February Tech News

Top News

Spring network maintenance scheduled for March 6: EITS plans to conduct a network maintenance on March 6, 2021. 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 Jeff Farese at jeffrey.farese@uga.edu.

IT Services in Action

STF Wireless updates under way: EITS Network Infrastructure is in the process of planning and executing several network refreshes and redesigns. In January, technicians completed a network refresh and redesign on the Riverbend Research Lab North and South facilities. More work is planned for later this year, including a complete wireless redesign and equipment refresh on the four Forestry Resources buildings, as well as a replacement of wireless access points at the Veterinary Medical Center campus. Staff are also working on an ongoing project to supplement wireless coverage in buildings to support demand. EITS performs these refreshes to replace aged and under-performing equipment, in turn providing a better end-user experience. All these projects are funded by the Student Technology Fee, a fee that helps fund a variety of facilities and services on campus. To learn more about these projects, please contact Chris Fleming, cfleming@uga.edu.

New widget offers tools to manage attendance: Instructors now have a new tool within eLearning Commons (eLC) to help manage face-to-face and online class attendance. The eLC Attendance Preference widget was created by the Office of Online Learning to better help manage attendance for the Spring 2021 semester. It is an optional add-on for use by instructors and can be used to assign attendance options, or to let students submit their own attendance preferences. The instructor will be able to see an overview of the options the students have chosen over the course of the semester with the tool. The widget resides on the course homepage, where instructors can view student choices, and assign or re-assign attendance options. The widget works with the eLC Quiz tool, with a single-question quiz for each class session. The Attendance Preference widget can also be used with the Gradebook. Using this, instructors are able to import the grades associated with attendance from the widget into their gradebook. Instructions for implementing the tool are available on the eLC Help site:
https://help.elc.uga.edu/engaging_students/attendance_preference_widget/#Viewing%20Attendance%20Choices.

Zoom updates improve interaction during meetings: Zoom recently implemented several updates which improve the ability to interact during meetings. Participants can now

offer nonverbal feedback, such as yes, no and go slower, through a Reactions button, and all reactions will be shown in the corner of the participants' video. The host will see each participant's reactions in the participant list, as well as the aggregate numbers of each reaction at the bottom of the list. In addition, meeting hosts will be able to download the results of meeting polls during the meeting, rather than having to wait until the meeting has finished. For more information on Zoom, visit zoom.uga.edu.

Changes and Maintenances

OneUSG Connect Time & Absence Entry Changes: The look and feel of timecard entries and absence requests in OneUSG Connect will change significantly in the near future. This change is tentatively scheduled for March 12, though the cutover date is subject to change based on testing across all USG institutions. While the new pages will be intuitive, they will look completely different and the change will affect every UGA employee who enters/approves time or absences. This will be shared across multiple communication platforms, along with new training materials. For questions, please contact OneUSG Support at oneusgsupport@uga.edu.

Prepare to 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 FY21 audit, EITS is required by USG policy to conduct a verification of user accounts on several systems with financial data to ensure that access is still necessary. If you have certain levels of access in one of the following systems, you may be asked to verify you still need access in the coming year:
- Banner
- Financial Management System (PeopleSoft)
- Budget Management System (Hyperion)
- UGA Jobs
- OneUSG Connect

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 29. 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, llatimer@uga.edu.

Simpler Decommission: In recent years, there has been a strategic effort to make the UGA Data Warehouse the source for institutional reporting. This strategy will help UGA focus resources to help ensure steady progress in enhancing our reporting infrastructure. As a continuation of this effort, the Simpler/EDU reporting tool will be decommissioned at the end of May 2021 and the UGA Data Warehouse/Tableau reports will replace the functionality provided by Simpler. Numerous discussions and meetings will occur with Simpler users to identify any remaining gaps and ensure solutions are in place before Simpler is decommissioned.

Campus IT Announcements

FY22 Cost Recovery services rates now available: The FY22 Cost Recovery services rates are now available for your FY22 budget preparation. In consideration of the significant resource and budgetary challenges we all face during these times, the decision has been made to leave all FY22 EITS cost recovery service rates the same as FY21 rates. The detailed rate components and calculations are available upon request. Each individual department is encouraged to assess the FY22 rate impacts, if any, on its budget. The FY22 rate table is available at: http://eits.uga.edu/support/cost_recovery/rates. If you have any questions regarding the rates, please contact Pam Burkhart at pamburk@uga.edu .

Prepare for UGA SSO biannual maintenance and upgrade: Our single sign-on service, UGA SSO, will undergo a scheduled maintenance February 5, 2021. This maintenance is necessary to move the service to the latest version, 6.2.4, 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 6.2.4 does not affect their applications. A dev environment was made available for testing in the fall, and a stage environment was made available for testing in December. Effective December 14, EITS will not move any new applications to UGA SSO until after the upgrade is complete in February. Moving forward, EITS will apply updates to UGA SSO twice a year, in February and September. For more information, contact Shannon Marable at shannon.marable@uga.edu.

Endpoint security management audit under way: The University System of Georgia (USG) Office of Internal Audit (OIA) is conducting an audit of the university's endpoint security management process. This audit focuses specifically on the security of University laptops and desktops. Servers are not included in the scope of the audit. Auditors are reviewing documentation related to device inventory, configuration management, patch management, antivirus protection, vulnerability management and control of administrator privileges. In addition, UGA Internal Audit Division (IAD) is randomly sampling laptops and desktops in select University units and testing for basic security controls. For more information, please contact Steven Hofferbert at shoff@uga.edu.

Tech Tips

Security Tools Available for Protecting Sensitive or Restricted Data: 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, bank account information or personal health information. If handling this information is required for business purposes, the University has tools available to all units. These tools reduce the risks associated with handling such information. ArchPass two-step login protects against data breaches by preventing the use of compromised passwords to hack into systems. The use of two-step logins is now required by University System of Georgia policy for all IT systems. We also recommend the use of the Web Proxy Server, Secure Reports, and Secure Virtual Desktop Infrastructure services for those who regularly access and use information stored in the University's information systems. For more information on these resources, visit http://infosec.uga.edu and click on Tools, or contact Ben Myers by email at bmyers@uga.edu.

Zoom Best Practices for virtual special events: In order to help decrease the risk of Zoom bombing, UGA faculty, staff and students are strongly encouraged to set up the following measures for any virtual special events, especially those which include individuals outside the university:

- o Ensure the Meeting ID is automatically generated, and that the meeting has a password.
- o Do not publicly post the Meeting ID and password. This includes posting to the UGA Master Calendar, which is public.
- o Use the waiting room function to control when participants can join the meeting. Beginning November 30, the waiting room function is required for any participants who do not have a UGA MyID. EITS has turned on this function for all UGA Zoom accounts.
- o Designate multiple hosts who will help manage the waiting room and eject participants who disrupt the meeting.
- o Disable the "join before host" feature and limit screen sharing to the host.
- o Consider requiring MyID authentication for the meeting, so only those with UGA MyID accounts can attend.

Additional details, including a short video on how to set up these measures, are available at zoom.uga.edu.

Other Technology News

Training on account management February 25: 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 be available Thursday, February 25, from 3 p.m. to 4 p.m. via Zoom. This training is of particular relevance to those who are data stewards, designees of data or those who are responsible for provisioning and removing employee user accounts.