TECH NEWS FOR JULY 2023

Top News

Update on Strategic Plans and Goals for the Academic Year 2023-2024: In June, Dr. Timothy M. Chester released the FY24 annual planning memorandum, covering progress on EITS strategic goals, and looking ahead at major initiatives for the coming year. Upcoming projects and goals include:

- Continue collaborating with the Office of the Registrar, Financial Aid, and Academic Affairs to implement Course in Program of Study (CPOS) capabilities in Banner and DegreeWorks.
- Support the implementation of a virtual one-stop shop concept for students through the University's mobile app in collaboration with the vice president for instruction, the vice president for student affairs, and the Office of Diversity.
- Continue implementing the next-generation ERP package for the State of Georgia and develop a business case for a potential similar implementation across all 26 institutions within the University System of Georgia. Ensure seamless operation of UGA's Banner and Peoplesoft applications in alignment with these plans.
- Implement new information security capabilities and digital collaboration tools acquired through Microsoft A5 licenses for Office 365. Standardize and share this infrastructure across UGA's schools and colleges, reducing costs and enhancing desktop computer support efficiency.
- Fill critical vacancies, including the associate VP for institutional research (just completed), finance and business services director, and server and network engineering director, to strengthen our workforce.

The complete memo, as well as information on strategic goals from previous years, is available on the EITS website.

Upcoming Dates

July 22: Boyd Data Center UPS maintenance
August 1: Duo Verified Push coming to Office 365, SSO applications
August 7: Duo Verified Push coming to vLab
August 16: Fall Classes begin
October 1: Kaba Clock Replacement, Fall Network Maintenance

Duo Verified Push coming to Office 365, SSO applications, vLab: To help address multi-factor authentication fatigue attacks and the risks associated with users accepting false push notifications, EITS will turn on Verified Push for Office 365 and SSO applications August 1; Verified Push will go live in vLab August 7. With the new Verified Push model, users who select Send a Push or have their Duo options configured to automatically send them a push will instead see a code displayed on their screen. They must enter this code into the Duo app on their Duo-enrolled smartphone or tablet to log in. A demo of Duo Verified Push is available on Duo's website. This new process reduces the risk that a user will accidentally accept a false push notification if a bad actor gets their credentials and spams their device with login requests. Other Duo authentication methods, including phone calls, passcodes via text and passcodes through the Duo Mobile App will not change. Users will also still have the option to remember their Duo credentials by selecting Yes, Trust Browser when they log in. Duo Verified Push will also be available for logging into the Remote Access VPN at a later date. For more information, contact Lance Peiper at lpeiper@uga.edu.

IT Services In Action

New Lustre appliance helps increase performance of Sapelo2 computing cluster: A high-performance Lustre storage appliance was recently purchased and installed by the Georgia Advanced Computing Research Center (GACRC) to replace a 5-year old Lustre storage that served as a scratch environment for the Sapelo2 cluster. The new Lustre storage is an investment of $1.5M from central funds, in part to help support the Presidential AI Hiring Initiative. While the legacy storage had 2.5 Petabytes of usable capacity provided by regular hard drives, the new hybrid Lustre storage is comprised of 2.4 Petabytes of usable capacity through flash memory as well as 9.6 Petabytes of usable capacity through regular hard drives. The additional capacity and hybrid nature of the appliance will significantly increase the overall performance of Sapelo2's throughput while limiting I/O bottlenecks from challenging computational workflows. For more information, contact Dr. Guy Cormier at gcormier@uga.edu.

GACRC's Sapelo2 cluster continues to grow: Since the beginning of 2022, the GACRC has added a total of 142 new compute nodes to the Sapelo2 cluster. This represents an investment of $2.4M from a variety of UGA funds, including central funds, as well as EITS and OVPR funds. These nodes add a total of 16,512 cores, 84TB of RAM memory, and 32 NVIDIA A100 GPUs to the Sapelo2 cluster. This will allow the GACRC to decommission a number of legacy compute nodes that were purchased in the 2014-2018 period. While the decommissioning will reduce the overall number of available cores, these will continue to be replaced with

latest generation processors, bringing higher performance to the Sapelo2 cluster. For more information, contact Dr. Guy Cormier at gcormier@uga.edu.

Changes and Maintenances

Centrally Hosted Cost Recovery WordPress Platform coming soon: EITS is preparing to launch a centrally supported service for developing and hosting web pages using the WordPress content management platform. This service will replace the Omni CMS platform, previously called OmniUpdate, which EITS has provided to campus units since 2015. The transition to WordPress will occur over the course of the next few years. EITS is currently working with UGA Procurement on a Request for Proposal (RFP) to select a vendor for this service and will provide additional details regarding timelines and cost structures once a vendor is chosen. We anticipate the RFP process will be complete by early August. For more information contact David Crouch at dave@uga.edu.

Prepare for Boyd Data Center UPS July maintenance activities: EITS will conduct maintenance on the Boyd Data Center that will result in power and cooling outages to the Boyd Graduate Research Building, the McBay Science Library, and the Boyd Data Center on Saturday, July 22, from 4:00 a.m. until 10:00 a.m. Information Technology System Owners may elect to shut down non-essential systems in the Boyd Data Center during this maintenance; however, power will be supported by a generator during the maintenance period. Information Technology System Owners who would like to request emergency cooling protocols for systems should contact Jeff Teasley at jteasley@uga.edu by July 7. Additional details are available on the EITS website.

Kaba Clock Replacement set to go live in October: The University System of Georgia (USG) is leading an initiative to replace the Kaba timeclocks under a new contract with TimeClock Plus (TCP), following the expiration of the USG contract with Kaba in October. Clock configuration, delivery, and installation is expected to begin in July 2023, with system testing and 6.44 user acceptance testing to follow in August. Employees will begin enrollment in biometrics and training with the new system in September, and the expected go live date is October 1, 2023. The cost for the initial time clock replacement will be covered by the central office. Departments will be responsible for annual maintenance costs beginning in 2024. TCP offers a 24-hour window for replacing malfunctioning clocks, which will drastically reduce the current repair window. This project is a combined effort between USG, TCP, UGA Payroll, EITS, and FMD. Unit representatives from each impacted area have been notified and will continue to meet on a regular basis until the expected implementation date. Updates will be provided to the university community at large as the implementation date approaches. Any questions can be directed to Audrey Conn at aclaire@uga.edu.

Wikis to be retired from Teams: Microsoft will retire wikis from Teams starting January 2024. Microsoft now offers note taking capabilities within Teams channels using the included OneNote notebook provided for each team. Users have an option to export their wiki content to OneNote notebooks in their Teams channel. After exporting, users can go to the Notes tab to collaborate using OneNote. Wikis will be read only after exporting. Teams users who have wikis with content they wish to keep should export that wiki to OneNote before January 2024. After this date, wikis will no longer be available. For more information, contact Justin Sackett at justin.sackett@uga.edu.

Tech Tips

Find a place to heat up your lunch with microwave locator in UGA Mobile App: This past month EITS unveiled the new "Microwave Locator" feature in the official UGA Mobile App, allowing faculty, staff and students to find microwaves to use around campus. The feature can be accessed through the utilities section in the UGA app and has microwave locations from Caldwell Hall to the Health Center. EITS continues to look for opportunities to improve and build on the variety of features offered in the UGA app and welcomes feedback and suggestions from faculty, staff, and students. For more information on the mobile app, visit mobileapps.uga.edu.

Change to payment options for print kiosks: As of July 1, Bulldog Bucks, the service that allows students to load money onto their UGA OneCard and make on-campus purchases, has been discontinued. Due to this, the UGA community will no longer be able to use this method to pay for WEPA printing. However, there are several other ways to print at a WEPA kiosk that you can use as alternatives to Bulldog Bucks, including a credit or debit card, Apple Pay, Venmo, PayPal, or by depositing funds to your WEPA account. For more information on WEPA printing, reach out to Client Technology Services, ctshelp@uga.edu.

More Technology News

- vLab transitioning to cloud
- Work continues on more than $1M in wifi upgrades
- Decommission of web standard hosting set for 2024
- Summer account clean-ups and resets under way
- Prepare for fall network maintenance
- Changes to retiree MyID accounts
- SSO application review under way
- Changes to Outlook for Android

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