

Vice President for Information Technology Status and Activity Report for July 2022

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

1. Key Items for Faculty and Staff Meetings

- *\$2 million from UGA central administration to support GACRC improvements, new faculty research:* The university administration has pledged \$2 million over the next fiscal year to upgrade and expand the Georgia Advanced Computing Resource Center. Combined with another \$350K in FY22 year-end money from the Vice President for Information Technology's office, the funding will support refreshed equipment and new nodes for the Sapelo2 cluster to support researchers using high performance computing resources. The funds will also allow the GACRC to deploy resources supporting new faculty hired through the Presidential Interdisciplinary Faculty Hiring Initiative in Data Science and Artificial Intelligence. For more information about the GACRC, contact Dr. Guy Cormier at gcormier@uga.edu.
- *Prepare for fall network maintenance:* EITS plans to conduct a network maintenance Sunday, October 23. This maintenance is being conducted on a Sunday to accommodate our extended campuses who hold classes on Saturdays. 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 Rayid Tartir at rayid@uga.edu.

2. Services for Students

- *Turnitin Feedback Studio now available in Google Docs:* Effective June 28, UGA students, faculty and staff now have access to Turnitin Feedback Studio and Similarity within Google Docs. Turnitin Feedback Studio provides automated grammar, citations and formatting suggestions for draft papers, while Similarity aids instructors and students in maintaining and promoting academic integrity. You can access these tools by google.uga.edu and logging in with your UGA MyID. Once you have opened or created a Google Doc, access Turnitin features by clicking the Add-ons menu and selecting "Turnitin Draft Coach". At this time, Turnitin features are only available for Google Docs, and cannot be used on Microsoft Word or other document formats imported into Google Drive. For more information, contact Dave Crouch at dave@uga.edu.
- *Work under way 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 wifi connectivity and coverage to support teaching, learning and student life. The \$1.2 million project, funded by Student Technology Fees, includes wireless refreshes and redesigns in many buildings. Work has been completed on access point replacements in the STEM 2, Black-Diallo-Miller Hall, Pharmacy South, and Hoke Smith. More access point replacements are also planned for Lamar Dodd, Pharmacy North and Life Sciences. Technicians are also working on more improvements to outdoor wireless spaces north of Meigs Hall, along Herty Drive, and the greenspace on the north side of Grady College. Work is expected to be completed by the end of July 2022. For more information, contact Chris Fleming at cflaming@uga.edu.

3. Support for Teaching Faculty

- *Parchment upgrade coming soon:* Parchment, UGA's service for sending and receiving official printed and electronic transcripts, will be upgraded later this summer to better leverage its cloud platform and related services. The newest version, rebranded Parchment Award, includes increased security measures to continue supporting FERPA compliance and help ensure secure credit card transactions. The upgrade will also consolidate user authentication, so current and former students can log in to one central account to access transcripts from multiple institutions, rather than having to remember separate credentials for each school they've attended. In addition, the vendor will be able to address user inquiries upfront instead of referring them to the UGA Registrar's Office. For more information, contact Gary Pitman at gpitjr@uga.edu.
- *Constitutio upgrade set for late summer:* Constitutio, an information system that automates uploads of student application data to the Athena/Banner system, will be upgraded in late summer to support admissions processes for the Graduate and Professional Schools. The Constitutio platform will provide greater customer support, better security and data quality, and new features to enhance the business processes for the five UGA admissions offices on campus. For more information, contact Gary Pitman at gpitjr@uga.edu.

4. Support for Researchers

- *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. Areas recently completed include the Griffin Campus. Visit https://eits.uga.edu/network_and_phones/building_edge_router_project/.

5. Other General Services

- *Service refinements improve Qualtrics email notifications:* The EITS Systems Engineering team, in partnership with EITS Finance and Business Services team, have recently completed enhancements to the Qualtrics system. The improvements focused on continual service refinements that ensure the timely delivery of email notifications. Qualtrics allows students, faculty and staff to easily design and implement their own UGA-branded surveys, as well as invite survey participants and review survey results. Users can choose from a library with different question types, remind participants to take a survey and view reports in a variety of formats.
- *New process automates the creation of employee MyIDs:* The Identity Management and the University Human Resources teams are excited to announce an upcoming enhancement that will automate the process for creating MyIDs and UGA email accounts for new employees starting in July 2022. This change is expected to save our university units approximately three FTE hours by eliminating approximately 9,000 manual transactions per year. This automated process change will only apply to primary jobs and not those with secondary jobs at the University of Georgia. For questions about this change, contact the EITS Help Desk at helpdesk@uga.edu.

- *Biannual UGA SSO upgrade planned for September 23:* Our single sign-on service, UGA SSO, will undergo a scheduled maintenance September 23. 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. A dev environment will be available July 15, and a stage environment will be available for testing August 22. Once the new stage environment is live in August, EITS will not move any new applications to production UGA SSO until after the upgrade is complete in September. 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.
- *Google Workspace Shared Drives to be decommissioned January 2, 2023:* 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 beginning 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 that currently have Shared Drives will be contacted with guidance on how to move those files to other services, such as OneDrive for Business and Institutional File Storage. Users must move their files by January 2, 2023; all shared drives will be removed from UGA's instance of Google Workspace after this date. For more information, contact Ashley Henry at ashenry@uga.edu.
- *Sendfiles Upgrade:* Over the next two months the InfoSec team will be working on an upgrade to SendFiles. The upgraded SendFiles will be launched at the beginning of August. The new SendFiles will have a softer look and some minor changes to terminology; for example, messages will now be called packages. The process for using SendFiles will be very similar, but you will now be able to sign into Sendfiles using UGA SSO and ArchPass, powered by Duo. For more information about the upgrade please contact Lance Peiper, lpeiper@uga.edu.
- *Zoom student account reset planned for end of July:* To ensure we can provide Zoom licenses to all active students in the fall, EITS will perform a reset on student Zoom accounts on July 25. During the reset, accounts belonging to students who are not actively enrolled in classes in July will be temporarily removed from UGA's main Zoom account. Students who wish to keep their UGA Zoom license during the Fall 2022 semester only need to log in to Zoom again after the reset occurs on July 25. Upon logging in with their MyID and password, their licenses will be re-provisioned. During the reset, students may lose access to meetings they are scheduled to host and custom user settings, including their profile and background photos. We recommend they take note of these meetings, and save any photos they wish to keep. The reset will not affect any meetings or classes hosted by UGA faculty and staff, including those scheduled with students. Departmental sub-accounts for Zoom will not be affected, but EITS strongly encourages Zoom subaccount owners to remove faculty and staff who have left the university. For more information, contact Bret Jamieson at bret.jamieson@uga.edu.
- *Clean-up for inactive Microsoft Teams:* Over the summer, the Systems Engineering team will conduct a clean-up of Microsoft Teams to remove teams with little to no activity. This clean-up will be held to remove teams with no owner, or one owner and 0-1 members. There are currently 11 teams that do not have an owner, 170 teams that have 1 owner with 0-1 members, and 12 teams with no owner but does have members. During the process, the team owner or a member will be notified that their team will be deleted soon. The

teams that do not have an owner or a member to contact will be deleted as well. Team members or owners can request their team be reactivated up to 30 days after deletion. The clean-up will conclude on July 29th. For more information, please reach out to Tiffany Amelio, tiffany.amelio@uga.edu.

- *Annual MyID account clean-up kicks off this month:* In June, EITS began notifying MyID account holders who were no longer eligible to keep their accounts, letting them know their MyID and UGAMail account information will be disabled and deleted in August. This year's clean-up includes former undergraduate, graduate and professional students who left UGA during the Spring 2021 semester or earlier; dependents who are no longer eligible for accounts; previous employees who haven't had their MyID disabled, and a mailbox removed; other affiliate users who have not had their MyID disabled, and a mailbox removed. The clean-up encompasses 36,072 users. Of these, 36,056 have a MyID and 18,502 have an email address. The 18,502 that have an email will receive notices. The clean-up process includes accounts of anyone who is forwarding their UGAMail to a third-party email account. Owners of accounts targeted for deletion will receive three notices advising them that their account will be deleted August 1. If users need to maintain MyID and access to UGAMail for UGA job duties, their UGA department can update the affiliation. https://onesource.uga.edu/faculty_and_staff_guide/#Affiliates. More information about UGA's MyID clean-up process is available on the EITS website at https://eits.uga.edu/access_and_security/myid/myid_account_removal/.
- *EITS to enable DKIM on email:* In August, Domain Keys Identified Mail (DKIM) will be enabled on UGAMail. DKIM uses public key cryptography to digitally sign outgoing email and verify an email message is not spam. DKIM specifications can determine if a message originated from the domain listed in the header field and if the message was modified while traversing other mail servers. Without DKIM, messages sent from the uga.edu domain are more likely to be marked as spam by receiving mail servers. The changes in August should be transparent to end users. For more information, contact Ashley Henry at ashenry@uga.edu.
- *LinkedIn Learning clean-up planned:* To ensure that the UGA LinkedIn Learning associated license count is current, it is necessary to periodically complete user clean-ups to remove users who are no longer associated with the university. EITS will conduct an account clean-up this spring with notices to affected users. The clean-up will be completed by the end of July 2022. For more information, contact itcla@uga.edu.

6. Did You Know

- Need access to Adobe, MATLAB, Qualtrics, or SPSS? UGA faculty, staff and students have access to free and discounted software. Some of the 20+ free and discounted software programs available are Adobe, LinkedIn Learning, Mathematica, Zoom, Qualtrics, AutoDesk(CAS), VPN and more. All UGA faculty, staff and students can access the Microsoft 365 suite for free. Incoming freshmen and transfer students can expect to get access to Word, Powerpoint, Teams, Excel and more about a week before classes start. Faculty and staff gain access on their start date. To learn more, visit software.uga.edu.

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