February 2020 Technology News

Technology News @UGA

Campus technology updates for students, faculty and staff

Wireless refresh kicks off soon

The Vice President for Information Technology has pledged to support a new $4 million investment to install a next-generation wireless internet system for the University. Implementing this new system will occur on a rolling timeline over the next five years. During this time, technicians will replace and refresh more than 8,000 access points across our Athens campus and our extended campuses. These upgrades will provide more consistent performance and improved bandwidth capacity, as well as help us meet the growing need for robust wireless coverage. Over the last five years, the number of registered wireless devices has grown by 122.8 percent. This project commences this month, with technicians replacing access points across the Family Housing dormitories. Future locations will be scheduled by quarter, and sequencing will be based on several factors including need, accessibility, availability, and deployment efficiency. For more information, contact Jeff Teasley at jteasley@uga.edu.

Important Dates
* February 27: Account Standards Training
* March 6: All applications move to UGA SSO
* March 7: Spring network maintenance
* March 13-18: OneUSG (#tech) Connect unavailable for Georgia Tech Go-Live
* March 23: FY20 User Verification kick-off
* March 27-31: OneUSG Connect unavailable for Georgia Tech Go-Live

Upcoming Changes

Verify your access to Banner, OneSource systems: Each year, UGA undergoes an annual financial audit by the State of Georgia Auditors. In preparation for the FY20 audit, EITS will conduct a verification of user accounts on several systems with financial data to ensure that access is still valid. If you have access to one of the following systems, you may be asked to verify you still need access in the coming year:
* Banner
* UGA Financial Management System
* UGA Budget Management System
* UGAJobs
* OneUSG Connect System

Your supervisor will also have to approve your access to these systems. An admin memo will be sent out about the user verification process in mid-March, and the user verification process will begin on March 23. Users and managers must complete the verification process by April 30. Users who do not respond will have their access to these systems revoked on April 30. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu .

Training on account management February 27: Since 2013, The University System of Georgia (USG) has imposed standards for the management of user accounts for information systems containing restricted or sensitive data. Online training on these standards will is available on Thursday, February 27, from 3:00 p.m. to 4:00 p.m. via Collaborate (https://sas.elluminate.com/site/external/launch/meeting.jnlp?sid=2013048&password=M.57FD4628BFA756339837AED8680DA0) . This training is of particular relevance to those who are data stewards, designees of data stewards, or those who provision and remove employee user accounts.

Thin client computer refresh in MLC: Client Technology Services (CTS), a division of EITS dedicated to providing UGA students and staff with UGA-shared computing services, is refreshing n-Computing thin clients in the Miller Learning Center. The new Dell Wise thin clients will function better than the older devices and will no longer require the Domain field for log in. CTS is also adding 50 Dell UltraSharp 24-inch monitors that students can connect their laptops to via HDMI or USB-C. Some workstations will have power strips so students can charge their laptops. CTS will deploy the new equipment incrementally, so students will not be disturbed. If you have questions, please contact Tommy Jones at tomjones@uga.edu.

UGA Factbook is now available: The Fall 2019 UGA Factbook is now available on the OIR website (https://oir.uga.edu/factbook/). This book is an important part of UGA history with prior entries going back to 1968. The Factbook looks at admission information, enrollment trends, employment metrics, financial metrics, and student outcome data. All previous Factbook copies are available on the OIR website. For more information contact Paul Klute at pklute@uga.edu.

Mathematica now available to all students, faculty and staff: Effective January 1, Mathematica is available to all active faculty, staff, and students. Wolfram's Mathematica is a modern technical computing system spanning most areas of technical computing, including neural networks, machine learning, image processing, geometry, data science, visualizations and more. Request Mathematica access: https://uga.teamdynamix.com/TDClient/2060/Portal/Requests/ServiceCatalog?CategoryID=10194

Upcoming Maintenances

EITS will conduct network maintenance on Saturday, March 7 beginning at 6:00 a.m. This maintenance will result in an outage of campus Internet access and campus information systems. The following systems and services will be affected:
* Systems that use services in the Boyd Data Center
* UGA websites hosted in the Boyd Data Center

* UGA's Central Authentication System (CAS) and UGA's Single Sign-On (UGA SSO)
* Access to UGA-provided information systems, such as Athena, Banner Administrative System, Degree Works, eLearning Commons (eLC), UGA Financial Management System, UGA Budget Management System, UGAJobs, UGAmart, OneUSG Connect, and OneUSG Connect Benefits
* Off-campus access to UGAMail, websites hosted by UGA, the Virtual Private Network (VPN), ArchPass Duo and information systems hosted by EITS
* Systems behind the Central Departmental firewalls

Additional details and progress reports will be posted at status.uga.edu (http://status.uga.edu/#/incidents/8494098) and on the EITS Twitter feed (https://twitter.com/uga_eits) . For more information, please contact Jeff Farese at jeffrey.farese@uga.edu.

Georgia Tech OneUSG Connect Go-Live Confirmed: Georgia Tech is the final institution to join OneUSG Connect with the 25 other USG institutions on March 22. During the transition, the system must be periodically shut down to allow OneUSG Connect to simultaneously receive upgrades. All UGA faculty, staff and student employees will not be able to log in to OneUSG Connect while the upgrades are in process. The downtimes will be:

* Friday, March 13 at 6:00 p.m. through Wednesday, March 18 at 7:00 a.m.
* Friday, March 27 at 6:00 p.m. through Tuesday, March 31 at 7:00 a.m.

During the downtimes, biweekly employees will need to record time manually. Employees with leave will need to enter requests outside these times and supervisors will need to approve time and absences outside of these times. Link: https://onesource.uga.edu/news/ga_tech_go_live/

Campus IT Announcements

All applications using the legacy version of the University's authentication service (CAS, CAS2, LDS, IDP, IDP2F) must transition to our new production CAS environment, UGA SSO, by March 6. Protecting the integrity, confidentiality, and privacy of the information assets of the University of Georgia is the most critical mission for EITS, and the new UGA SSO helps us to continually improve our information security posture. As of January, about 280 apps had moved to UGA SSO, including Athena, eLC and OneSource systems. For more information, please contact Shannon Marable at shannon.marable@uga.edu.

System Engineering Core Refresh increases performance and capacity: In 2019, EITS Systems Engineering undertook and completed a project to completely refresh the storage and servers used to run core services. The new infrastructure reduced our data center footprint by over 500 percent, while increasing storage performance 1600 percent, storage capacity by 800 percent, network throughput by 800 percent, and network connectivity by 1000 percent. This project also allowed us to build out a more robust BC/DR infrastructure to improve service uptimes in the event of failure in our core infrastructure.

Login changes for Listserv web administration interface: Users who manage listservs at listserv.uga.edu will notice a slight change to the web administration interface, effective January 2020. In response to an issue in the version of Listserv we use, users can no longer perpetually store cookies for this service. This means Listserv managers using the web interface at listserv.uga.edu may need to log in more often. The web-based administration interface for Listserv software will expire active cookies after two weeks, which will prompt users to log back into the web-based interface for Listserv to make any administrative changes. There is no impact on the delivery of mail from listserv. For more information, please contact Jonathan Hardy at jhardy66@uga.edu .

Tech Tips

UGA Tech Basics class on March 19: Come get one-on-one tech help! On March 19, EITS will have technical volunteers to help you enroll a back-up device in ArchPass, download Office 365, sync your email accounts to the default mail app on your phone, set up your MyID Profile for password resets, download the Duo mobile app, and more. Sign up through the Professional Education Portal. Link: http://pep.uga.edu/

UGA's information security protections constantly stopping Malware in its tracks: UGA's information security team operates multiple layers of network and computer protections to prevent the downloading of malware or stop it in its tracks should it reach the desktop. In a typical month, 1,020,000 individual pieces of malware are screened out by our network defenses. Approximately 20,750 are blocked by defenses in UGAMail, and another 200 unique pieces are rendered useless on the desktop before they can spread. The team is continuously adjusting these defenses as well as adding additional layers to protect the University's vast and diverse technological environments.

Learn how to download your free copy of Office 365: All eligible UGA students, faculty and staff can download Office 365 for free on up to 10 devices, including your phone, tablet and laptop with Windows, Apple or Android operating systems. Watch this short video (https://www.youtube.com/watch?v=n_XkiqxMwMo) on our EITS Help Desk Channel to learn how to download the software package, which includes Microsoft PowerPoint, Excel, Outlook, OneDrive, Teams and more. You may also visit office365.uga.edu to learn more. If you need additional assistance downloading Office 365, reach out to the EITS Help Desk at helpdesk@uga.edu or 706-542-3106.

More Technology News

Follow best practices for information security: The University of Georgia is committed to protecting the personally identifiable information of its students, faculty, and staff as its first and foremost business requirement for all IT systems. Our best advice is to avoid, if at all possible, the collection, processing, or storage of sensitive or restricted information, such as Social Security numbers or credit card numbers. If handling this information is required for business purposes, the University has made tools available to all units, available on the Office of Information Security's website, that will reduce your risks associated with handling this information. These tools include ArchPass, UGA's two-step login solution, powered by Duo; Web Proxy Server, Secure Reports, and Secure Virtual Desktop Infrastructure services. All UGA employees are also encouraged to have discussions

with their IT staff to review the risks and mitigations employed within their unit to protect restricted information. For more information, please visit the Tools section of the Office of Information Security's website or contact Ben Myers, the Chief Information SecurityOfficer, at bmyers@uga.edu.

Printing stats during finals: wepa print kiosks around campus got a lot of use during December 2019! A total of 206,142 pages were printed – an increase of 45,499 copies compared to December 2018. During finals week, 204,336 copies were made, and the most frequent printing locations were the Miller Learning Center, Main Library, Law School, Housing, and Franklin College. Forty percent of all uploads were from the web, but students also used upload methods like Google Drive, print drivers and USBs. The easy-to-use wepa print stations provide students with affordable printing options in over 40 locations across campus. To find a print kiosk near you, visit printkiosk.uga.edu. For more information, contact Tommy Jones at tomjones@uga.edu.