Tech News March 2020

EITS working to improve Banner/Athena performance: EITS continues several ongoing initiatives in response to Banner/Athena system performance issues experienced during the November 2019 ticketed registration for Spring and Summer of 2020 classes. After over a month of intensive investigation and troubleshooting, EITS completed several initiatives which ensured the January drop/add period would not be affected by the same issues that affected students during the November 2019 ticketed registration. These major ongoing initiatives include regularly scheduled Banner/Athena load testing for detailed review of system performance, multiple database and application configuration improvements, the creation of temporary and log data purge methodology, adjustment and implementation of a flexible process for building time ticketing schedules that lessens the load on the system, and collaboration with other large institutions facing similar issues. The next Banner/Athena load testing is planned for Saturday, March 14 and Saturday, March 21. This load test will test all initiatives implemented up to that time and will allow for further finetuning prior to the April 2020 ticketed registration for Fall 2020 classes. For more information, please contact Ilir Hasko at ihasko@uga.edu.

Wireless upgrades and expansions continue in new year with housing, select campus buildings: EITS is committed to continually improving the wireless coverage and performance at the University of Georgia. Since the start of the new year, our technicians have installed more than 170 wireless access points. Many of these installations were replacements for aging equipment, but additional units were also added in University Village, the Center for Applied Genetic Technologies and at One Press Place, the new downtown office of UGA Development and Alumni Relations. Other areas of campus scheduled for upgrades in 2020 include Brown Hall and the Psychology building—set for the spring and early summer—followed by Marine Sciences, the Dance Building, LeConte Hall, Gilbert Hall, Riverbend North, Riverbend South and Brooks Hall in July through December. The upcoming upgrades are part of a new $5 million investment to install a next-generation wireless Internet system for the University. The five-year project will provide more consistent performance and improved bandwidth capacity, as well as help us meet the growing need for robust wireless coverage. For more information, please contact Jeff Teasley at jteasley@uga.edu.

Zoom/Kaltura integration underway: Kaltura will soon be integrated with Zoom, a video conferencing tool, to allow for more Zoom video recording storage. Planning is underway to implement this integration in summer 2020. Once Kaltura is integrated with Zoom, recordings from Zoom will automatically be archived in each user's "My Media Library." For more information, contact George Matthews at gmatthews@uga.edu.

Annual state-mandated verification of Banner, OneSource access begins March 23:
Each year, the University of Georgia is required by state rules to reaffirm the necessity of user access to core information systems. The State of Georgia annually audits UGA's compliance with this policy, and results are reported to the Board of Regents each year. In preparation for the FY20 audit, EITS will conduct a verification of user accounts on several systems containing financial data to ensure that the user access continues to be necessary for regular job duties. Individuals with access to Banner, UGA Financial Management System, UGA Budget Management System (Hyperion), UGAJobs, and certain functionalities within OneUSG Connect will need to justify their continued access during this process. Supervisors must review these justifications and approve them. This process will commence on March 23 and will conclude by April 30. Those who do not respond may lose their access to these systems on April 30. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.

GoTo Meeting to be replaced with Zoom: On June 30, the UGA license of GoTo Meeting will expire. The University is no longer renewing this license as given the adoption of the use of the Zoom teleconferencing platform. Zoom is the recommended replacement for GoTo Meeting on campus and is available to you free of charge. Zoom is an online meeting tool that allows for video or audio conferencing from desktops or mobile devices. Zoom features include video conferencing, desktop sharing and collaboration tools, as well as personalized desktop control. There are also integrations for Outlook and other programs available at Zoom's website. With the decommissioning of GoTo Meeting, users will have until June 30 to save and store any important information or settings on another location. EITS will be providing repeated communications to specific end-users and the IT community in preparation. If you anticipate needing assistance in transitioning to Zoom, please contact Contracts and Licensing at itcla@uga.edu. Units that want to continue utilizing the GoTo Meeting platform should reach out to their local IT department for assistance.

Maintenances and Scheduled Downtimes

OneUSG Connect unavailable during March Georgia Tech migration*:* Georgia Tech will complete their migration to the OneUSG Connect platform on March 22. Similar to UGA in December 2018, this migration requires substantial effort to convert and verify employee payroll data. During this transition, USG will periodically restrict access to the OneUSG Connect platform during March. As this occurs, the system will not be available on:

- Friday, March 13 at 6 p.m. through Wednesday, March 18 at 7 a.m.
- Friday, March 27 at 6 p.m. through Tuesday, March 31 at 7 a.m.

During these periodic downtimes, biweekly employees should record time manually. Employees taking leave should enter requests outside of these times, and supervisors should approve time and absences outside of these times. For additional details and the latest information regarding these downtimes and upgrades, please see the OneSource website. If you have any questions, please reach out to oneusgsupport@uga.edu.

UGAmart Update in April: UGAmart will be unavailable Friday, April 3 through noon on Sunday, April 5 for a system update. This upgrade will include a new look and feel for UGAmart. There will be a comprehensive description of the changes posted to the UGAmart Homepage under "UGAmart System Changes" after the upgrade.

Campus IT announcements

Annual DNL Audit begins this month: EITS is conducting an annual audit of Departmental Network Liaisons, or DNLs. DNLs are IT professionals within a school, college or unit who serve as the primary contact with EITS for network and security-related issues. Vice presidents, deans, department heads, and IT directors will receive a memo this month asking them to review the DNLs for their department, and make any necessary changes by completing the Departmental Network Liaisons (DNL) form at itsupport.uga.edu. Departments will have until April 6 to complete the audit. In compliance with University System of Georgia policies, EITS will conduct training sessions for Departmental Network Liaisons (DNLs) in April. For more information, please contact Ben Myers at bmyers@uga.edu.

New MyID request form available: Effective February 7, EITS has combined its MyID request and MyID re-enable forms. This updated MyID request form includes EmpID number that can used in leu of a UGAID number to make the form more efficient for HR departmental units. If units bookmarked the MyID re-enable form, that link will automatically go to the updated MyID request form.
https://uga.teamdynamix.com/TDClient/2060/Portal/Requests/TicketRequests/NewForm?ID=594uWEcIl0E

Tech Tips

Survey of UGA Technology Services to be administered: The Vice President for Information Technology will administer the annual TechQual+ survey for UGA students, faculty and staff this semester. The campus-wide survey will be sent to a random sampling of students and employees. They will be asked to gauge the effectiveness of a number of technology services at the University, such as network connectivity, websites, administrative systems and wireless service. The results for the TechQual+ survey are used to guide future IT initiatives at the University. For more information, please contact Lynn Wilson at llatimer@uga.edu.

UGA Tech Basics class on March 19: Come get one-on-one tech help! EITS will have technical volunteers to help you enroll a back-up device in ArchPass, download Office 365, sync your email accounts to the default mail app on your phone, set up your MyID Profile for password resets, download the Duo mobile app, and more. If you plan to attend, please bring your personal devices with you to this class, as University-issued computers will not be worked on. If you plan to enroll a device (or devices) in ArchPass, please bring that device

(or devices) with you to this class. EITS will not download anti-virus software to your device(s). The class will be held at Training and Development in classroom AB from 10:00-11:30 a.m. Sign up in the Professional Education Portal here: pep.uga.edu
If you have any questions, please reach out to Kathryn White at skathryn@uga.edu.

Use collaboration tools by Microsoft: Need to collaborate on a project or assignment? Microsoft offers two collaboration tools, OneDrive and Teams. OneDrive allows you to store, edit and share files, and Teams makes it easy to chat and monitor assignments one-on-one or with a group. Both of these collaboration tools are part of the Office 365 ProPlus software package, which is free to all UGA students, faculty and staff. Watch this short video to learn more about what Teams and OneDrive offer, and how to get a Team set up.