



Tech News February 2022

Top News

Use security tools to protect sensitive, restricted data: In many industries, higher education included, ransomware computer infections through web browsing and email are growing. Compromised passwords obtained through email scams or other fraudulent means also pose significant risks for UGA. Our best advice is to avoid, if possible, the collection, processing, or storage of sensitive or restricted information, such as Social Security numbers, bank account information, or personal health information. If handling this information is required for business purposes, the University has tools available to all units, discussed at <http://infosec.uga.edu>, that will reduce your risks associated with handling this information. For more information, contact Ben Myers, the Chief Information Security Officer, by email at bmyers@uga.edu.

IT Services in Action

Stacy Boyles named interim director of finance and business services: Effective January 18, EITS Director of Finance and Business Service, Pam Burkhart, has retired, and long-time EITS Project Manager Stacy Boyles has stepped in as interim. Boyles has been with EITS since 2009 in various roles, starting out as a Business Analyst and working her way up to IT Program Manager. As an integral part of the organization, Boyles has led strategic planning efforts in EITS and has been responsible for managing the project management portfolio, ensuring our resources align with campus needs. She holds a Master of Education in Human Resource and Organizational Development from UGA. Departments who have questions about cost recovery services, purchasing hardware and software and other business services initiatives can contact Stacy Boyles at stacy.boyles@uga.edu.

Work under way to upgrade wireless equipment in University Housing: EITS network technicians are in the process of installing new wireless access points throughout University Housing to improve wireless service in each building. The work is part of a \$5 million project spanning five years to replace and upgrade equipment in 18 residence halls on the Athens campus. Technicians have completed work in Mary Lyndon Hall, Lipscomb Hall, Mell Hall, Hill Hall, Church Hall, Russell Hall, Creswell Hall, Boggs Hall, Oglethorpe House, and University Village Buildings K, M and N. Work will continue on other residence halls through the spring semester. For more information, contact Chris Fleming at cfleming@uga.edu.

More than \$1M in campus wireless upgrades planned: 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 including Caldwell Hall, Brooks Hall, Boyd Graduate Studies, Pharmacy North & South, the Davison Life Sciences Complex, the Coverdell Center, the Complex Carbohydrate Research Center and the Griffin Campus. More access point replacements are also planned at the Center for Applied Genetic Technologies, the Lamar Dodd School of Art, the Ramsey Student Center, the Science Learning Center, the Terry-Buckhead campus and Wright Hall, Rhodes Hall, Miller Hall and Russell Hall at the Health Sciences Campus. In addition, more improvements to outdoor wireless are planned for spaces north of Meigs Hall, along Herty Drive, Myers Quad and the greenspace on the north side of Grady College, and PAWS-Secure access will be added to areas of the Georgia Center for Continuing Education, except the hotel. Work is expected to be completed by June 2022. For more information, contact Chris Fleming at cfleming@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. Buildings completed in January include Clark Howell Hall, the Hoke-Smith Building, HSC Russell Hall, Scott Hall, Pound Hall, Physics Building, Barrow Hall, Food Science, Food Processing and the Four Towers Visitors Center. Visit https://eits.uga.edu/network_and_phones/building_edge_router_project/ for more information.

Upcoming Changes and Maintenances

Plan for outages during March 5-6 spring network maintenance: EITS will conduct a network maintenance on March 5-6. Unlike previous planned network maintenances where outages were intermittent, this maintenance will result in a complete outage of service access. The network maintenance will result in complete outages of campus Internet access and campus information systems on Saturday, March 5 from 6:00 a.m. until noon on Sunday, March 6. 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. EITS will also conduct the second planned maintenance of the calendar year on October 22, 2022. Additional details regarding the October 22 maintenance will be shared in late spring 2022. For questions, contact Chris Baines at cbaines@uga.edu.

FY22 user access verification prep begins: In preparation for the financial state audit for FY22, EITS will conduct a verification of all user accounts for several systems. Verification will kick off March 28 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. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.

ArchPass required for accessing Office365 off-campus: Effective late February 2022, ArchPass, powered by Duo, will be required for accessing all Office 365 web applications while off-campus. ArchPass is UGA's two-step login solution and is already required for accessing UGAMail off-campus. Putting all Office web applications behind ArchPass will help prevent unauthorized users from accessing these apps and using that access to log in to UGAMail and other UGA accounts. In addition, Microsoft recommends protecting all online applications with two-step logins. For more information about this change, contact Ashley Henry at ashenry@uga.edu.

Changes coming to Google Workspace storage offerings: Google has announced the unlimited storage we've enjoyed in Google Workspace for Education is being discontinued. New storage limits for Google Workspace for Education, formerly known as G Suite for Education, are being imposed for academic customers. These limits will take effect for all UGA students, faculty and staff in March 2022 and will allow EITS to manage costs while continuing to offer Google Workspace services to the university community. Under these limits, UGA will have a 100TB limit in our shared storage pool, and each user in that pool will have access to 3GB of storage for their GoogleWorkspace account. Currently, there are about 400 users at UGA who are over their 3GB limit. We began communicating with these users in November, letting them know they needed to manage their storage by moving files to another service or deleting files. All Google Workspace accounts at UGA must be under the 3GB limit by February 25, 2022. It is important high-consuming users move or delete files, as overconsumption of storage in our 100TB pool by a few users can affect everyone using Google Workspace at UGA and prevent any user from being able to save files. For those needing more storage, UGA also offers OneDrive for Business, free to all UGA students, faculty and staff. OneDrive includes 5TB of storage. For more questions about these changes, contact Ashley Henry at ashenry@uga.edu.

Identity Management Portal Access transition to the Data Warehouse complete: Over the past year, teams have been working to develop reports in the Data Warehouse in order to transition current read-only users from the Identity Management System to the Data Warehouse and Tableau reports. The transition to the Data Warehouse occurred January 28. Current users of the Identity Management System now have to request access to the new reports in the Data Warehouse or other authoritative systems. For more information contact Shannon Marable at Shannon.Marable@uga.edu.

Campus IT announcements

Prepare for UGA SSO biannual maintenance and upgrade: Our single sign-on service, UGA SSO, will undergo a scheduled maintenance February 4, 2022. This maintenance is necessary to move the service to the latest version, 6.4, and to receive up-to-date security patching. To prepare for this upgrade, application owners should test their applications in dev and stage to ensure the update to 6.4 does not affect their applications. Dev and stage environments are now available for testing. Effective December 17, EITS is not moving any new applications to 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, contact Kristi Wall at kristi.wall@uga.edu.

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. Units can implement LAPS to protect computers now, 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.

Account Standards Refresher Training Class to be Offered: Since 2013, The University System of Georgia (USG) has had standards for user account management of information systems containing restricted or sensitive data. A refresher training on these standards will be held Monday February 28, from 2 to 3 p.m. via Zoom. If you are a data steward, designee, or are responsible for provisioning and removing employee account access to IT systems, you should attend. If you have questions regarding the Account Standard Training, please contact Lynn Wilson at llatimer@uga.edu.

Tech Tips

Dr. Chester discusses cybersecurity on Terry College podcast: In October, UGA's Vice President for Information Technology Dr. Timothy M. Chester joined Dr. Dave Chatterjee, Associate Professor in the Department of Management Information Systems at the Terry College of Business, on his podcast, The Cybersecurity Readiness Podcast. On the podcast episode, "Fly the Plane: A CIO's Approach to Cybersecurity Readiness," they discussed Dr. Chester's philosophy and approach to cybersecurity readiness and how he manages the EITS department at UGA. During his conversation with Dr. Chatterjee, Dr. Chester talked about his proactive approach to information security management, including training and testing practices for cybersecurity and discussed how the strong teamwork within EITS, strategic planning and senior leadership commitment to cybersecurity adds value. To listen to the podcast, visit <https://the-cybersecurity-readi.captivate.fm/episode/fly-the-plane-a-cios-approach-to-cybersecurity-readiness>.

Fall 2021 Factbook now available: The Fall 2021 UGA Factbook is now available on the OIR website (<https://oir.uga.edu/factbook/>). This book is an important part of UGA history

with prior entries going back to 1969. The Factbook looks at admission information, enrollment trends, employment metrics, financial metrics, and student outcome data. All previous Factbook copies are available on the OIR website. For more information contact Paul Klute at pklute@uga.edu.

Other Technology News

Phishing simulation to educate campus about email scams: In mid-February, EITS will roll out a new phishing email simulation to all employees, including student workers, using our new cybersecurity education platform, KnowBe4. The phishing simulation is an exercise instituted by the University System of Georgia to help educate faculty and staff on recognizing email scams. Compromised passwords exposed through email pose a significant risk for individual users, as well as USG as a whole. As part of the simulation, University faculty, staff and student workers will receive an email designed to look like a phishing scam to their UGAMail inbox. Clicking the links in the email will open a webpage on the KnowBe4 website, informing the user that they have clicked on a simulated phishing test and offering them tips to avoid phishing scams in the future. Clicking on a simulated phishing test is not punitive, and test results for individual users will not be shared. Moving forward, USG has asked that we use KnowBe4 to periodically send simulated phishing emails to UGAMail inboxes to ensure all employees stay knowledgeable of possible cybersecurity threats. If you suspect you have received a real phishing scam, contact the EITS Help Desk at 706-542-3106 and forward the suspicious email with headers to abuse@uga.edu. For more information about the KnowBe4 phishing simulation, contact Ben Myers at bmyers@uga.edu.