Tech News January 2021

Top News

EITS improvements, support during 2020: Despite the rapid changes experienced in 2020 due to COVID-19, EITS continued to work to improve technology on campus for UGA students, faculty and staff. Early in the year, EITS staff migrated more than 300 applications to our new single sign-on service, UGA SSO. We worked on updates to Banner, PeopleSoft, Confluence, JIRA and Linux systems, and made process improvements to our Banner and Identity Management Systems. Our networking staff completed numerous core network refresh efforts, wireless network refreshes and redesigns, network installations for new buildings and assisted in building moves and renovations. For researchers, GACRC staff worked to expand our Sapelo2 high-performance computing cluster and installed Slurm, a new workflow queuing system. In late 2020, we launched G Suite for campus, and developed our new IT Strategic Plan. EITS staff were also crucial in the campus response to COVID-19. We helped UGA move online, supporting marked increases in usage of Zoom, Kaltura, Teams and our Remote Access VPN. We implemented DawgCheck, UGA's COVID-19 reporting tool, and assisted in setting up surveillance testing and Food Services trailers. Our Student Information Systems team assisted in shifting spring classes online, moving new student orientation to an online module, and making changes to the fall 2020 and spring 2021 class schedules to increase the amount of time between classes. Reporting efforts within the Office of Institutional Research facilitated decision making during the pandemic across all areas of campus. As we enter 2021, EITS will continue to focus on investments in technology that support the University's strategic goals for teaching and learning, research, entrepreneurship and innovation.

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 access to one of the following systems, you may be asked to verify you still need access in the coming year:

- o Banner
- o Financial Management System (PeopleSoft)
- o Budget Management system (Hyperion)
- o UGA Jobs
- o Certain roles in 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.

IT Services in Action

IT Strategic Plan Update: On Wednesday, December 2, Dr. Timothy Chester, Vice President for Information Technology, presented an IT Strategic Plan Update to the campus community. Dr. Chester spoke about the challenges facing higher education institutions and presented the strategic plan for the next five years to the campus community via a Zoom webinar. If you would like to learn more about the 2020-2025 IT Strategic Plan, please visit https://eits.uga.edu/about/it_strategic_plan/. Read more about the IT Strategic Plan Update here: https://eits.uga.edu/stories/it_strategic_plan_addresses_challenges_facing_higher_education/.

STF Wireless projects planned for 2021: EITS Network Infrastructure has planned several network refreshes and redesigns for 2021. These include a complete wireless redesign and equipment refresh on the four Forestry Resources buildings, and Riverbend Research Lab North and South facilities 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.

GACRC teaching cluster available for spring semester: A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Spring 2021 semester. The cluster, which is supported by the Georgia Advanced Computing Resources 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.

Microsoft Teams continues to grow: Over the fall semester, EITS saw growth in the utilization of Microsoft Teams, an online collaboration tool. As of November 23, 2020, the University has 1,052 Teams set up, with 100,664 users. About 90,700 of those users are internal to UGA and another 9,800 are guest users. Teams makes it easy to collaborate with classmates and coworkers anytime, anywhere. It is deeply integrated with Office 365, making it easy to chat, work on documents and conduct meetings. Teams is free to all UGA students, faculty and staff. To start a Team, submit a request here: https://confluence.eits.uga.edu/display/HK/How+to+request+a+Microsoft+Team.

Changes and Maintenances

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.

Update to Remote Access VPN available now: EITS updated the Cisco AnyConnect software on the Remote Access VPN. This change automatically updated a user's computer to the latest version of the AnyConnect software for their computer operating system. If you are away from the office or do not use the VPN regularly, the update will apply to your computer the next time you connect to the VPN after December 18. If you have any issues updating your software, please contact your department's IT Support or visit EITS website where the VPN software is available for download to anyone with a MyID: https://eits.uga.edu/access_and_security/infosec/tools/vpn/

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 .

Endpoint security management audit set for January: The University System of Georgia (USG) Office of Internal Audit (OIA) will conduct an audit of the university's endpoint security management process in January. This audit will focus specifically on the security of University laptops and desktops. Servers will not be included in the scope of the audit. Auditors will review 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) will randomly sample laptops and desktops in select University units and test for basic security controls. For more information, please contact Steven Hofferbert at shoff@uga.edu.

Prepare for UGA SSO biannual maintenance and upgrade: Our single sign-on service, UGA SSO, will undergo a scheduled maintenance February 6, 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.

Tech Tips

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:

- Ensure the Meeting ID is automatically generated, and that the meeting has a password.
- Do not publicly post the Meeting ID and password. This includes posting to the UGA Master Calendar, which is public.
- 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.
- Designate multiple hosts who will help manage the waiting room and eject participants who disrupt the meeting.
- Disable the "join before host" feature and limit screen sharing to the host.
- 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.

Collaborate with G Suite: In Fall 2020, EITS launched a new suite of collaborative tools for UGA students, faculty and staff. G Suite at UGA makes select Google tools available through your UGA MyID account. Tools offered include Google Drive, Google Docs, Google Sheets and Google Slides. Visit http://gdrive.uga.edu and log in with your MyID, password and ArchPass to access these Google tools with your MyID. Employees and students who currently have a Google account registered with their UGAMail address (myid@uga.edu) will be migrated to UGA's instance of G Suite on January 8. These account owners should expect several communications about transferring personal documents and migrating their account. For more information on G Suite offerings and to promote G Suite in your department, visit google.uga.edu.

<u>Other Technology News</u>

Upgrade to listserv services expected in 2021*:* EITS is in the planning stages of upgrading the university's listserv service. Once the upgrade is completed in summer 2021, list owners can expect changes to the look, feel and features of the listserv service. More details will be available at a later date.

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.