Tech News September 2021

<u>**Top News**</u>

Biannual cybersecurity training moving to new comprehensive platform: All University System of Georgia (USG) employees are required to complete cybersecurity awareness training twice annually, in April and October. Moving forward, a new online platform, KnowBe4, will be used by all University System of Georgia institutions to provide the twice annual training. This training has been professionally developed to provide a more comprehensive education on good cybersecurity practices. Training in this new system will be centralized and cohesive across all USG institutions. To complete the training, log in to the KnowBe4 Portal at https://training.knowbe4.com/auth/saml/8840131a04b53 with your UGA MyID and password. Once you have logged in to the KnowBe4 portal you will be taken to UGA's training page. Click on the training to start. If no training appears, go to the drop-down menu under your name in the upper right corner of the screen. Click on the 'My Training' option to view your available training. Faculty, staff, and student employees who have questions about the training should contact the EITS Help Desk at 706-542-3106 or e-mail at helpdesk@uga.edu. The deadline for all faculty, staff, and student employees to complete the training module is October 29, 2021.

Plan for outages during October 23 fall network maintenance: EITS will conduct a network maintenance on October 23. Unlike previous planned network maintenances where outages were intermittent, this maintenance will result in a complete outage of service access. The network maintenance will result in complete outages of campus Internet access and campus information systems on Saturday, October 23 from 6:00 a.m. until 11:59 p.m. 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 Chris Baines at cbaines@uga.edu.

<u>**IT Services in Action**</u>

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. A notification bell will be displayed at the top right of the home screen. Users will be able to turn notifications on and off and set it to display alerts and updates. EITS is also working on improvements to the home screen, including the relocation of icons to the bottom

bar for one-handed use, customizable favorites and an interactive announcements section. EITS plans to enable push notifications in the coming months and roll out home screen improvements by early January. 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.

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 the following buildings: Caldwell Hall, Brooks Hall, Boyd Graduate Studies, Pharmacy North & South, the Davison Life Sciences Complex, the Coverdell Center, the Complex Carbohydrate Research Center, Graduate Housing on Rogers Road, University Housing Buildings J,K, and L, Brown Hall, Russell Hall, Creswell Hall, Mell Hall, Lipscomb Hall, Church Hall, Boggs Hall, Oglethorpe House 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, 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, excepting 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 cfleming@uga.edu.

25Live, new course and event scheduling system, to go-live this month: EITS, working closely with the Registrar's Office and Campus Reservations, Events and Technology Services (CRETS), has procured CollegeNet's 25Live classroom and event management system to replace the current system, Ad Astra. 25Live provides a much improved user interface, a more stable user experience, user-friendly features and an intuitive workflow. The new system also includes customizable functionality for classroom assignment optimization and improved reporting and data analytics capability. 25Live should deliver benefits not only to the Registrar's Office but also to course and classroom schedulers and registered student organizations in need of meeting and event spaces on UGA campuses in Athens, Griffin, Gwinnett and Tifton. End-to-end testing is in progress, with a go-live planned for later this month. To learn more, please contact the ConnectUGA team at connect@uga.edu.

Globus access now available for researchers using the GACRC*:* The Georgia Advanced Computing Resource Center, on behalf of UGA, recently procured an institutional subscription to Globus for secure, reliable management of UGA's research data. Globus is a platform for high-speed data transfer and data sharing. Researchers will be able to conveniently move large data sets between their group's servers, with the GACRC's file

systems or, once specific Globus end-points are deployed, with other data collections and major scientific instruments at UGA. Researchers will also be able to conveniently share data with their collaborators at other institutions, amongst many other features. Detailed information and a list of key resources will be made available on the GACRC's wiki at https://wiki.gacrc.uga.edu/wiki/Globus. An extensive library of the official Globus documentation is also available at https://docs.globus.org/.
To see other potential use cases for Globus at UGA, visit the Globus site and explore how peer institutions are using this resource: https://www.globus.org/usage-brief-library .

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 September include the Lab of Archaeology, Printing Services, One Press Place and the Boyd Graduate Studies Building Edge. Buildings scheduled for October include the SREL (Savannah River Ecology Lab) and the VetMed Complex (Hospital). Visit https://eits.uga.edu/network_and_phones/building_edge_router_project/ for more information.

EITS Client Services assists more than 10,000 during start of semester: The EITS Client Services team had a busy start to the semester, assisting 10,337 students, faculty and staff with accessing UGA technology and services in August. About half of these incidents were resolved by our central Help Desk, with logged about 5,400 tickets during the month. Most of the incidents were from users seeking help connecting to campus wireless and wired networks, using their MyID and resetting their password, using ArchPass and accessing UGAMail. Our customer satisfaction remained positive, with 86 percent of users saying they were satisfied with our service. EITS Client Services encompasses a wide variety of UGA technology services, including the EITS Help Desk, Zoom, vLab, Team Dynamix, computer labs in the Miller Learning Center, the technology lending desk and print kiosks.

Upcoming Changes and Maintenances

Redesigned Duo Mobile App coming in October*:* In mid-October, Duo, the vendor behind our ArchPass two-step login solution, will introduce a redesigned version of its Duo Mobile App. This is the app you may use when you perform two-factor authentication to log in to many UGA applications, including Athena, eLearning Commons, the Remote Access VPN and more. The redesigned Duo Mobile App will include features to improve your login experience including:
- Updating the position of the Approve/Deny buttons so that Approve is on the right, a more natural location.
- Improving the accessibility of the app, including adding a landscape view, variable font sizes and improved color contrast.
- Providing clear guidance on restoring your accounts if you get a new phone.

- Making it easier to find and manage your accounts with a simpler interface.

The core functionality of Duo Mobile is not changing. You can continue to receive a Duo Push notification, use passcodes, add, edit, reorder, and remove accounts, and back-up and restore accounts. Duo will release the improved app October 11-18 for iOS and October 11-15 for Android. Screenshots of the new app are available at archpass.uga.edu. For more information, contact Lance Peiper at lpeiper@uga.edu.

Update your Zoom client by October 15: To help ensure online meeting security and give UGA Zoom users access to the latest features, EITS will require all users in the main UGA Zoom account to update their clients to version 5.7.7 after October 15. This version will be the minimum required version to continue using Zoom. After October 15, users in the main Zoom account, which are primarily students and UGA affiliates, will be asked to update Zoom to version 5.7.7 the next time they open their client. They will not be able to use Zoom until their client is updated to version 5.7.7 Most users should be able to update their client without the assistance of an IT professional, as updates do not require an administrator account. Instructions on updating your Zoom client are available at https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version. Any users who update their clients to version 5.7.7 before October 15 will not be affected by the mandated update, and they should be able to use Zoom as normal. This update will apply to anyone in the main UGA Zoom account, not in departmental sub-accounts, but we encourage all students, faculty and staff to keep their Zoom clients up to date. For more information on Zoom, visit zoom.uga.edu.

Major update planned for Athena: A major update to Athena will occur Saturday, October 9. This update will provide a new, user-friendly look and feel for students, faculty, and advisors in several modules in Athena, including the Personal Information, Student Registration, Student Account, and Faculty and Advisor modules, as well as updates to the modules' functionality. These updated modules will be easier to navigate and will be mobile-friendly. Athena will be unavailable on October 9 during the update. For more details on these updates, please visit the ConnectUGA website.

Financial Management System Upgrade and Downtime: The Financial Management application will be upgraded Friday, November 12 – Monday, November 15. Some of these changes will be transparent to users, and details regarding functional changes will be communicated prior to the upgrade. Financial Management System users should expect downtime between 5:00 pm on Friday, November 12, to 7:00 am on Monday, November 15, while updates are applied. Please refer to status.uga.edu during the upgrade for timely updates.

Budget Management System Upgrades and Downtime: In early October, there will be upgrades to UGA's Budget Management System. Many of the updates will be transparent to end users, but there will be changes to the look and feel of the homepage. These changes will be intuitive; details will be provided prior to the upgrade. Please expect downtime from 5:00 p.m. on Friday, October 8 to 6:00 a.m. on Sunday, October 10 while upgrades are applied.

LinkedIn Learning account clean-up planned this fall: In order to ensure that the UGA LinkedIn Learning associated license count is current, it is necessary to periodically complete a user cleanup to remove users who are no longer associated with the university. EITS will conduct an account clean-up this fall with notices to affected users planned for October – December 2021. The clean-up will be complete in late December. For more information, contact Bret Jamieson at bret.jamieson@uga.edu.

Campus IT announcements

Verify and claim your Departmental MyID accounts by November 24: EITS conducts an annual verification of all Departmental MyID accounts. Departmental MyID accounts are often used by units, colleges and departments for running automated processes and to establish a contact email for a department or program. We conduct an annual verification to ensure all accounts have a current owner who is classified by central HR as a full-time faculty or staff member. This verification also ensures other important information connected to the Departmental MyID is still correct. The 2021 Departmental MyID verification process will kick off October 25 and conclude November 24. Owners of Departmental MyID accounts will receive an email from EITS Access Services asking them to complete the verification process through TeamDynamix. The verification process must be completed by November 24. Account owners will receive several reminders until the process is complete. Accounts that are not verified by November 24 will be disabled. For more information, please contact Gary Pitman at gpitjr@uga.edu.

Tech Tips

Qualtrics surveys with large numbers of email respondents: Faculty, staff, and students planning to conduct a survey with more than 10,000 email respondents should contact EITS Contracts and Licensing at itcla@uga.edu a month in advance of when the survey will be conducted. EITS will work with faculty, staff, and students to learn more about the timing of the survey and will submit required information to Qualtrics. Qualtrics requires that any surveys with more than 10,000 email respondents have approval before distribution. This helps to ensure emails associated with the survey are considered valid and not flagged as spam. The process also helps EITS coordinate large surveys and ensure multiple large surveys are not scheduled to begin on the same day. For more information, visit qualtrics.uga.edu.

Update your iOS to keep your Teams app secure: Effective early November, Microsoft will retire the Teams mobile support on iOS version 13 and lower. We recommend upgrading to iOS 14 or newer, to ensure you receive the latest features and security patches. Users are also encouraged to update to the newest version of Teams if they're running versions older than a year. Users with older versions installed before November will be able to use Teams; however, they will no longer receive future updates. For more information, visit teams.uga.edu.