

Vice President for Information Technology Status and Activity Report for January 2025

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1. Key Items for Faculty and Staff Meetings

- *EITS Accomplishments for 2024:* Throughout 2024, EITS completed more than 300 projects to help improve business process management, the student digital life experience, next generation teaching and learning, and the university's research enterprise. Key projects included increasing the campus internet bandwidth from 40 gigabits per second (Gbps) to 200 Gbps; deploying a new mobile-friendly experience for Athena, our student information system; increasing high-performance computing resources for AI and data-intensive research; initiating the migration of the telephone system to Teams Phone; partnering with the Finance Division to implement the new UGA Budget Planning and Management System; providing critical predictive analytics to support UGA's first Strategic Enrollment Management Plan since 2007; refreshing equipment for the Miller Learning Center's Tech Lending Service; and establishing a presence for EITS on LinkedIn. More initiatives are planned in 2025, including engaging with the University System on the unified enterprise resource planning (ERP) project; discussing and implementing plans to support the new School of Medicine's research enterprise; deploying Microsoft Defender; continuing work on the Course Program of Study (CPOS) implementation; continuing upgrades to wireless on campus; and launching a new EITS website.
- *Request for Proposal Process Under way for Enterprise Survey Tool:* A search is underway to potentially identify a new enterprise survey research tool for the University of Georgia, which could result in a decommission of Qualtrics by August 1, 2025. UGA Procurement is continuing efforts to lead the negotiation phase, which will enable final supplier selection and awarding. As part of this evaluation, all campus units that rely on Qualtrics should review their current and future Qualtrics use. Regardless of the tool chosen through the RFP process, any forms built in Qualtrics that are currently being used for purposes outside of survey research projects will need to transition to other platforms before August 1, 2025. To learn more about the enterprise survey tool project, including alternative tools, visit https://eits.uga.edu/about/initiatives/survey_tool/. For more information, contact Stacy Boyles at stacy.boyles@uga.edu.
- *Duo Multi-Factor Authentication for Retirees, Departmental, and Microsoft 365 Z-Cloud Accounts:* In 2025, EITS will implement Duo Multi-Factor Authentication (MFA) for retirees, departmental MyID, and Microsoft 365 Z-Cloud account owners. Microsoft 365 Z-Cloud accounts are system accounts used by IT professionals to access backend Microsoft applications. The rollout will occur in phases, starting with Z-Cloud accounts in February, retirees in March, and later extending to departmental MyID account owners in April. After implementation, retirees and departmental MyID and Microsoft 365 Z-Cloud account holders may encounter the Duo prompt when logging into Microsoft 365 applications, including UGAMail, from off-campus or untrusted networks. For more information, contact Lance Pieper at lpeiper@uga.edu.
- *Access to W-2's in OneUSG Connect:* UGA will send W-2s for the 2024 calendar year to employees in January. If an employee has previously consented to receive their W-2

electronically, they can access their W-2s through the OneUSG Connect Self-Service portal in January. Employees must be connected to the UGA campus network to retrieve an electronic copy of their W-2. For more information, visit <https://uga.teamdynamix.com/TDClient/3109/FandA/KB/ArticleDet?ID=151327>. If an employee cannot retrieve their W-2 while present on UGA campus network, they can contact oneusgsupport@uga.edu for assistance.

- *Gartner Technical Professional Subscription Available Soon:* The Office of the Vice President for Information Technology will introduce Gartner for Technology Professionals to IT professionals across the university this month. This resource offers valuable research, tools, and expert insights to support technology decision-making and strategic planning. It includes in-depth analysis, best practices, and practical advice on various IT topics such as emerging technologies, architecture, and operational efficiency. With Gartner, IT professionals can stay informed about industry trends, validate technology choices, and gain actionable guidance to drive innovation and align IT strategies with organizational goals. UGA IT professionals will be notified when these resources are available. For more information, contact Ashley Henry at ashenry@uga.edu.

2. Services for Students

- *New Career Center Module Available in the UGA Mobile App:* EITS has collaborated with the Career Center to add a "My Career" section in the MyUGA student module of the UGA Mobile App. Students can now access the My Career tile on their dashboard, providing a snapshot of Career Center events. Tapping the tile leads to the My Career landing page, which includes links to the UGA Mentor Program, Career Center appointments, and job opportunities via Handshake. Students can also view and filter upcoming Career Center events and add them to their My Day and My Week schedules alongside classes and eLC information. For more information, contact Robert Ethier at rethier@uga.edu.
- *LinkedIn Learning now Integrated in eLC:* LinkedIn Learning, an online platform offering courses in professional skills, software, and certifications, is now integrated into eLC. This integration allows instructors to assign a variety of professional development courses and resources to students, while also tracking their progress and completion directly within the learning management system. For more information, contact Robert Ethier at rethier@uga.edu.
- *Work continues on more than \$1M in campus wireless upgrades:* Work is underway on more wireless upgrades in academic buildings and student housing across the Athens, Buckhead, and Griffin campuses. These upgrades are part of EITS's work to continuously improve wireless connectivity and coverage to support teaching, learning, and student life. The \$1.2 million a year project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. Wireless upgrades have been recently completed in Baldwin Hall, Conner Hall, the Special Collections Library, the School of Social Work, the School of Music, the Geography and Geology buildings, and many greenhouse and art studio facilities. More than 50 were completed in 2024. EITS continues to install wireless access in the new emergency call stations as they are deployed. This is part of an effort by the university to increase security efforts. For more information, contact David Stewart at stewart@uga.edu.

3. Services for Teaching Faculty:

- *GACRC Teaching Cluster for Spring 2025:* A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Spring 2025 semester. The cluster, which is supported by the Georgia Advanced Computing Resource Center, was also in use during the fall. Faculty members interested in discussing the capabilities of the teaching cluster and how it might integrate with their coursework should contact Guy Cormier at gcormier@uga.edu.

4. Services for Researchers:

- *GACRC Buy-in Program Available for FY25:* The Vice President for Information Technology is continuing a program to encourage faculty to use the new cluster for the Georgia Advanced Computing Resource Center (GACRC). This program was offered in FY24 and has been extended to FY25 with an additional \$250,000 commitment of matching funds from the Vice President for Information Technology. For more information, including details about the buy-in program, please contact Guy Cormier at gcormier@uga.edu.

5. Other General Services

- *Spring Biannual Network Maintenance set for March 2, 2025:* The 2025 spring biannual network maintenance will be held on Sunday, March 2, 2025, from 4 a.m. until midnight. Students, faculty, and staff should plan for intermittent service outages throughout the day. EITS conducts biannual network maintenance in the fall and spring each year to support the network and provide ample bandwidth and internet capacity to the university. For more information, contact Rayid Tartir at rayid@uga.edu.
- *FY25 User Access Verification Preparation Begins:* In preparation for the financial state audit for FY25, EITS will conduct a verification of all user accounts for several systems. The FY25 verification will kick off in March 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 this year's verification will be forthcoming in the spring. For more information, contact Stacy Boyles at stacy.boyles@uga.edu.
- *FY26 Cost Recovery Rates Now Available:* Each year prior to annual budget planning, EITS publishes the catalog of cost recovery services and their respective rates. The FY26 cost recovery service rates are now available. There are specific items that will receive rate increases in FY26, including SPSS, Adobe and Zoom. To help increase transparency of rates and calculations, the detailed rate components and calculations are available upon request. Each individual department is encouraged to assess the FY26 rate impacts, if any, on its budget. The FY26 rate table is available at: http://eits.uga.edu/support/cost_recovery/rates. All FY26 rates are contingent upon review and final approval of FY26 budgets by the Board of Regents of the University

System of Georgia. If you have any questions regarding the rates, please contact Bret Jamieson at bret.jamieson@uga.edu or 706-542-7617.

- **Microsoft 365 Group Expiration Policy:** Microsoft Groups allow teams to share resources such as a shared mailbox and calendar, a SharePoint site, a Microsoft Planner, and a shared Microsoft Teams account. In February, EITS will implement a Microsoft 365 Group expiration policy. This policy will help keep Microsoft 365 Groups organized by deleting inactive Groups that are no longer used. Group owners will receive several email notifications from Microsoft before their Groups expire with instructions on how to keep them active. For more details about this change, visit the Microsoft information page at <https://learn.microsoft.com/en-us/microsoft-365/solutions/microsoft-365-groups-expiration-policy?view=0365-worldwide>. For more information, contact Justin Sackett at justin.sackett@uga.edu.
- **Transition from Omni CMS to Kaptiv8 WordPress by End of 2025:** In 2023, EITS announced the transition from Omni CMS (formerly OmniUpdate) to WordPress, with WordPress provided by Kaptiv8 as the new centrally supported hosting vendor. The transition began in early 2024, and all sites currently on Omni CMS must migrate to Kaptiv8 WordPress or another website hosting platform by the end of 2025. To learn more about options for transitioning to WordPress, visit <https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/KB/ArticleDet?ID=158743>. For more information, contact David Crouch at dave@uga.edu.
- **CAPTCHA for Listserv Login:** On February 3, 2025, EITS will implement a CAPTCHA box for Listserv logins. This will increase security and protections against botnet attacks. CAPTCHA stands for “Completely Automated Public Turing test to tell Computers and Humans Apart.” It is a tool used on websites to ensure that a user is a real person and not a computer program (bot). After February 3, 2025, users will notice the addition of an “I am not a robot” checkbox CAPTCHA on the Listserv login page. For more information, contact Ashley Henry at ashenry@uga.edu.
- **Biannual UGA SSO Upgrade Planned for February 21, 2025:** UGA’s single sign-on service, UGA SSO, will undergo scheduled maintenance on February 21, 2025. This maintenance is necessary to move the service to the latest version and to receive up-to-date security patching. EITS will continue to work with application owners to prepare their applications for this upgrade throughout January. In preparation, EITS will not move any new applications to production UGA SSO after January 17, 2025, until 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.
- **Microsoft Office 2019 and 2021 Reaching End of Life:** EITS has been notified by Microsoft that support for Microsoft Office 2019 and 2021 will reach end of life and will no longer be supported as of October 2025 and October 2026, respectively. EITS will work with departmental IT over the next two years to ensure that these office suites are updated to the most recent version of Microsoft Office. For more information, contact Justin Sackett at justin.sackett@uga.edu.
- **Anaplan Budget Management & Planning System Launches in January:** UGA launches its new Budget Management and Planning System, powered by the [Anaplan](#) software, in

January 2025. Various units across UGA have been involved in the design and testing of the new system over the past several months and the University Budget Office is grateful for each unit's partnership. The new system will be used for Budget Planning and Salary Setting (BPSS) this year along with budgetary reporting. This new budget system will include planning and forecasting functionality, neither of which were options in our former system. This new functionality will be rolled out later in 2025 after budget development. For more information, contact John Graham at jbgraham@uga.edu. Additional information is also available on this https://onesource.uga.edu/resources/anaplan_budget_management_project.

6. Did you know?

- **Download the UGA Mobile App:** The UGA Mobile App is your all-in-one tool for accessing the essentials of UGA. Students, faculty, and staff can explore a variety of features to make campus life easier and more efficient. The Study Room Locator allows students to find and reserve study spaces at the Miller Learning Center or Main Library, providing real-time availability for planning study sessions. Through the MyUGA module, students can access their class schedules, classroom locations, and even view assignments, quizzes, and tests with seamless eLC integration. Beyond academics, the app also provides access to essential campus resources, such as live bus tracking, dining facility information, and parking deck occupancy updates. The UGA Mobile App is free to download and available in the App Store. Stay connected to all things UGA by downloading the app today. For more information, visit <https://mobileapps.uga.edu/>.
- **Tech Lending Stats for Fall 2024 Semester:** The Tech Lending Desk at the MLC had an impressive fall 2024 semester. With over 3,156 checkouts, this was a vital and valuable resource for students needing supplemental technology throughout the fall. Located on the 3rd floor, east wing, Tech Lending offers a wide range of computing and audiovisual equipment available for checkout to students. The most popular items for the fall 2024 semester were laptops, making up 62% of checkouts, followed by cameras at 14%, camera accessories at 13%, and USB-C cables at 4%. For more information on what the Technology Lending Program at UGA offers, visit <https://www.libs.uga.edu/access-services/tech-loans>.

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