

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

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

1. Key Items for Faculty and Staff Meetings

- *State of Technology to be held November 15:* Dr. Timothy M. Chester's annual State of Technology at UGA address will be held on Wednesday, November 15 at 1:30 p.m. This year, the event will be hybrid. It will be held in-person in the Memorial Hall Ballroom and will also be held virtually via a Zoom webinar. Participants can register to join the Zoom webinar at [2023 State of Information Technology Registration](#). For more information, reach out to Allyssa Robinson, allyssa.robinson@uga.edu or Stacy Boyles, stacy.boyles@uga.edu.
- *Microsoft Office 365 Upgrade Scheduled for December 1-3:* Starting at 7 p.m. on December 1, 2023, EITS personnel will migrate active student and employee Microsoft Office 365 licenses from their current licensing level, known as A3, to an upgraded version, known as A5. Work is scheduled to conclude by 10 p.m. on December 3, 2023. Moving to this new license level will provide more collaboration tools to students and employees, such as Power BI Pro. This upgrade will also allow EITS to eventually migrate UGA's existing telephone system to Teams Phone, which will serve as the next generation telephone system for UGA. More information about the Teams Phone transition will be shared in early 2024. For more information about this upgrade, please contact Justin Sackett at justin.sackett@uga.edu.
- *New policy for deleted emails in UGAMail:* Effective February 1, 2024 a new 30-day deletion policy will go into effect for emails placed in your Deleted Items folder in UGAMail. Items put in this folder will be automatically deleted after 30 days, and then will be held in a Recoverable Items folder for 14 days before being permanently deleted. This policy is retroactive, so on February 1, any items in your Deleted items folder that are more than 30 days old will be affected. This new policy is part of EITS' efforts to be good stewards of the university's financial resources and control operating costs. Emails in the Deleted Items folder account for about 25 percent of all email storage across the university. Regularly clearing your Deleted Items folder can help you maximize storage for your individual UGAMail account, as well as increase the amount of storage available to everyone at UGA. For more information, contact Justin Sackett at justin.sackett@uga.edu.

2. Services for Students

- *EITS working to improve housing wireless:* In October, degraded wireless performance was reported in several university residence halls. EITS understands the importance of fast and reliable internet for online course work, research, and leisure activities such as gaming and streaming entertainment. The software that manages the load balancing to distribute users and devices across the residence hall wireless infrastructure failed. EITS personnel worked aggressively with the vendor to resolve the issue and return performance to an acceptable level. Additional hardware was added to offset the software issue, in addition to extensive optimizations as an additional mitigation action. EITS is anticipating a soon-to-be released bug fix that will address wireless access point radio resets. For questions, please contact Ashley Henry at ashenry@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 Wi-Fi 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 in Driftmier Center and Vandiver Hall have been completed and upgrades in Moore College and the Physics building have started. Technicians are also working on more improvements to other buildings and wireless spaces across campus; work for phase three is under way and expected to be completed next summer. For more information, contact David Stewart at stewart@uga.edu.
- *Notices sent to graduating students about MyIDs:* To ensure the continued security of the UGA network and prevent unauthorized access to the network, EITS regularly disables accounts of students who have left the university. Student MyID accounts will be disabled approximately a year after the student has graduated or left UGA. When these accounts are disabled, students lose access to many UGA IT services, including UGAMail. However, many graduating seniors are unaware of this process. To make them more aware of this process, EITS will send notices to all students eligible for graduation in December 2023 and graduate students who graduated or left the university during the summer of 2023. Account owners will receive a notice on November 28 with additional communication being provided through social media, and through The Stall Street Journal. Please help us throughout this process by reminding your graduating students that they will lose access to their MyID in a year and should establish a non-UGA email account to apply for jobs, graduate schools, or professional schools. For more information, visit https://eits.uga.edu/access_and_security/myid/myid_account_removal/.

3. Other General Services

- *New storage limits for Microsoft accounts:* Microsoft has announced new storage limits for its academic customers. In the coming year, UGA account owners will see changes to the available storage limits in their Office 365 accounts. OneDrive for Business, UGAMail and Sharepoint site storage will all be affected. Effective February 1, 2024, OneDrive storage for departmental, affiliate, applicant and retiree accounts will be capped 100 GB. UGAMail mailbox storage will be capped at 25 GB. If your storage goes over these limits, your account will go into read-only mode. You will not be able to add any more files or receive new mail until you move or delete old files or mail and bring your account under the storage quota. Please direct any questions about these new limits to Justin Sackett at justin.sackett@uga.edu.
- *New cost recovery web hosting solution coming soon:* The EITS Web and Mobile team is introducing a new centrally-hosted cost recovery WordPress solution to replace the existing Omni CMS platform, previously known as OmniUpdate, which has been provided to campus units since 2015. Kaptiv8, an Athens website design and hosting firm, is the newly selected vendor for hosting and updating EITS-supported UGA WordPress websites. EITS will begin working with current Omni CMS clients in the coming months to discuss timelines and details for the transition of Omni CMS web pages into the Kaptiv8 environment; we will begin working with new clients in 2024. As we work with clients, we will include as part of the discussion the billing process through the new hosting partner.

For more information, please contact David Crouch at dave@uga.edu. Additional information will be added to the [EITS website](#).

- *Spring Network Maintenance set for March 3:* On October 1 the fall bi-annual network maintenance was held, and all maintenance ran smoothly. The 2024 spring network maintenance will be held on Sunday, March 3; students, faculty and staff should plan for intermittent outages through the day. 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. For questions, contact Rayid Tartir at rayid@uga.edu.
- *Budget Management System Maintenance set for November 16-20:* On Thursday, November 16, starting at 5 p.m., the Budget Management System will be taken offline to undergo maintenance in order to implement important system updates. The Budget Management System will be available for use by 7 a.m. on Monday, November 20. During this scheduled maintenance, the system will be unavailable. If you have any questions, please contact the OneSource Service Desk at onesource@uga.edu or 706-542-0202 (option 2).
- *Fall automated student account clean-up under way:* Effective April 2023, the clean-up process for student MyIDs has been automated and occurs every spring and fall semester. The fall semester clean-up process is currently under way and includes students who left university or graduated in Fall 2022 or earlier. These students will have their MyIDs and UGAMail addresses flagged for disablement and deletion. Alumni and former students who have their accounts flagged will receive two automated emails to their UGAMail address, alerting them that their account will be disabled and deleted soon. Account holders who are currently employed by UGA or are attending UGA for another degree program will not have their accounts removed. For questions, contact Kristi Wall at kristi.wall@uga.edu.
- *New look and feel coming to EITS Help Desk Service Catalog:* In December, EITS will migrate our service catalog, where our help desk ticket forms are hosted, to a new client portal at eitshelpdesk.uga.edu. This is the same client portal that hosts the EITS Knowledge Base, which was launched in the spring. This migration includes a clean-up of old and unused ticket forms and an update to the look and feel of the service catalog and the ticket form email template. The migration also gives EITS the ability to link knowledge base articles to service catalog ticket forms, to better assist students, faculty and staff in finding the answers they need. Any units who have links on their websites to the old service catalog forms are advised to update links after December 20. After the migration, students, faculty and staff will also still be able to put in tickets via email at helpdesk@uga.edu or by calling 706-542-3106. For more information contact, Michael Jacobson at michael.jacobson@uga.edu.
- *Verify and claim your Departmental MyID accounts by November 22:* EITS conducts an annual verification of all Departmental MyID accounts. Departmental MyID accounts are often used by units, colleges, and departments for running automated processes and to establish a contact email for a department or program. We conduct an annual verification to ensure all accounts have a current owner who is classified by central HR as a full-time faculty or staff member. This verification also ensures other important information connected to the Departmental MyID is still correct. The 2023 Departmental MyID verification process will kick off October 23 and conclude November 22. Primary owners of Departmental MyID accounts will receive an email asking them to complete the verification process through TeamDynamix. The verification process must be completed

by November 22. Primary owners will receive several reminders until the process is complete. Accounts that are not verified by November 22 will be disabled. For more information, please contact Gary Pitman at gpitjr@uga.edu.

- *Prepare for Boyd Data Center UPS maintenance activities:* The maintenances that were scheduled in October and November for the Boyd Data Center UPS replacement have been postponed. The maintenances will now be completed in early 2024. More information will be shared as it is available. Those who have questions should contact either Jeff Teasley at jteasley@uga.edu or Chris Fleming at cfleming@uga.edu.
- *Wikis to be retired from Teams:* Microsoft will retire wikis from Teams starting January 2024. Microsoft now offers note taking capabilities within Teams channels using the included OneNote notebook provided for each team. Users have an option to export their wiki content to OneNote notebooks in their Teams channel. After exporting, users can go to the Notes tab to collaborate using OneNote. Wikis will be read only after exporting. Teams users who have wikis with content they wish to keep should export that wiki to OneNote before January 2024. After this date, wikis will no longer be available. EITS began sending targeted notices to wiki owners last month to remind them of this change. For more information, contact Justin Sackett at justin.sackett@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. Accounts that have been unresponsive during this process and have been inactive for 2 or more years will be deactivated on December 1st 2023. For more information, contact Ashley Henry at ashenry@uga.edu.

4. Did You Know

- As the semester ends, don't forget about an innovative resource for learning: LinkedIn Learning. LinkedIn Learning provides employees and students innovative ways to receive job-training and skill development. LinkedIn Learning's newest addition to their library is Professional Certificates, which allows students and employees an opportunity to narrow and tailor their skills to their prospective job market. LinkedIn Learning offers 15 free Professional Certificates across eight partners, from leading brands like Microsoft, Twilio, Zendesk and more. Available on desktop and LinkedIn Learning mobile app, Professional Certificates are the perfect on-the-go tool for students and employees looking to increase their comparative edge in future job markets.

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