



Tech News June 2022

Top News

EITS Student Information Services team optimizes Athena for class registration: UGA students began registering for Fall 2022 classes during ticketed registration, April 7-22. During this period, students logged into Athena more than 77,000 times in Athena and added and/or dropped classes close to 120,000 times. Athena is put under the most stress during ticketed registration, as students try to register for their favorite classes during their assigned registration time slots. To ensure an optimal user experience for our students, the EITS Student Information Services team, which supports Athena, conducts a series of pre-registration optimization tasks, including a stress test of Athena. The team also monitors and gathers Athena performance statistics daily during ticketed registration for future analyses and performance enhancements. Students can continue to register for classes for the fall term during open registration which ends on August 16. For more information, contact Ilir Hasko at ihasko@uga.edu.

IT Services in Action

New process accelerates uploading student and course data into eLC: Student and course data should show up faster in eLearning Commons each semester, thanks to a new uploading process. Integration Pack for Student Information Systems, or IPSIS, allows for faster and more frequent updates, keeping student enrollment information closer to real time. While our previous process ran only once per day and took three hours, IPSIS runs updates four times a day, and each update takes less than an hour. IPSIS should eliminate some confusion that often comes at the beginning of a semester, when there would be an overnight delay before students showed up in eLC classes. For more information, contact Robert Ethier at rethier@uga.edu.

Online teaching, writing and research tool Turnitin coming soon: EITS is partnering with the Center for Teaching and Learning and the Office of Online Learning to implement Turnitin, an online utility for teaching, writing, and research. Supported services will include the Turnitin Feedback Studio (TFS), which provides automated improvement suggestions for students' draft papers as well as other features, and Originality, which will aid instructors and students in maintaining and promoting academic integrity. Turnitin services will be available through eLearning Commons, and via integration with Microsoft Office 365 online and other services. UGA students, faculty, and instructional staff will be updated as the timeline is determined for deployment of Turnitin modules. For more information, contact Dave Crouch at dave@uga.edu.

GACRC assisting in undergraduate research experience: The Georgia Advanced Computing Resource Center (GACRC) is providing computational resources to a group of undergraduate researchers taking part in the National Science Foundation-funded Biomedicine REU Site @ UGA. Led by Professor Jonathan Arnold from the UGA Genetics department and 16 faculty mentors, 17 students from across the country will participate in this 10-week research experience, which began in late May. As part of their research activities, the students and their mentors will have access to the Sapelo2 HPC cluster, its associated high-performance storage and will receive support and training from the GACRC Help Desk and Support Team.

Work begins 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 Complex Carbohydrates Research Center, Meigs Hall, the Herty Drive green space and Creswell Hall. More access point replacements are also planned for Black-Diallo-Miller Hall, STEM2, Pharmacy South, Lamar Dodd, and Hoke Smith. 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 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 April and May include Garden Club Headquarters at the Botanical Garden, Davison Live Sciences Complex, Lucy Cobb, Correll Hall, Central Steam Plant and the Georgia Museum of Art. For more information, visit https://eits.uga.edu/network_and_phones/building_edge_router_project/.

Upcoming Changes and Maintenances

Prepare for fall network maintenance: EITS plans to conduct a network maintenance the weekend of October 22. 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.

OneUSG Connect Scheduled Maintenance June 17: OneUSG Connect will be undergo a scheduled maintenance from 11:15 p.m. on Friday, June 17 until noon on Saturday, June 18. During this time, OneUSG Connect will be unavailable. KABA Time Clocks and OneUSG Connect - Benefits will remain available for use. Please note that W-2s and pay statements will be unavailable for viewing and printing during this time, so please plan accordingly. For more information, please contact the OneUSG Support team at oneusgsupport@uga.edu.

UGAJobs transactions paused June 10-12: There will be a freeze on UGAJobs transactions June 10-12 to allow for Budget Planning and Salary Setting (BPSS) processing and validation. For more information, please contact University Human Resources at hrweb@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 SSO/Duo. For more information about the upgrade please contact Lance Peiper, lpeiper@uga.edu.

Zoom student account reset planned for end of July: In order 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.

Changes to Google Workspace settings for multiple files: Starting June 27, Google will change the way files with multiple locations are saved in Google Workspace. Instead of keeping multiple copies of the same file in different folders, copies will become shortcuts to the original file. This saves space and ensures that only one copy of the file can be changed. For more information, contact Ashley Henry at ashenry@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: Later this month, EITS will begin notifying MyID account holders who are no longer eligible to keep their accounts, letting them know their MyID and UGAMail account information will be disabled and deleted in August. This includes former undergraduate, graduate and professional students who left UGA during the Spring 2021 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 will encompass 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 will include 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/.

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.

Campus IT announcements

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. This improves spam filtering, helps ensure legitimate messages aren't marked as spam, and provides additional protection against spoofing. The changes in August should be transparent to end users. For more information, contact Ashley Henry at ashenry@uga.edu.

Tech Tips

Teams Walkie talkie feature available for Microsoft Teams on mobile devices: Students, faculty and staff using Microsoft Teams on their mobile devices can take advantage of a new Walkie Talkie feature to communicate. Like traditional walkie talkies, the Walkie Talkie feature in Teams offers push-to-talk (PTT) communications for your team. This feature allows you to press and hold a button to speak to your team and release the button to listen. Users can connect with their team using the Teams channels. The feature is available in the Teams app for iOS and Android. For more information about this feature contact Ashley Henry at ashenry@uga.edu.

Enhancements to Zoom: There have been several enhancements to the Host Analytics Dashboard (Analytics and Control) interface to improve organization, create an intuitive design for users, and provide quick access to key event data. Analytics metrics are now organized in 7 main tabs: Overview, Registration & Ticketing, Sessions, Attendees, Expo, Sponsors, and Surveys & Polls. Additionally, new registration summary charts and attendance summary charts have been added to help customers comprehend and discover relevant data and drive actionable insights. Another new zoom feature is Deprecate "Allow Participants to Unmute themselves" for Zoom Events. Starting in July 2022, meeting participants will not be able to unmute themselves during Zoom events.

Guest wifi available for UGA parents, summer visitors: For guests, visitors and visiting parents of students at the University of Georgia, EITS offers a self-service Wi-Fi network, UGA_Visitors_Wifi. Guests without at MyID can connect to this network through a self-service portal without contacting the Help Desk for a password. Visitors fill out in the information in the portal and are sent a verification code via SMS text or email; this code allows them to connect to the network. Complete instructions for guest wireless access are available on the EITS Help Desk site at <https://confluence.eits.uga.edu/display/HDSH/Connecting+as+a+Guest>.