



Enterprise Information Technology Services

UNIVERSITY OF GEORGIA

TECH NEWS FOR NOVEMBER 2023

Top News



State of Technology to be held November 15: Dr. Timothy M. Chester's annual State of Technology at UGA address will be held on Wednesday, November 15 at 1:30 p.m. This year, the event will be hybrid. It will be held in-person in the Memorial Hall Ballroom and will also be held virtually via a Zoom webinar. Participants can register to join the Zoom webinar at [2023 State of Information Technology Registration](#). For more information, reach out to Allyssa Robinson, allyssa.robinson@uga.edu or Stacy Boyles, stacy.boyles@uga.edu.

Microsoft Office 365 Upgrade Scheduled for December 1-3: Starting at 7 p.m. on December 1, 2023, EITS personnel will migrate active student and employee Microsoft Office 365 licenses from their current licensing level, known as A3, to an upgraded version, known as A5. Work is scheduled to conclude by 10 p.m. on December 3, 2023. Moving to this new license level will provide more collaboration tools to students and employees, such as Power BI Pro. This upgrade will also allow EITS to eventually migrate UGA's existing telephone system to Teams Phone, which will serve as the next generation telephone system for UGA. More information about the Teams Phone transition will be shared in early 2024. For more information about this upgrade, please contact Justin Sackett at justin.sackett@uga.edu.

Upcoming Dates

November 15: State of Technology Address

November 16-20: Budget Management System Maintenance

November 22: Deadline to verify departmental MyIDs

December 1-3: Microsoft Office 365 license upgrades for active students and employees

December 20: New look and feel coming to EITS service catalog

IT Services In Action

Notices sent to graduating students about MyIDs: To ensure the continued security of the UGA network and prevent unauthorized access to the network, EITS regularly disables accounts of students who have left the university. Student MyID accounts will be disabled approximately a year after the student has graduated or left UGA. When these accounts are disabled, students lose access to many UGA IT services, including UGAMail. However, many graduating seniors are unaware of this process. To make them more aware, EITS will send notices to all students eligible for graduation in December 2023 and graduate students who graduated or left the university during the summer of 2023. Account owners will receive a notice on November 28 with additional communication being provided through social media, and through The Stall Street Journal. Please help us throughout this process by reminding your graduating students that they will lose access to their MyID in a year and should establish a non-UGA email account to apply for jobs, graduate schools, or professional schools. For more information, visit the [EITS website](#).

New cost recovery web hosting solution coming soon: The EITS Web and Mobile team is introducing a new centrally-hosted cost recovery WordPress solution to replace the existing Omni CMS platform, previously known as OmniUpdate, which has been provided to campus units since 2015. Kaptiv8, an Athens website design and hosting firm, is the newly selected vendor for hosting and updating EITS-supported UGA WordPress websites. EITS will begin working with current Omni CMS clients in the coming months to discuss timelines and details for the transition of Omni CMS web pages into the Kaptiv8 environment; we will begin working with new clients in 2024. As we work with clients, we will include as part of the discussion the billing process through the new hosting partner. For more information, please contact David Crouch at dave@uga.edu. Additional information will be added to the [EITS website](#).

New look and feel coming to EITS Help Desk Service Catalog: In December, EITS will migrate our service catalog, where our help desk ticket forms are hosted, to a new client portal at eitshelpdesk.uga.edu. This is the same client portal that hosts the EITS Knowledge Base, which was launched in the spring. This migration includes a clean-up of old and unused ticket forms and an update to the look and feel of the service catalog and the ticket form email template. The migration also gives EITS the ability to link knowledge base articles to service catalog ticket forms, to better assist students, faculty and staff in finding the answers they need. Any units who have links on their websites to the old service catalog forms are advised to update links after December 20. After the migration, students, faculty and staff will also still be able to put in tickets via email at helpdesk@uga.edu or by calling 706-542-3106. For more information contact, Michael Jacobson at michael.jacobson@uga.edu.

Changes and Maintenances

Spring Network Maintenance set for March 3: On October 1, the fall biannual network maintenance was held; all maintenance activities ran smoothly. The 2024 spring network maintenance will be held on Sunday, March 3; students, faculty and staff should plan for intermittent outages through the day. 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. For questions, contact Rayid Tartir at rayid@uga.edu.

Budget Management System Maintenance set for November 16-20: On Thursday, November 16, starting at 5 p.m., the Budget Management System will be taken offline to undergo maintenance in order to implement important system updates. The Budget Management System will be available for use by 7 a.m. on Monday, November 20. During this scheduled maintenance, the system will be unavailable. If you have any questions, please contact the OneSource Service Desk at onesource@uga.edu or 706-542-0202 (option 2).

Fall automated student account clean-up under way: Effective April 2023, the clean-up process for student MyIDs has been automated and occurs every spring and fall semester. The fall semester clean-up process is currently under way and includes students who left the university or graduated in Fall 2022 or earlier. These students will have their MyIDs and UGAMail addresses flagged for disablement and deletion. Alumni and former students who have their accounts flagged will receive two automated emails to their UGAMail address, alerting them that their account will be disabled and deleted soon. Account holders who are currently employed by UGA or are attending UGA for another degree program will not have their accounts removed. For questions, contact Kristi Wall at kristi.wall@uga.edu.

Verify and claim your Departmental MyID accounts by November 22: EITS conducts an annual verification of all Departmental MyID accounts. Departmental MyID accounts are often used by units, colleges, and departments for running automated processes and to establish a contact email for a department or program. We conduct an annual verification to ensure all accounts have a current owner who is classified by central HR as a full-time faculty or staff member. This verification also ensures other important information connected to the Departmental MyID is still correct. The 2023 Departmental MyID verification process will kick off October 23 and conclude November 22. Primary owners of Departmental MyID accounts will receive an email asking them to complete the verification process through TeamDynamix. The verification process must be completed by November 22. Primary owners will receive several reminders until the process is complete. Accounts that are not verified by November 22 will be disabled. For more information, please contact Gary Pitman at gpitjr@uga.edu.

Prepare for Boyd Data Center UPS maintenance activities: The maintenances that were scheduled in October and November for the Boyd Data Center UPS replacement have been postponed. The maintenances will now be completed in early 2024. More information will be shared as it is available. Those who have questions should contact either Jeff Teasley at jteasley@uga.edu or Chris Fleming at cfleming@uga.edu.

Decommission of web standard hosting set for 2024: Web Standard Hosting, the free web hosting service for UGA-affiliated departments and student organizations will be sunset in 2023 and decommissioned in 2024. Through 2023, the Systems Engineering team has worked with users who still use Web Standard Hosting as their primary web hosting service to determine next steps. Accounts that have been unresponsive during this process and have been inactive for 2 or more years will be deactivated on December 1, 2023. For more information, contact Ashley Henry at ashenry@uga.edu.

Tech Tips

As the semester ends, don't forget about an innovative resource for learning: LinkedIn Learning. LinkedIn Learning provides employees and students innovative ways to receive job-training and skill development. LinkedIn Learning's newest addition to their library is Professional Certificates, which allows students and employees an opportunity to narrow and tailor their skills to their prospective job market. LinkedIn Learning offers 15 free Professional Certificates across eight partners, from leading brands like Microsoft, Twilio, Zendesk and more. Available on desktop and LinkedIn Learning mobile app, Professional Certificates are the perfect on-the-go tool for students and employees looking to increase their comparative edge in future job markets.

More Technology News

[Work continues on more than \\$1M in wifi upgrades](#)

[Wikis to be retired from Teams](#)

@uga_eits



Enterprise Information
Technology Services
UNIVERSITY OF GEORGIA