

## Vice President for Information Technology

### Status and Activity Report for June 2024

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

#### 1. Key Items for Faculty and Staff Meetings

- *University System of Georgia extending D2L contract through 2031:* The University System of Georgia is in the process of extending the system's contract with D2L Brightspace, our state-wide cloud-based Learning Management System (LMS), through 2031. The contract is currently in the signature process with cybersecurity and legal. The D2L Brightspace LMS helps the system's institutions support online, hybrid and in-person teaching and learning, and the continued partnership with D2L will ensure students and faculty can continue this experience.
- *Request for proposal issued for enterprise survey tool:* Earlier this spring, an evaluation of UGA's enterprise survey research tool, Qualtrics, was announced to campus. Qualtrics has mandated changes to their licensing approach which will result in unsustainable, significant price increases. EITS has committed to funding Qualtrics through the end of fiscal year 2025. A request for proposal (RFP) process is underway this summer and all survey vendors, including Qualtrics, will have the opportunity to be selected as UGA's next enterprise survey tool. As part of this evaluation, all campus units that rely on Qualtrics for their survey needs 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. Units incorporating Qualtrics into their administrative and business processes should evaluate other online form creation options, such as Google Forms or Microsoft Forms, and transition those Qualtrics surveys to different platforms. EITS will provide information and training resources for alternative tools this summer. For more information, contact Stacy Boyles at [stacy.boyles@uga.edu](mailto:stacy.boyles@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 a year project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. Wireless upgrades have been recently completed for the J.W. Fanning and Fine Arts buildings. 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](mailto:stewart@uga.edu).

#### 3. Services for Researchers

- *GACRC adds new GPU nodes to support AI research:* To further expand services to the AI research community, the Georgia Advanced Computing Resource Center will add a total of 26 new GPU compute nodes to the Sapelo2 cluster. These nodes are detailed as 12 quad-H100, 2 quad-A100 and 12 quad-L4, all being NVIDIA GPUs. Additionally, we will deploy 3 compute nodes with significant RAM memory to address specific workloads, notably in

bioinformatics. Each of these nodes will host 3Terabytes of RAM, our largest such offering to date. This represents an investment of \$2.4M from a variety of university funds, including central funds, as well as funds from EITS and the Office of Research. For more information, contact Dr. Guy Cormier at [gcormier@uga.edu](mailto:gcormier@uga.edu).

#### 4. Other General Services

- *Automated employee and affiliate MyID clean-up process kicks off in July:* EITS has an automated clean-up process for employee and affiliate MyIDs. This automated process will run this summer; employees and affiliates who have left the university but have not yet had their accounts disabled or UGAMail mailboxes removed will have their MyIDs flagged for disablement and deletion. Employees and affiliates 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 attending UGA for a degree program will not have their accounts removed, and employees who have retired from UGA are still eligible to keep their UGAMail addresses. There will be two email notices to affected users, starting in July; accounts will be disabled in late August. For questions, contact Kristi Wall at [kristi.wall@uga.edu](mailto:kristi.wall@uga.edu).
- *Annual SSO application review beginning in June:* This month, EITS will initiate its annual 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 ensure EITS teams have the correct technical contacts and allow us 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](mailto:kristi.wall@uga.edu).
- *Changes to OneDrive for Business storage for students, faculty and staff:* Microsoft has announced new storage limits for its academic customers, and as a result, UGA students, faculty and staff will see changes to the available storage limits in their OneDrive for Business accounts. Effective August 1, OneDrive for Business storage for faculty, staff and student accounts will be capped at 1 TB. 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 until you move or delete old files and bring your account under the storage quota. Your UGAMail account storage will not be affected. Currently, a little over 100 users have OneDrive for Business accounts that are near or over the limit. In the coming months, EITS will notify OneDrive for Business account owners who are near or over this storage limit of 1 TB, advising them to bring their account under the limit by August 1. Microsoft also offers documentation on how to check and manage your OneDrive for Business account storage on their website at <https://support.microsoft.com/en-us/office/manage-your-onedrive-for-work-or-school-storage-31519161-059c-4764-b6f8-f5cd29f7fe68>. For questions, please contact Justin Sackett at [justin.sackett@uga.edu](mailto:justin.sackett@uga.edu).
- *Retiree MyID account review under way:* UGA retirees are currently able to keep their UGA MyID and UGAMail to access some UGA resources after retiring. UGA retirees who have not accessed their account for a year or more will have their accounts deactivated. This practice reduces the potential risk of inappropriate use of UGA retiree accounts and better reduces IT security risk. Starting in May and continuing through the summer, retirees with inactive accounts will receive notices and several reminders prior to deactivation. If Retirees wish to keep their MyID and UGAMail active, they will have the

opportunity to log in and have their account excluded from deactivation. Retiree accounts will be deactivated on July 31, 2024, and deleted on August 30, 2024. Information about the process can be found on our MyID page at [https://eits.uga.edu/access\\_and\\_security/myid/myid\\_account\\_removal/#Faculty%20and%20Staff](https://eits.uga.edu/access_and_security/myid/myid_account_removal/#Faculty%20and%20Staff). For questions, contact Stacy Boyles at [stacy.boyles@uga.edu](mailto:stacy.boyles@uga.edu).

- *LinkedIn Learning clean-up planned for August 2024:* To ensure that the UGA LinkedIn Learning associated license count is current, it is necessary to carry out annual user clean-ups to remove users who are no longer associated with the university. EITS will conduct an account clean-up this summer which will include notices to affected users. The clean-up will be completed in August 2024, when inactive users will have their accounts archived. For more information reach out to Dave Crouch at [dave@uga.edu](mailto:dave@uga.edu).
- *Zoom student account reset planned for August 7:* To ensure we can provide Zoom licenses to all active students in the fall, EITS will perform a reset on student Zoom accounts in August. During the reset, accounts belonging to students will be temporarily removed from UGA's main Zoom account. Students who wish to keep their UGA Zoom license during the Fall 2024 semester only need to log in to Zoom again after the reset occurs on August 7. 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 Mamtha Ramaraja at [mamtha.ramaraja@uga.edu](mailto:mamtha.ramaraja@uga.edu).
- *Prepare for fall network maintenance:* EITS plans to conduct the next biannual network maintenance on Sunday, September 29, 2024. These biannual network maintenances are necessary to ensure continued stability and efficiency of the network, allowing EITS to provide ample bandwidth and Internet capacity to the University in the future. These large network maintenances are typically conducted twice a year, in the spring and fall, during which campus Internet and campus information systems are usually inaccessible. For questions, contact Rayid Tartir at [rayid@uga.edu](mailto:rayid@uga.edu).

## 5. Did you know?

- *New 2024 student guide available:* This summer at new student orientation, EITS will distribute an updated version of our New Student Technology Guide. The updated guide maintains the same streamlined look and feel, while updating content and incorporating more information about UGA technology services. Newly added sections cover Microsoft Copilot, a new AI tool available to students, and SAGE, UGA's advising software. Additionally, the guide includes information about WEPA and other resources available in the Miller Learning Center, such as Tech Lending and the Digital Media Lab. The guide and a checklist for incoming students can also be found on the EITS website under the New to Campus section at <https://eits.uga.edu/newtocampus/>. Printed copies of the guide are available now. To receive printed copies, please contact Allyssa Robinson at [allyssa.robinson@uga.edu](mailto:allyssa.robinson@uga.edu).

- *Wifi available for guests at orientation:* Are you bringing family, friends, or supporters to orientation this summer? Make sure they stay connected with our free self-service guest Wi-Fi network, UGA\_Visitors\_WiFi. Guests on campus can easily connect via the self-service portal without needing to contact the Help Desk for a password. Simply fill out the form in the portal and use the SMS verification code to access the network. Full instructions are available on our Knowledge Base: <https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/KB/ArticleDet?ID=154506>
- *Amended EITS Help Desk hours for summer:* The EITS Help Desk will operate on an amended schedule for UGA's summer break. This new schedule will be in effect until August 2. The hours are as follows:
  - Sunday: 1:30 to 5:30 p.m.
  - Monday through Friday: 7:30 a.m. to 5:30 p.m.
  - Saturdays: CLOSED

The EITS Help Desk will continue to operate from 101 Cedar St. and can be reached by phone at 706-542-3106, by email at [helpdesk@uga.edu](mailto:helpdesk@uga.edu) or via our chat service at [hd.support.uga.edu](https://hd.support.uga.edu). For assistance outside of our operating hours, please visit the EITS Knowledge Base at [eitshelpdesk.uga.edu](https://eitshelpdesk.uga.edu) to access DIY tech tips.

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