



Tech News April 2020

When normal University classes and business are disrupted, EITS offers many tools for students, faculty and staff to stay connected. Resources such as Zoom, eLC and Blackboard Collaborate are useful for teaching, learning and working remotely, and are available to everyone at UGA. [Visit our Remote Work page to get started.](#)

Employees: Cybersecurity training due April 30: University System of Georgia employees must complete spring cybersecurity awareness training by April 30. This required training takes place twice a year in April and October per USG policy and directive by the executive order of Governor Brian Kemp. The cybersecurity training takes about 20 minutes to complete and is available through the [Professional Education Portal \(PEP\)](#). Cybersecurity awareness training is a critical tool in the University System's efforts to help keep critical data and sensitive information safe and secure. Faculty, staff, and student employees who have questions about accessing the USG Cybersecurity Awareness Training in PEP should contact the Human Resources Service Desk at (706) 542-2222 or e-mail at hrweb@uga.edu. For more information, contact [Ben Myers](#).

Important Dates

- **April 14:** Ticketed registration begins
- **April 17:** Deadline to complete DNL audiy
- **April 22:** DNL online training
- **April 30:** Deadline to complete user verification
- **April 30:** Deadline to complete cybersecurity training

FY20 User verification begins: To prepare for the FY20 audit, EITS is conducting a verification of user accounts on systems containing financial data, including Banner, the UGA Financial Management System, the UGA Budget Management System (Hyperion), UGAJobs, and certain functionalities within OneUSG Connect. If you have access to one of these systems and received an email asking you to verify your access on March 30, please complete the process by April 30. Your supervisor must also approve your access by April 30. [Check out this video to learn how to get started.](#)

IT Services in Action

Improved cell coverage coming to Sanford Stadium: In January, AT&T began upgrades on the Digital Antennae System (DAS) in Sanford Stadium. Once finished, the DAS upgrade will provide improved cell phone connectivity and coverage during football games and

university events. The upgrade is scheduled to be complete by June. For more information, contact [Jeff Teasley](#).

Early Course Registration dates: The start date for ticketed registration for fall semester 2020 has moved from Thursday, April 2 to Tuesday, April 14 to allow students additional time to meet with their advisors to discuss their fall 2020 schedules. Ticketed registration will end April 27, and open registration will begin April 28. EITS is working with the Registrar's Office to make adjustments to academic advisement hold dates to support this date change. Link: <https://reg.uga.edu/general-information/calendars/registration-dates/>

Support for spring and summer semesters for student systems: To support a successful completion of the spring semester and the continuation of May and summer sessions, EITS is supporting multiple time sensitive efforts to accommodate and prepare for changes to processes and requirements impacting information systems supporting student and financial aid areas. These efforts include an adjustment to fee assessment rules, allocation and processing of student refunds and the expansion of the process supporting the College HOPE Eligibility Calculation Service (CHECS). For more information, contact [Ilir Hasko](#).

Drones becoming innovative tool in UGA research: EITS is working with various college researchers and units on campus to assist in data collection via the use of drones. For example, the Department of Geography wants to use drones to collect data for research and mapping of toxic algae in Georgia water bodies, the School of Forestry and Natural Resources is using them to estimate forest growth over time, which could one day change how they manage forestland, and the College of Engineering is using them to accelerate plant genetic research to improve crop yield. EITS is looking to expand this effort to drive innovation, provide value to researchers on campus and gather shareable data. If you think your research project or department/unit could benefit from the use of drones and aerial sensors to gather data, please reach out to [Michael Lucas](#).

Changes and Maintenances

Zoom to replace GoTo Meeting: On June 30, the UGA license of GoTo Meeting will expire. The University is no longer renewing this license, given the adoption of the use of the Zoom teleconferencing platform. Zoom is an online meeting tool that allows for video or audio conferencing from desktops or mobile devices. Zoom is the recommended replacement for GoTo Meeting on campus and is available for free. Zoom features include video conferencing, desktop sharing and collaboration tools, and personalized desktop control. With the decommissioning of GoTo Meeting, users will have until June 30, 2020, to save and store any important information or settings on another location. EITS will provide repeated communications to specific end-users and the IT community in preparation. Units that want to continue using the GoTo Meeting platform should reach out to their local IT department for assistance.

IDM upgrade set for June: Our current IDM system, OneIdentity, is on limited support and in need of an upgrade before the end of the year. EITS will upgrade the system in June. With this upgrade, there will be look and feel changes, and alternative tools for users beside the IDM Portal. More information about the upgrade is forthcoming. Please contact [Shannon Marable](#) with your questions.

Upgrade to Argos reporting server: The Argos production server will be upgraded this month. EITS will upgrade the server to improve performance and keep it current with Microsoft Support. The upgrade is tentatively scheduled for April 18. The system will be unavailable during the maintenance period, from 8 a.m. to noon, for the migration. For more information, please contact reports@uga.edu.

Campus IT announcements

EITS offers desktop support services to departments: For departments who need assistance with maintenance and troubleshooting for their University-owned machines, EITS offers desktop support services on a cost-recovery basis. Services include computer maintenance of departmental desktop or notebook computers with the capability of remote support, installation and configuration of security and antivirus software and installation and upgrade of supported application software products. Security evaluations and DLP scans with review and remediation, and troubleshooting for computers, printers, scanners, and other peripherals are also included. Link: https://eits.uga.edu/support/cost_recovery/service_details/desktop_support/

Annual DNL Audit begins this month: EITS is conducting an annual audit of Departmental Network Liaisons (DNLs). DNLs are IT professionals within a school, college, or unit who serve as the primary contact with EITS for network and security-related issues. Vice presidents, deans, department heads, and IT directors will receive a memo this month asking them to review the DNLs for their department and make any necessary changes by completing the Departmental Network Liaisons (DNL) form at itsupport.uga.edu. Departments will have until April 17 to complete the audit. In compliance with the University System of Georgia policies, EITS will conduct an online training session for Departmental Network Liaisons (DNLs) on Wednesday, April 22 from 2 p.m. to 4 p.m. For more information, please contact Ben Myers at bmyers@uga.edu.

Tech Tips

Remote access to OneSource systems: As UGA offices move to telework options, staff and faculty may need to consider their [UGA ArchPass authentication](#) as some systems require additional authentication when working off campus. Plan to run [VPN](#) as needed to provide an extra layer of security and to ensure seamless access. The following systems will require [VPN](#) in addition to [ArchPass](#) for remote access: The UGA Financial Management, the UGA Budget Management System, UGA mart, Simpler and the Data Warehouse. Systems that only require ArchPass are OneUSG Connect and UGAJobs.

Kaltura Capture Service available: Kaltura Capture allows users to create and upload video and audio to eLearning Commons (eLC) to share with other users. Kaltura Express Capture can record video and audio from a webcam/microphone directly in the browser. Users do not have to download any additional software to use Kaltura Express Capture. This service provides a simple, convenient solution for faculty/instructors who want to record lecture material. To learn how to upload video and audio with Kaltura Express Capture, [check out this how-to article](#). For more information, please contact [George Matthews](#).

Other Technology News

EITS working to improve Banner/Athena performance: EITS continues several ongoing initiatives in response to Banner/Athena system performance issues experienced during the November 2019 early class registration window. Following months of intensive investigation and troubleshooting, EITS completed several initiatives which ensured the January drop/add period was not affected by the same issues. Recently, EITS conducted two additional Banner/Athena load tests on March 14 and March 21, successfully identifying additional performance improving adjustments. EITS plans to implement these adjustments before the April 2020 ticketed registration for Fall 2020 classes. For more information, please contact Ilir Hasko at ihasko@uga.edu.

Enhancements Roadmap: UGA's Continuous Improvement Process, formalized by the creation of the Business Services Advisory Group (BSAG) in 2014, continues to gain momentum. The public-facing Enhancements Roadmap, can be found on the [OneSource site](#) or the [OIR site](#) with a new option to "submit an enhancement." All enhancement requests will funnel through the Service Desk, who will add them to the Enhancements Roadmap. Please note that the *Name* field on the form is not required. The unit Chief Business Officer (CBO) will be notified when a new enhancement request is submitted. This will allow CBOs to more effectively advocate for their units' needs in prioritization discussions and allow them to provide internal support in the interim.

Purchasing for employees working remotely: Some of the most [frequently asked questions](#) have been compiled regarding purchasing, shipping items to remote locations and other considerations when supporting employees who are working remotely. This includes updated purchasing information for [Urgent Purchases of IT Devices](#); this temporary purchasing method may be used until May 1, 2020 with the possibility of extension to be evaluated at a later date. Questions can be directed to onesource@uga.edu.

Extended User Access: UGA has been granted an exception to the USG IT Handbook that will now allow for 60 days of extended Financial Management System access after termination as an employee to anyone who maintains a UGA relationship. This extension is granted to prevent expense reports from "getting stuck" in the system by providing adequate time for expense report preparation and submission.