Tech News: February 2023

Top News

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. In many industries, higher education included, ransomware computer infections through web browsing and email are growing. Compromised passwords obtained through email scams or other fraudulent means also pose significant risks for UGA. Our best advice is to avoid, if 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, discussed at http://infosec.uga.edu, that will reduce your risks associated with handling this information. For more information, contact Ben Myers, the Chief Information Security Officer, by email at bmyers@uga.edu.

Prepare for Spring network maintenance: The 2023 spring network maintenance will be held on Sunday, March 5; students, faculty and staff should plan for intermittent outages through the day. 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. EITS will also conduct the second planned maintenance of the calendar year on October 1, 2023. Additional details regarding the October 1 maintenance will be shared in late spring 2023. For questions, contact Rayid Tartir at rayid@uga.edu.

IT Services in Action

Work continues 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 Wi-Fi connectivity and coverage to support teaching, learning and student life. The $1.2 million project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. Work is currently being completed at the Georgia Center for Continuing Education and the Grady Journalism Building; these projects should be completed in mid-February. Technicians are also working on more improvements to other buildings and wireless spaces across campus; work for Phase two is expected to be completed by July 2023. For more information, contact David Stewart at stewart@uga.edu.

Globus High Assurance Subscription available for secure transfer of restricted data*:* The Georgia Advanced Computing Resource Center has recently purchased an institutional license for the Globus High Assurance Subscription. The High Assurance subscription level allow use of Globus with data that requires additional protection, including Personally Identifiable Information (PII), Protected Health Information (PHI), and controlled but unclassified data (CUI). The GACRC also continues to retain the Globus Standard Subscription for data transfers not requiring this additional security level. GACRC file systems are currently accessible through both subscription levels. If interested in management of restricted data through a Globus end-point using the HA Subscription, please contact the GACRC. For more information, contact Dr. Guy Cormier at gcormier@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. Most recently, teams have completed work on the Health Sciences Campus. For more information, visit: https://eits.uga.edu/network_and_phones/building_edge_router_project/ .

Account Standards Refresher Training Class to be Offered: The University System of Georgia (USG) released standards regarding user account management for information systems containing restricted or sensitive data in 2013. These standards were made effective July 1, 2013. A refresher training on these standards is being conducted on February 28 from 3 p.m. to 4 p.m. via Zoom. Data stewards, their designees, or individuals who are responsible for provisioning and removing employee account access to IT systems are encouraged to attend this training. Participants may register at https://zoom.us/meeting/register/tJMlcOmorTIvGt2KYXQomAh4fl4OM4LhUVN_. If you have questions regarding the Account Standard Training, please contact Lynn Wilson at llatimer@uga.edu.

New Service and Support Portal Launched: As discussed over the past few months, the OneSource training library has been transitioning to a new platform. This new Service & Support Portal has been launched and is ready for use. The portal, with a link to the Knowledge Based, can be found here: https://uga.teamdynamix.com/TDClient/3109/FandA/Home/. This new Service and Support Portal, powered by TeamDynamix, allows users to access self-service content in the same place they can request live support. Content that was housed in multiple places is now housed in a single location. There is a more intuitive user interface with improved search functionality. Now that the new knowledge base has been launched, users will be able to access both this new knowledge base and the existing training library concurrently until June 2023. Links to both the new portal and the former training library can be found here: https://onesource.uga.edu/service_portal/. By June 30, 2023, all materials will be removed from the current training library, and the OneSource team will be preparing to shut down servers.

New Surplus Marketplace available for UGA-owned equipment: Asset Management is pleased to officially announce a new tool for advertising surplus equipment and supplies internally at UGA. The new Surplus Marketplace is now live and can be used to post surplus items as well as post wish list items. Please remember to only post UGA-owned equipment and supplies (no personal items should be posted to the Surplus Marketplace). Claimed items are state property and should only be used for UGA business or research purposes. Learn more about how to use the Surplus Marketplace at https://onesource.uga.edu/news/2023-new-surplus-marketplace/.

Changes and Maintenances

Decommission of standard web hosting set for 2024: Web Hosting Standard, the free web hosting service for UGA-affiliated departments and student organizations will be sunset in 2023 and decommissioned in 2024. Over the next year, the Systems Engineering team will work with users who still use Web Hosting Standard as their primary web hosting service to determine next steps. For more information, contact Ashley Henry at ashenry@uga.edu.

FY23 user access verification kicks off March 29: 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 March 29 and will include Banner systems, the UGA Financial Management System, the UGA Budget Management System, OneUSG Connect and UGAJobs. On March 29, users with certain levels of access to these systems will receive emails, asking them to verify their access. Supervisors will also need to review and decide to approve or deny access for employees under their purview. All verification processes will be conducted in TeamDynamix and must be completed by May 1. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.

Changes to MyID clean-up process planned: EITS will automate the clean-up process for student MyIDs. The new automated process will be run once a semester; students who left university or graduated more than a year ago will have their MyIDs and UGAMail addresses flagged for disablement and deletion. Alumni and former students 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 currently employed by UGA or are attending UGA for another degree program will not have their accounts removed. More information about the new process will be forthcoming soon. For questions, contact Kristi Wall at kristi.wall@uga.edu.

Campus IT

SSO application review beginning soon: EITS will initiate a new 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 help make sure 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. The review process should begin late February. 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.

SSO upgrade set for February 2023: Our single sign-on service, UGA SSO, will undergo scheduled maintenance on February 10, 2023. This maintenance is necessary to move the service to the latest version and to receive up-to-date security patching. To prepare for this upgrade, application owners will be asked to test their applications in dev and stage to ensure the update does not affect their applications. The development and stage environments are now available for testing. EITS will not move any new applications to production UGA SSO until after the upgrade is complete in February. EITS applies updates to UGA SSO twice a year, in February and September. For more information, please contact Kristi Wall at kristi.wall@uga.edu.

Tech Tips

Fall 2022 Factbook available this month: The Fall 2022 UGA Factbook will be available on the OIR website (https://oir.uga.edu/factbook/) this month. This book is an important part of UGA history with prior entries going back to 1969. 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.

2022 W-2s Available: 2022 W-2s are now available online for all Active employees. To view or download your electronic W-2, follow the steps below. A [short tutorial](#) is also available. Log into OneUSG Connect (a link is available from [onesource.uga.edu](#) or [oneusgconnect.usg.edu](#)). From the Employee Self Service homepage, Click the Payroll tile. Click the Taxes tile. Land on the View W-2/W-2c Forms page. For the Tax Year 2022, click Year End Form. If you receive a paper copy this year and wish to receive your W-2 only electronically in the future, simply provide consent within OneUSG Connect. From the Employee Self Service homepage click on the Payroll tile, then the Taxes tile and the W-2/W-2c Consent page. A [short tutorial](#) is also available.

MLC Tech Lending/Digital Media Lab: The Miller Learning Center's Tech Lending and Digital Media Lab are both great resources for students.

- Tech Lending at the MLC is available for students to check out cameras, Mac and Dell computers, as well as tripods. The MLC extended their tech lending program in 2022 by adding 50 new Mac Books with Adobe Creative Cloud Suite installed. Tech Lending currently offers 98 MacBooks and 20 Dell laptops with Adobe Creative Cloud installed for check out.

- Recently 100 Adobe Creative Cloud licenses were purchased for students to check out for use. So far 43 students have taken advantage of this.

- Along with Tech Lending the MLC also houses UGA's Digital Media Lab. The Digital Media Lab provides UGA students access to the latest in multimedia software and hardware for the creation and editing of digital media projects. There is also a recording booth in this space.

- Also available at the MLC and in various buildings across campus are WEPA printers. WEPA printers make it easy for students to print through the cloud quickly and easily.

For more information on these services visit: [Tech Lending](#) and [Digital Media Lab.](#) You can also learn more about WEPA printing here, [WEPA Printing Kiosks](#).