

Vice President for Information Technology Status and Activity Report for December 2021

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

1. Key Items for Faculty and Staff Meetings

- *2022 UGA Network Maintenances planned:* EITS will conduct planned network maintenances on March 5 and October 22, 2022. EITS conducts large network maintenances twice a year, during which campus Internet and campus information systems are inaccessible. The maintenance on Saturday, March 5 will begin at 6 a.m., and continue until noon on Sunday, March 6, 2022. Additional details regarding the October 22 maintenance will be shared in late spring 2022. These planned 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. In 2021, these planned maintenances enhanced the ability to increase network bandwidth to 10G connectivity, transitioned buildings to faster connectivity to the UGA data center and prepared for the transition to new firewalls. For questions, contact Chris Baines at cbaines@uga.edu.
- *Ransomware Tabletop Exercise planned:* Ransomware has become one of the top business risks facing any large, distributed organization. To proactively raise our awareness and improve our continuity planning, EITS will host a Ransomware Tabletop Exercise in early 2022. UGA has contracted with a leading cybersecurity firm to deliver operational and executive leadership tabletop exercises at UGA. For more information, contact Ben Myers at bmyers@uga.edu.

2. Services for Students

- *Work under way to upgrade wireless equipment in University Housing:* In November, EITS network technicians began installing new wireless access points throughout University Housing to improve wireless service in each building. 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. Technicians began with Mary Lyndon Hall and Lipscomb Hall, and plan to complete access point replacements in Mell Hall, Hill Hall, Church Hall, Russell Hall and Creswell Hall before the fall semester is over. Work will continue on other residence halls in the spring. For more information, contact Chris Fleming at cfleming@uga.edu.
- *Newest Banner 9 upgrade complete:* Congratulations to the Athena/Banner 9 team for successfully launching the newest upgrade to the Banner 9 system. This updated version of Athena benefits students, faculty, and advisors and provides updates to several modules including *Personal Information*, *Student Registration*, *Student Account* and *Faculty and Advisor* modules, as well as enhancements to the modules' functionality. These updated modules are easier to navigate and are mobile friendly. There was great feedback from the faculty, staff and students who tested this updated version, specifically with the new *Plan Ahead* feature for registering for classes and a new feature for faculty enabling them to see student photos alongside the class roster. More features will be made available throughout 2022. Updates will be available at <https://connectuga.uga.edu>.
- *More than \$1M in campus wireless upgrades planned:* EITS will soon begin work 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 including Caldwell Hall, Brooks Hall, Boyd Graduate Studies, Pharmacy North & South, the Davison Life Sciences Complex, the Coverdell Center, the Complex Carbohydrate Research Center and the Griffin Campus. More access point replacements are also planned at the Center for Applied Genetic Technologies, the Lamar Dodd School of Art, the Ramsey Student Center, the Science Learning Center, the Terry-Buckhead campus and Wright Hall, Rhodes Hall, Miller Hall and Russell Hall at the Health Sciences Campus. In addition, more improvements to outdoor wireless are planned for spaces north of Meigs Hall, along Herty Drive, Myers Quad and the greenspace on the north side of Grady College, and PAWS-Secure access will be added to areas of the Georgia Center for Continuing Education, except the hotel. EITS technicians are working with departments to determine timelines for implementation. Work is expected to be completed by June 2022. For more information, contact Chris Fleming at cflaming@uga.edu.

- *Push notifications coming soon to UGA Mobile App:* Students, faculty and staff will soon be able to receive exclusive UGA updates directly to their mobile devices through the UGA Mobile App. Push notifications will be used to deliver useful information, such as local and UGA emergencies, severe weather alerts, UGA gameday information and class registration reminders. Users will be able to turn notifications on and off and set it to display alerts and updates. Users will also be able to “opt-in” to various notification channels. The UGA Mobile App team is also working on improvements to the home screen. This includes, but is not limited to, the relocation of icons for optimized one-handed use, customizable favorites, and an interactive announcements section. EITS plans to enable push notifications and roll out home screen improvements in the coming months. The UGA Mobile App is the best of the Bulldog Nation in one central mobile app for students, visitors, parents, faculty, staff, and fans. It’s the official mobile app of the University of Georgia! For more information, visit mobileapps.uga.edu.

3. Support for Teaching Faculty

- *Zoom sub-account linking makes co-presenting easier:* On November 19, a new Zoom feature was launched to make co-presenting in meetings easier. Zoom sub-account linking gives Zoom users the ability to schedule co-presenters not only within their own department’s account, but across UGA as a whole. End users won’t experience any change outside of the ability to invite new users as co-presenters. For more information on Zoom, visit zoom.uga.edu.

4. Support for Researchers

- *GACRC teaching cluster available for spring:* A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Spring 2022 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 Dr. Guy Cormier at gcormier@uga.edu.

5. Support for Staff and Administrators

- *Prepare for UGA SSO biannual maintenance and upgrade:* Our single sign-on service, UGA SSO, will undergo a scheduled maintenance February 4, 2022. This maintenance is

necessary to move the service to the latest version, 6.4, and to receive up-to-date security patching. To prepare for this upgrade, application owners should test their applications in dev and stage to ensure the update to 6.4 does not affect their applications. A dev environment is available now, and a stage environment will be available for testing on December 20. Effective December 17, EITS will not move any new applications to UGA SSO until after the upgrade is complete in February. EITS will apply updates to UGA SSO twice a year, in February and September. For more information, contact Kristi Wall at kristi.wall@uga.edu.

- *FY22 user access verification prep begins:* In preparation for the financial state audit for FY22, EITS will conduct a verification of all user accounts for several systems. Verification will kick off in March 2022 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 user verification will be forthcoming in the spring. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.
- *Team Dynamix upgrade provides better search engine:* Team Dynamix was recently upgraded, the most immediate enhancement from end users will be a more robust and useable search engine in the client portal making it easier than ever for our users to find the services they need help with. There are also many back-end changes that will improve the performance and capabilities of Team Dynamix. This is a more significant event though we will also be directly working with the affected teams. For more information on this update to Team Dynamix contact Michael Jacobson at Michael.jacobson@uga.edu.

6. Other General Services

- *New Office365 policy to detect suspicious logins:* Before the end of the year, EITS will implement a new “impossible travel” policy for Microsoft Office 365 logins to help identify potential security breaches. Under the policy, Microsoft will alert UGA’s Office of Information Security when consecutive sign-ins to Microsoft services are detected from multiple locations that would be impossible to travel to inside the time window. For example, if a user logs in to UGAMail in Athens, Ga., it would be impossible for them to log in to OneDrive in Italy an hour later. The log in to OneDrive would be marked as suspicious and the Office of Information Security would be alerted to the potential security breach. This impossible travel policy is a security component of Microsoft Cloud App Security, providing advanced threat detection across the Microsoft cloud environment. For more information about the policy, please contact Ashley Henry at ashenry@uga.edu.
- *New anti-malware policy fights malicious attachments:* EITS will soon implement a new anti-malware policy to help cut down on the number of malicious attachments that end up in the UGAMail inboxes of students, faculty and staff. Under the policy, emails with common malicious attachment types will be quarantined as malware. If a message is quarantined, any senders internal to UGA will be notified and should reach out to UGA’s Office of Information Security if they believe the message was quarantined in error. The policy will be in place before the end of the year. For more information on this policy change, contact Ashley Henry at ashenry@uga.edu.
- *Privacy disclaimers coming soon to university websites:* Institutional webpages including the University home page, the human resource page, the undergraduate

admissions page, the graduate admissions page, and the University Foundation page will have privacy disclaimers added to them, informing visitors that these websites use cookies and referring visitors to the UGA Privacy Notice. USG institutions are required to have these notices in place by December 31, 2021, as part of the requirements outlined in USG'S Business Process Manual Section 12.6. Additional information regarding USG's Data Privacy requirements is available at

https://www.usg.edu/policies/dataprivacy/institutional_guide.

- *New dashboard coming to Qualtrics:* In early December, the Qualtrics results dashboard will receive an update. Qualtrics is enhancing the reporting platform to make it easier for users to analyze, share, and consume survey results. Some of these improvements include: an updated and modern user interface, WCAG 2.0 AA accessibility for the default report, new data visualizations, and analysis features like statistical testing, and enhanced filtering and data exploration capabilities. Beginning in early December, users will be able to opt-in and try the new reporting experience for two months. In February 2022, all users will be opted-in by default to the new experience. In June 2022, legacy Results-Reports will move to a read-only mode for three months before being fully deprecated. If you have any questions on the Qualtrics results dashboard upgrade please contact, Bret Jamieson at bret.jamieson@uga.edu.
- *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 November include the Fanning Building, Marine Sciences, Thomas Street Art, Nichols Building, Iron Horse, Gilbert Hall, Geography/Geology, HSC Rhodes Hall, HSC George Hall, HSC Brown Hall, HSC Emergency Operations Center, Social Work, Hoke Smith Annex and Family Housing Hut 2. Additional migrations for December and January are planned. Visit https://eits.uga.edu/network_and_phones/building_edge_router_project/ for more information.

7. Did You Know

- *New features available in Microsoft Teams:* Several new features were added to Microsoft Teams in October. Windows users can now lock meetings to prevent additional users from joining. Windows users can also spotlight multiple video streams simultaneously during a Teams meeting and can select which participants to pin from the center of room console. In addition, a new polling app called "Polls" has been added to Teams meetings and chats. For more information on Teams, visit teams.uga.edu.
- *UGA Faculty and Staff IT guide available online, in print:* The 2021-2022 Technology Resources Guide for Faculty and Staff is available online at newtocampus.uga.edu and printed copies have been mailed to all University employees at their campus address. The Technology Resources Guide provides an overview of the IT services, tools and resources available to UGA faculty and staff. The guide features information about instructional technology, research computing, email, IT security, MyID accounts, wireless service, training and more. It also includes information about departmental resources, as many colleges and units provide technical support for their employees. Units wanting additional copies of the guide should contact Sara Pauff at spauff@uga.edu.

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