID.

Citrix (CCAS Cloud–apps.ccas.gwu.edu)

- To increase the hardware (VMware ESXi Host) memory and to allow for end-user testing, the target transition date has been moved from July 15 to August 17.

VALT (Clinical Video-recording System)

- An upgrade to the VALT system was successfully completed on July 14.
- To accommodate the schedule of impacted departments, the planned date to transition from Cloud Account to GWUser ID has been moved from July 31 to August 11.