

Vice President for Information Technology Status and Activity Report for April 2021

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

1. Key Items for Faculty and Staff Meetings

- *Fall network maintenance set for October 23:* EITS plans to conduct a network maintenance on October 23. Network maintenances are necessary to continue to support the network, allowing EITS to provide ample bandwidth and Internet capacity to the University in the future. We typically conduct large network maintenances twice a year, during which campus Internet and campus information systems are usually inaccessible. For questions, contact Mike Lucas at mlucas@uga.edu.
- *Spring cybersecurity training required by April 30:* University System of Georgia employees must complete spring cybersecurity awareness training by April 30. This required training takes place twice a year in April and October per USG policy and directive by the executive order of Governor Brian Kemp. The cybersecurity training takes about 20 minutes to complete and is available through the Professional Education Portal (PEP). Cybersecurity awareness training is a critical tool in the University System's efforts to help keep critical data and sensitive information safe and secure. Faculty, staff and student employees who have questions about accessing the USG Cybersecurity Awareness Training in PEP should contact the Human Resources Service Desk at (706) 542-2222 or e-mail at hrweb@uga.edu. For more information, contact Ben Myers at bmyers@uga.edu.

2. Services for Students

- *Wireless equipment refreshes completed for Main Library, Tate, other key buildings:* EITS Network Infrastructure has completed wireless network redesigns and refreshes in several key campus buildings and areas. Technicians have completed a network refresh and redesign wireless redesign and refresh on the Main Library, Tate Student Center, the Lake Herrick pavilion and boathouse and all of the buildings on the Veterinary Medical Center campus on College Station Road. Aging network equipment has also been replaced in Leconte Hall, Gilbert Hall, the Marine Sciences and Dance building, Riverbend Research South, and the Forestry Resources Complex. A complete wireless redesign and refresh is planned for the Law School and Dean Rusk Hall this month. EITS performs these refreshes to replace aged and under-performing equipment, in turn providing a better end-user experience. These building refreshes and redesigns are funded by the Student Technology Fee, a fee that helps fund a variety of facilities and services on campus. To learn more, please contact Chris Fleming, cflaming@uga.edu.
- *Wireless improvements planned for outdoor areas:* EITS is in the planning stages to improve the wireless performance in several outdoor areas in north and central campus, making it easier for students, faculty and staff to work and study outdoors. The \$417K project, funded by the Student Technology Fee, will include updates to the wireless infrastructure and access points servicing five outdoor areas: the Old College quad, the Main Library quad, Herty Field, the area in front of the Miller Learning Center and outdoor areas around the Tate Student Center. EITS will start work this month, with plans to complete work on the Old College and Main Library quads by June; the remaining areas will be completed over the summer. To learn more, please contact Chris Fleming, cflaming@uga.edu.

- *Updated look and feel coming to Student Accounts in Athena:* The second of phased major updates to Athena will occur on May 1 with updates to the Student Accounts module in Athena. The Student Accounts module in Athena will be updated to have a new look and feel and should be easier to navigate. Athena will be unavailable on May 1 during this release. As changes are developed, information will be shared with the university community, including faculty, staff and advisors via the ConnectUGA website, <https://connectuga.uga.edu/>
- *EITS teams help prepare for fall class registration:* The Student Information Services team, in collaboration with the Registrar's Office and other EITS teams, conducted successful load tests of Banner and Athena in preparation for ticketed registration for Fall 2021. These tests are designed to confirm Athena performance rates during times of peak usage as students register for classes. These tests also help identify opportunities to further improve performance. Ticketed registration opens April 1. In addition, the Education Affairs Committee approved adding an additional 5 minutes between classes during the Fall 2021 semester, as part of the university's continued response to COVID-19 regulations. The SIS team supported efforts to successfully update the Daily Schedule of Classes in the Banner Student and Classroom Scheduling systems in time for Fall 2021 registrations.

3. Support for Researchers

- *Upgraded data transfer capabilities at GACRC:* Four new data transfer nodes are now deployed to serve the Georgia Advanced Computing Resource Center (GACRC) user community. Each node is connected at 50 Gbps directly to the core of the campus network, and 50 Gbps to the GACRC's internal storage network. This is a significant upgrade in data transfer capabilities, as this new service replaces legacy data transfer nodes that were limited by 1Gbps connections. For more information contact Dr. Guy Cormier at gcormier@uga.edu.

4. Support for Teaching Faculty

- *Zoom Best Practices for virtual special events:* In order to help decrease the risk of Zoom bombing, UGA faculty, staff and students are strongly encouraged to set up the following measures for any virtual special events, especially those which include individuals outside the university:
 - Ensure the Meeting ID is automatically generated, and that the meeting has a password.
 - Do not publicly post the Meeting ID and password. This includes posting to the UGA Master Calendar, which is public.
 - Use the waiting room function to control when participants can join the meeting. The waiting room function is required for any participants who do not have a UGA MyID. EITS has turned on this function for all UGA Zoom accounts.
 - Designate multiple hosts who will help manage the waiting room and eject participants who disrupt the meeting.
 - Disable the "join before host" feature and limit screen sharing to the host.
 - Consider requiring MyID authentication for the meeting, so only those with UGA MyID accounts can attend.

Additional details, including a short video on how to set up these measures, are available at zoom.uga.edu.

5. Support for Staff and Administrators

- *Upgrade to listserv services expected in May:* EITS will upgrade our listserv service on May 21. There will be minimal downtime for the service during this upgrade, and any emails sent to lists during the upgrade may be delayed. Once the upgrade is complete, list owners may notice some changes to the look and feel of the listserv.uga.edu interface. List subscribers should notice minimal changes. More information about these changes and the upgrade on our EITS Help Desk Knowledge Base at: <https://confluence.eits.uga.edu/display/HK/Upgrade+to+listserv+services+expected+in+May>
- *Simpler Decommission:* In recent years, there has been a strategic effort to make the UGA Data Warehouse the source for institutional reporting. This strategy will help UGA focus resources to help ensure steady progress in enhancing our reporting infrastructure. As a continuation of this effort, the Simpler/EDU reporting tool will be decommissioned at the end of May 2021 and the UGA Data Warehouse/Tableau reports will replace the functionality provided by Simpler. Numerous discussions and meetings will occur with Simpler users to identify any remaining gaps and ensure solutions are in place before Simpler is decommissioned.
- *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 FY21 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 certain levels of access in 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
 - OneUSG Connect

Your supervisor will also have to approve your access to these systems. The user verification process began on March 29; users needing to complete the verification process should have received emails notifying them at that time. 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.

- *OneUSG Connect 6.22 Release April 9-11:* OneUSG Connect Release 6.22 is scheduled from 11:15 p.m. on Friday, April 9 until 7:00 a.m. on Sunday, April 11. During this time, OneUSG Connect will be unavailable. KABA Time Clocks and OneUSG Connect - Benefits will still be available for use. Note that W-2s and pay statements will be unavailable for viewing and printing during this time. With this release, the processes to submit time, approve time, request absences, and approve absences will change significantly for many users. Resources to help faculty and staff navigate these changes can be found at https://onesource.uga.edu/resources/one_usg_connect_6-22/.

6. Other General Services

- *Qualtrics design changes coming soon:* Qualtrics has been working to improve their user experience and began rolling out the first design improvements on March 31. The improvements are part of a multi-year effort across the platform to make sure the product is easy to use, consistent, predictable, accessible, and inclusive. For more information about these improvements, please visit qualtrics.uga.edu.
- *Accounts with noncompliant passwords to be reset at end of May:* As part of the UGA community, it is our duty to have strong passwords for our UGA accounts. Strong passwords keep you and everyone at UGA safer from cyber criminals trying to steal information. The UGA password standard is 10 or more characters, including complex numbers and characters (capital and lower case). About 500 UGA MyID accounts, s-accounts and z-accounts have passwords which do not follow this standard, or are too common or easily guessed. Owners for these accounts will receive several notices in April and May asking them to update to a more secure password. Account owners will have until May 26 to update their password. After this date, any accounts with noncompliant passwords or passwords that are easily guessed will undergo a forced reset. You can also check if your password has been compromised in a data breach here: <https://haveibeenpwned.com/Passwords>. For more information, please contact Lance Peiper at lpeiper@uga.edu.
- *Annual DNL Audit underway:* EITS is conducting an annual audit of Departmental Network Liaisons (DNLs). DNLs are IT professionals within a school, college, or unit who serve as the primary contact with EITS for network and security related issues. Vice presidents, deans, department heads, and IT directors will receive a memo this month asking them to review the DNLs for their department and make any necessary changes by completing the Departmental Network Liaisons (DNL) form at itsupport.uga.edu. Departments will have until April 6 to complete the audit. In compliance with the University System of Georgia policies, EITS will conduct an online training session for DNLs in late April. For more information, please contact Ben Myers at bmyers@uga.edu.
- *Teams to Replace Skype for Business:* As of July 30, Skype for Business will be retired by Microsoft. Teams is the recommended replacement for Skype for Business and is available to the UGA community for use. In preparation for this change, EITS will be providing repeated communication to current UGA users of Skype for Business. Information on Microsoft Teams is available at teams.uga.edu.

7. Did You Know

- Campus usage of Google Drive and Microsoft's OneDrive for Business has grown over the last several months. Google Drive launched at UGA in November 2020, as part of G Suite at UGA. As of March 12, 78 TB has been used across all accounts for Google Drive users. Usage of Microsoft's One Drive for Business, which has been available to all UGA students, faculty and staff since 2014, has also grown. As of March 1, Microsoft OneDrive has accumulated 267 TB worth of stored files in the past two months. Google Drive users have unlimited storage but cannot store more than 750 GB worth of files per day. Microsoft One Drive users allows 5 TB of file storage, with a 250 GB capacity for

single file uploads. Both Google Drive and Office365 are available to the UGA community for free by logging into your UGA account on google.uga.edu and office365.uga.edu, respectively.

University of Georgia students, faculty, and staff, as well as interested others, may subscribe to this monthly report by sending an email to listserv@listserv.uga.edu with the phrase subscribe vpit-news as the body of the message.