Tech News December 2022

Top News

State of Technology address highlights progress on strategic goals: Progress is being made on the University of Georgia's IT strategic goals, and there are even bigger IT initiatives on the horizon to grow the university's research enterprise, improve tools for teaching and learning, and introduce new technologies to improve business processes, Timothy M. Chester said during his annual State of Technology address on November 16. Chester spoke about the progress his team has made on some of the key IT strategic goals, including improvements in classroom technology to support teaching and learning, investments in the university's research enterprise and support for enrollment management efforts to predict student success. Chester also spoke about the perception of IT services by students, faculty and staff at UGA. According to the annual TechQual survey, satisfaction with campus IT services has continued to increase since 2020, when university students, faculty and staff were forced to pivot to online and hybrid learning and working environments due to the COVID-19 pandemic. Services that ranked high in satisfaction for students, faculty and staff included Zoom, UGAMail and the EITS Help Desk. For more details on the State of IT, visit https://eits.uga.edu/stories/state_of_it_2022/.

IT Services in Action

Experiential Learning Dashboards tool now available: In early Fall 2022, the Office of Experiential Learning (OEL) communicated to the Office of Institutional Research (OIR) a need to revamp their public Experiential Learning approved activities tables. Specific areas for improvement in the desired solution included: Maintenance of course and non-course activities in a single table, automatic updates as new activities and courses are approved, and filterability by multiple characteristics including college and term. To meet this request, OIR used the Data Warehouse to join OEL data with Banner data from SSASECT (course selection details). Our shared goal with OEL was to develop a tool situated within the student-advisor relationship. The new tool is complementary to DegreeWorks and Athena, and we expect students and advisors can use it together to explore their Experiential Learning opportunities and make plans that work best for their individual circumstances. The final EL Dashboard in Tableau includes the following functional improvements:

- Utilization of the data warehouse means that Banner data will update automatically in the tables;
- Inclusion of course and non-course experiences in a single space;
- Addition of course IDs' CRN and term details to aid planning in advising and registration;

- Inclusion of enrollment details so students have a clearer idea of seat availability;
- Extensive filterability by multiple schools/colleges/experiences so students who double major or are considering a major change can easily find cross-counting experiences.

To access the new tool, visit https://el.uga.edu/experiences/find-experience/.

GACRC teaching cluster available for spring: A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Spring 2023 semester. The cluster, which is supported by the Georgia Advanced Computing Resource Center, was also in use during the fall. Faculty members interested in discussing the capabilities of the teaching cluster and how it might integrate with their coursework should contact Dr. Guy Cormier at gcormier@uga.edu.

Work continues on more than $1M in campus wireless upgrades: Work is under way on more wireless upgrades in buildings across the Athens, Buckhead, and Griffin campuses. These upgrades are part of EITS's work to continuously improve Wi-Fi connectivity and coverage to support teaching, learning and student life. The $1.2 million project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. Work has most recently been completed on the Vet-Med building and started on the Georgia Center for Continuing Education. Technicians are also working on more improvements to other buildings and wireless spaces across campus; work for phase two is expected to be completed by July 2023. For more information, contact David Stewart at stewart@uga.edu.

Major network bandwidth expansion under way to improve connectivity: EITS networking staff are working on a multi-year project to upgrade building routers, increasing network bandwidth for research, and allowing for 10G connectivity. The Building Edge Router Refresh project will upgrade the current building edge routers and cabling in 180 buildings to a new platform that connects buildings back to the university's core network. Most recently, teams completed work on the Georgia Center for Continuing Education. For more information, visit:
https://eits.uga.edu/network_and_phones/building_edge_router_project/ .

Chester honored with ORBIE Award: Dr. Timothy M. Chester, Vice President for Information Technology at the University of Georgia, has been honored with the 2022 CIO of the Year ORBIE Award in the Enterprise category by Georgia CIO. The CIO of the Year ORBIE Awards honor chief information officers who have demonstrated excellence in technology leadership. Chester was one of seven chief information officers recognized at the Georgia CIO ORBIE Awards at Cobb Galleria in Atlanta on November 4. As vice president for information technology and CIO, Chester leads the 240 employees of UGA's central IT department, Enterprise Information Technology Services. During his 11 years at UGA, Chester has spearheaded many large-scale initiatives ranging from the transformation of the University's financial and HR systems to streamline business processes; the replacement of UGA's student information system to allow for greater standardization and models to predict

student success; the implementation of two-factor authentication across campus systems to improve security; and more than $8M in investments in computational research and storage infrastructure to support more than 80 research groups in the natural and biomedical sciences. Chester credited his success with such projects at UGA to his team and their commitment to their work. To read more about Chester's award, visit https://news.uga.edu/chester-receives-cio-of-the-year-orbie-award/.

Changes coming to the UGA Holiday calendar: Beginning January 1, 2023, UGA Holidays will no longer be automatically uploaded to your UGA Outlook calendar. You can manually add UGA Holidays to your Outlook calendar by following instructions on the EITS Help Desk Knowledge Base: https://confluence.eits.uga.edu/display/HK/How+to+add+the+New+UGA+Holiday+Calendar. For more information about adding the new calendar, contact Ashley Henry at ashenry@uga.edu.

Upcoming Changes and Maintenances

Bi-annual Network Maintenance Updates: EITS conducts two network maintenances per year, once in the spring and then another in the fall. The work accomplished is critical to ensuring the security and reliability of the UGA network, while also implementing performance enhancements. In our most recent network maintenance on October 23, 2022, the EITS Network Engineering team performed maintenance activities on over 100 critical core network devices. The in-scope hardware provides campus firewalls, network load balancers, campus wireless, VoIP telephone and internet connectivity. The 2023 Network maintenances are scheduled for March 5 and October 1, 2023. For more information about the bi-annual network maintenances, please contact Rayid Tartir at rayid@uga.edu.

Duo prompt for Office 365, UGAMail to change in January 2023: To enhance the security of UGA's information assets, the login process for Microsoft Office 365 applications, including UGAMail, will change for UGA students, faculty and staff, effective January 19, 2023. Duo, the vendor behind UGA's ArchPass two-step login solution, is updating the look and feel of their universal authentication prompt, and the process for the second step of two-step authentication will change. This change to the Duo prompt will be rolled out to all UGA applications in the coming year, and UGAMail and Office 365 will be the first applications to switch over. After January 19, 2023, when a user logs into UGAMail, the new Duo Universal Prompt will automatically pick the most secure option for authentication. The authentication option chosen will depend on what devices the user has enrolled in Duo. Users can stop the automatic selection, and pick a new default option for future authentication prompts the first time they log into UGAMail after January 19. In addition, the option to remember your Duo credentials for 30 days will change. Instead of "Remember Me," users will see "Trust this browser?" Select "Yes, trust browser" to remember your Duo credentials. This change to the Duo prompt will not affect any students, faculty or staff accessing UGAMail while on the campus network. Two-step authentication is only required for students, faculty and staff accessing UGAMail and Office 365 while off-

campus via a web browser or the UGA Mobile App. More information, including screenshots and troubleshooting steps, will be available on the EITS Help Desk Knowledge Base: https://confluence.eits.uga.edu/display/HK/ArchPass%2C+powered+by+Duo.

SSO upgrade set for February 2023: Our single sign-on service, UGA SSO, will undergo scheduled maintenance on February 10, 2023. This maintenance is necessary to move the service to the latest version and to receive up-to-date security patching. To prepare for this upgrade, application owners will be asked to test their applications in dev and stage to ensure the update does not affect their applications. The development environment is now available for testing, and the stage environment will be available for testing after December 19. After December 16, EITS will not move any new applications to production UGA SSO until after the upgrade is complete in February. EITS applies updates to UGA SSO twice a year, in February and September. For more information, please contact Kristi Wall at kristi.wall@uga.edu.

FY23 user access verification prep begins: In preparation for the financial state audit for FY23, EITS will conduct a verification of all user accounts for several systems. Verification will kick off in March 2023 and will include Banner systems, the UGA Financial Management System, the UGA Budget Management System, OneUSG Connect and UGAJobs. Users with certain levels of access to these systems will be asked to verify their access, and supervisors will need to review and decide to approve or deny access for employees under their purview. More information on user verification will be forthcoming in the spring. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.

OneSource Training Library moving to a new platform: The OneSource training library will transition to a new platform in June 2023. This new Service and Support Portal, powered by TeamDynamix, will allow users to access self-service content in the same place where they can request live support. Content that is currently housed in multiple places will be combined into a single location. There will be a more intuitive user interface with improved search functionality. You can view the new interface here: https://onesource.uga.edu/_resources/images/td_knowledge_base_example.PNG. The OneSource team is working to publish the new Service and Support portal in January 2023 so that both the new and the existing resources are available concurrently for about 6 months. If your unit has links to the current OneSource training library in your email templates, websites, documents, etc., please share the URLs on this form: https://app.smartsheet.com/b/form/afdb0ecb64ee453ebe5958cef7cd3f3e . The OneSource team will send you replacement links as they are created.

Changes to Google Workspace Shared Drives: As previously communicated, Google eliminated unlimited storage for academic customers. Due to the limitations with Google's storage management tool, UGA will no longer allow the creation of new Shared Drives in Google Workspace effective August 1, 2022. Overconsumption of storage by a few users with Shared Drives can affect everyone using Google Workspace at UGA and prevent

any user from being able to save or add files. Users who currently have Shared Drives have been contacted with guidance on how to move those files to other services, such as OneDrive for Business and Institutional File Storage. Users also have the option to purchase shared drive space annually through UGAMart. Shared drive space will be $48 for 100GB per year. Users who choose not to purchase shared drive space must move their files by January 2, 2023. For more information, contact Ashley Henry at ashenry@uga.edu.

Campus IT announcements

Local Administrator Password Solution required for units by end of year: In higher education and other industries, ransomware computer infections through web browsing and email are growing at an alarming rate. A Local Administrator Password Solution (LAPS) protects against ransomware outbreaks and data breaches by providing security and managing administrator account passwords on laptops and desktop computers. EITS provided university units with instructions for implementing LAPS policies in Active Directory beginning in August, and LAPS will be required for units by the end of 2022. For more information on implementing LAPS, contact Ben Myers at bmyers@uga.edu

EITS replacing DLP service: On December 15, the Symantec endpoint DLP service will be decommissioned, being replaced with Tanium DLP. Tanium DLP was put into place in mid-October, giving DNLs and EITS two and a half months to migrate. DLP is used to help prevent accidental disclosure of Sensitive and Restricted Data and to prevent unauthorized storing and sharing of Restricted Data. For more information about the DLP Replacement, contact Chris Workman, cworkman@uga.edu.

Tech Tips

New faculty and staff IT guide available: This month the 2022-2023 Faculty Staff IT Guide will be released. This year, however, we will have a minimal number of guides physically printed. Instead, in efforts to be more sustainable, EITS will distribute the guide digitally through the platform ISSUU. In mid-December, all faculty and staff will receive an email to their UGAMail account with the link to the new guide. If you would like a physical copy of the guide, they will be available in the new year. Reach out to Allyssa Robinson at allyssa.robinson@uga.edu.