

Vice President for Information Technology Status and Activity Report for June 2023

Prepared by Timothy M. Chester, Vice President for Information Technology (VPIT)

1. Key Items for Faculty and Staff Meetings

- *vLab transitioning to cloud desktop*: EITS is excited to announce that vLab is undergoing a transition to a new cloud-based solution. We are committed to providing our students with the best possible experience and latest technology. This updated version of vLab will not only have a fresh look and feel, but also significant performance enhancements. For more information, please reach out to ctshelp@uga.edu.
- *Decommission of web standard hosting set for 2024*: Web Standard Hosting, the free web hosting service for UGA-affiliated departments and student organizations will be sunset in 2023 and decommissioned in 2024. Over the next year, the Systems Engineering team will work with users who still use Web Standard Hosting as their primary web hosting service to determine next steps. For more information, contact Ashley Henry at ashenry@uga.edu.

2. Services for Students

- *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 Wi-Fi connectivity and coverage to support teaching, learning, and student life. The \$1.2 million project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. Most recently, work has been completed for the greenspace at Myers Quad. Work has started at the Brandon Oaks residence halls and will start soon at East Campus Village residence halls. Technicians are also working on more improvements to other buildings and wireless spaces across campus; work for phase two is expected to be completed by July 2023. For more information, contact David Stewart at stewart@uga.edu.

3. Support for Researchers

- *GACRC seeks feedback from users about services*: The Georgia Advanced Computing Resource Center is seeking feedback from users about its services and support offerings. The GACRC wants input on services and resources to offer in the future to help researchers meet their objectives. Researchers can access the survey via Qualtrics at https://ugeorgia.ca1.qualtrics.com/jfe/form/SV_8Gll7ECfvgpokN8. For questions about the GACRC, contact Dr. Guy Cormier at gcormier@uga.edu.

4. Other General Services

- *FY24 Cost of Living Pay Increases for Full-Time Faculty and Staff*: The cost of living pay increase of up to \$2,000 for state of Georgia employees included in the state's fiscal year 2024 budget applies to all full-time, benefit-eligible UGA faculty and staff and is effective July 1, 2023. Please refer to this webpage for details regarding the increases, including FAQs: https://hr.uga.edu/news/FY24_cost_of_living_adjustment/

- *New automated alerts for business and HR topics:* New in May 2023, UGA faculty and staff can now subscribe to receive automatic updates on specific areas of interest related to business and HR topics. When there is a known issue with a system, or a new enhancement or process improvement, you'll be notified in real time. Learn more and to subscribe to these topic-specific alerts on this webpage: https://onesource.uga.edu/resources/Email_Alerts/
- *Annual summer account clean-up planned:* 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 employees who haven't had their MyID disabled, and a mailbox removed; and expired or unsponsored affiliates who have not had their MyID disabled, and a mailbox removed. The clean-up will encompass approximately 6,000 users. 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 two notices advising them that their account will be disabled on July 31 and deleted on August 31. If users need to maintain MyID and access to UGAMail for UGA job duties, their UGA department can update the affiliation. More information on affiliate MyIDs is available here: 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/.
- *SecureReports server upgrade planned for end of June:* EITS will perform an upgrade to the SecureReports server on Saturday, June 24. SecureReports is UGA's encrypted file service used to securely share restricted information and documents. The old server operating system will be out of support soon, and the upgrade is necessary to move the application to new servers. There will be no change to the user experience, but SecureReports will be unavailable during the upgrade, which will take four to six hours due to the large amount of data to transfer. For more information about the upgrade, please contact Lance Peiper at lpeiper@uga.edu.
- *Adobe ID clean-up set for July:* To ensure our Adobe ID count is current, EITS will clean up Adobe IDs for users who are no longer associated with the University. Adobe IDs are created mostly for students and faculty to access labs and podiums with a specific type of shared license installed on those machines. The clean-up will occur in July and include mostly IDs for departments, z-accounts, retirees and former students and employees; current users of Adobe should not be affected. For more information, contact Bret Jamieson at bret.jamieson@uga.edu.
- *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 2023. For more information, contact itcla@uga.edu.
- *Zoom student account reset planned for the end of July:* To ensure we can provide Zoom licenses to all active students in the fall, EITS will perform a reset on student Zoom accounts at the end of July. 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 2023 semester only need to log in to Zoom again after the reset occurs at the end of July. 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 subaccounts 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 Outlook for Android:* Beginning July 10, Outlook for Android will no longer support Android 8.x or below. Users will need to update their Android operating system to Android 9.0 or newer to continue using the Outlook app. For more information about the change, contact Justin Sackett at justin.sackett@uga.edu.
- *Prepare for fall network maintenance:* EITS plans to conduct a network maintenance on Sunday, October 1, 2023. 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.
- *Changes to retiree MyID accounts planned:* UGA retirees are currently able to keep their UGA MyID and UGAMail after retiring. This practice has allowed retirees to continue to access some UGA resources after retiring. To reduce the potential risk of inappropriate use of UGA retiree accounts and to better reduce IT security risk, UGA is changing processes regarding UGA retiree MyID Accounts. Beginning this calendar year, UGA retirees who do not access their accounts for a year or more will have their accounts deactivated. Retirees with inactive accounts will receive notices prior to deactivation; if they wish to keep their MyID and UGAMail active, they will have the opportunity to log in and have their account excluded from deactivation. This new review and deactivation process for retiree MyID and UGAMail accounts will occur annually, with the first notices to retirees expected during the spring and summer of 2023. Eligible retiree accounts will be deactivated on July 31, 2023, and deleted on August 31, 2023. More information is available on our website: https://eits.uga.edu/access_and_security/myid/myid_account_removal/. For questions, please contact Lynn Wilson at llatimer@uga.edu.
- *SSO application review beginning:* EITS will initiate a new process to review information for SSO application integrations. As part of this process, application owners for SSO-enabled applications will receive emails asking a series of questions regarding the status and use of the integration. This review will help ensure EITS teams have the correct technical contacts, and allow EITS to gather additional information about how each integration is utilized, as well as to determine when an integration is no longer needed. Each application owner should receive an email after their integration has been in place for a year or more. For questions, contact Kristi Wall at kristi.wall@uga.edu.

5. Did You Know

- *Guest Wi-Fi available for Orientation:* Bringing family, friends, or supporters to campus this summer? Make sure they stay connected on their visit by using the free self-service guest Wi-Fi network, UGA_Visitors_WiFi, offered by UGA and EITS. Guests on campus can connect using the self-service portal without contacting the Help Desk for a password. Simply fill out the form in the portal and use the SMS verification code to connect to the network. Full instructions with pictures can be found on the new knowledge base:

<https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/KB/ArticleDet?ID=154506>

- *Expand and collapse content using headings in Google Docs:* Effective May 30, Google has introduced a new feature to expand and collapse content in your Google Docs. This collapsible headings function makes it easier to consume content by enabling you to hide portions of larger documents. Editors of a document have the ability to set the default state of headers to expanded or collapsed for all users. Users with view and comment access are able to expand and collapse content when they have the document open, and when they close the document their expand and collapse changes will not be saved. This feature is enabled for Google Docs within UGA's instance of Google Workspace. To access your Google Workspace, log in with your MyID and password at <http://gdrive.uga.edu>.
- *New Service and Support Portal Launched:* The legacy OneSource training library will be decommissioned at the end of this month. As discussed over the past several months, the OneSource training library has transitioned to a new platform. This new Service & Support Portal was launched in January and is ready for use. The portal and knowledge base can be found here: <https://uga.teamdynamix.com/TDClient/3109/FandA/Home/>. Powered by TeamDynamix, this new portal allows users to access self-service content in the same place they can request live support. Content that was housed in multiple places is consolidated in a single location. There is a more intuitive user interface with improved search functionality. Users can continue to access both the new knowledge base and the existing training library concurrently until the end of this month. Links to both the new portal and the former training library can be found here: https://onesource.uga.edu/service_portal/. By June 30, 2023, all materials will be removed from the legacy training library, and the OneSource team will be preparing to shut down servers.

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