Vice President for Information Technology
Status and Activity Report for April 2022

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

1. <u>Key Items for Faculty and Staff Meetings</u>

- *Spring cybersecurity awareness training for employees due April 29:* University System of Georgia employees, including student workers, must complete spring cybersecurity awareness training by April 29. This required training takes place twice a year in April and October per USG policy and a directive by the executive order of Governor Brian Kemp. This professionally developed training is conducted online through KnowBe4 and provides a comprehensive education on good cybersecurity practices. To complete the training, log in to the KnowBe4 Portal at https://training.knowbe4.com/auth/saml/8840131a04b53 with your UGA MyID and password. Once you have logged in to the KnowBe4 portal you will be taken to UGA's training page. Click on the training to start. If no training appears, go to the drop-down menu under your name in the upper right corner of the screen. Click on the 'My Training' option to view your available training. Faculty, staff, and student employees who have questions about the training should contact the EITS Help Desk at 542-3106 or e-mail at helpdesk@uga.edu.

- *Prepare for fall network maintenance:* EITS plans to conduct a network maintenance on 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.

- *Verify your system access by April 29:* In preparation for the financial state audit for FY22, EITS is conducting a verification of all user accounts for several systems. Verification began March 28 and includes 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 received emails in March, asking them to verify their access. Supervisors also need to review and decide to approve or deny access for employees under their purview. All verification processes are conducted in TeamDynamix and must be completed by April 29. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.

- *Sarah Wardlaw Jones named director of client services:* Effective March 20, Sarah Wardlaw Jones has been named EITS Director of Client Services. As director, Jones will lead the teams responsible for many of our heavily used client facing services, including the EITS Help Desk, Client Technology Support, Team Dynamix, Zoom and other collaborative tools. Before coming to EITS, Jones supported the technology needs of faculty and staff at UGA's College of Pharmacy as an IT senior manager in client support services, and instructional design and technology. She is also pursuing a master's degree from UGA's Mary Frances Early College of Education in learning, leadership and organization development. Faculty and staff with questions about EITS client services can contact Jones at swjones@uga.edu.

2. <u>Services for Students</u>

- *Text messaging now available for SAGE updates:* In March, a new text messaging feature was added to UGA's student advising software, SAGE. Once enabled, any user with a mobile number can receive texts from SAGE regarding their appointments, to-dos, and any other communications. SAGE allows students and advisors to schedule appointments online and provides various tools for tracking student success. For more information, visit https://sage.uga.edu/.

- *University Housing wireless gets upgrade:* Over the last several months, EITS network technicians have installed new wireless access points throughout University Housing to improve wireless service in the residential halls. The work is part of a $5 million project spanning five years to replace and upgrade equipment in 18 residence halls on the Athens campus. To improve the density of wireless coverage, new wireless access points were installed in Mary Lyndon Hall, Lipscomb Hall, Mell Hall, Hill Hall, Church Hall, Boggs Hall, Creswell Hall, Russell Hall, Oglethorpe House, Brown Hall on the Health Sciences Campus, University Village K and L and Rogers Road Housing M, N, P, Q, R and S. For more information, contact Chris Fleming at cfleming@uga.edu.

- *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 Science Learning Center, the Ramsey Center and several buildings on the Health Science campus. 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.

3. <u>Support for Researchers</u>

- *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 March include Rooker Hall, the Science Library, Butts-Mehre Heritage Hall, HSC Hudson Hall, the Agricultural and Environmental Services Laboratory, the Science Learning Center, the Tate Center, the Ecology Research Center, the McPhaul Center, Snelling Dining Commons, the Miller Learning Center, Russell Hall, the Dan Magill Tennis Complex, HSC Wright Hall, the School of Ecology, the Poultry Diagnostic Research Center and Stegman Coliseum. Visit https://eits.uga.edu/network_and_phones/building_edge_router_project/ for more information.

4. <u>Other General Services</u>

- *Review, update your DNLs by April 6:* To ensure every school, college and unit has designated contacts for network and security incidents, EITS conducts an annual audit of

Departmental Network Liaisons (DNLs). DNLs are IT professionals within a school, college, or unit who serve as the primary contact with EITS for network and security related issues. Vice presidents, deans, department heads, and IT directors will receive a memo this month asking them to review the assigned DNLs for their department and make any necessary changes by completing the Departmental Network Liaisons (DNL) form at itsupport.uga.edu. Departments will have until April 6 to complete the audit in compliance with the University System of Georgia policies. EITS will conduct an online training session for all DNLs on Thursday, April 21 from 2 p.m. to 4 p.m. For more information, please contact Ben Myers at bmyers@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 a user cleanup to remove users who are no longer associated with the university. EITS will conduct an account cleanup this spring with notices to affected users. The clean-up will be completed at the end of July 2022. For more information, contact itcla@uga.edu.

- *Proxy server decommission set for April 17:* EITS will decommission its proxy server April 17. The maintenance subscription on the server ends in April and the server has been made redundant by our new Palo Alto firewalls. These firewalls inspect for malicious traffic and can now limit connections based on URLs. EITS has transferred proxy policies to the new firewalls. System administrators in units and departments should change the settings on machines that used the proxy server and test those machines by April 17. For more information, contact Chris Workman at cworkman@uga.edu.

5. Did You Know

- In mid-February, EITS rolled out a new phishing email simulation to all employees, including student workers, through our cybersecurity education platform, KnowBe4. As part of the simulation, University faculty, staff and student workers received an email designed to look like a phishing scam to their UGAMail inbox. During the February simulation, 20,052 emails were sent. About 15 percent of recipients clicked on the links, opening a webpage on the KnowBe4 website, which offered them tips to avoid phishing scams in the future. EITS ran a second phishing simulation in March, during which 20,630 emails were sent, and 13 percent of recipients clicked on the links. The phishing simulation is an exercise instituted by the University System of Georgia to help educate faculty and staff on recognizing email scams. EITS will continue to run phishing simulations on a regular basis, per USG directive. If you suspect you have received a real phishing scam, contact the EITS Help Desk at 706-542-3106 and forward the suspicious email with headers to abuse@uga.edu. For more information about the KnowBe4 phishing simulation, contact Ben Myers at bmyers@uga.edu.

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