Tech News August 2020

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

UGA COVID-19 symptom reporting tool coming soon: The University is implementing a tool which will give members of the campus community the ability to self-monitor COVID-19 symptoms and exposure, and facilitate the sharing of information internally and with the Georgia Department of Public Health. The tool, called DawgCheck, will help provide a quick response when there is a confirmed case of COVID-19 at UGA, expediting cleaning and sanitizing processes. The tool consists of several Qualtrics surveys, which can be accessed through a button on the UGA Mobile App or from the DawgCheck mobile-friendly website. While the symptom check is strongly encouraged, anyone with a positive test will be required to report the test in DawgCheck. Notification of a positive test by a student will alert the Student Care and Outreach team, whose members will reach out to help coordinate medical assistance, meal delivery, housing while in isolation, notification to professors, and other assistance. Notification of a positive test by an employee will alert their supervisor. An automatic notification also will be sent to Facilities Management to signal the need for disinfection of specific areas. Finally—and very importantly—those reporting will be asked to recall their contacts, and this information will be shared safely and securely with the Georgia Department of Public Health to help facilitate contact tracing. DawgCheck will be rolled out before students return to campus. Additional information will be available in the coming weeks.

Technology resources for social distancing and working remotely: To assist students, faculty and staff in teaching, learning and working while practicing good social distancing, EITS has compiled a list of Critical IT Services for Business Continuity. Resources include DawgCheck, UGA's COVID-19 symptom reporting tool, Zoom, eLC, the UGA Mobile App and more. A list of these resources can be found at https://eits.uga.edu/continuity/. This page will be updated as more information and resources become available.

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

Using technology to encourage social distancing: To help provide a safe working environment for students, faculty and staff, EITS is taking several steps to encourage social distancing. EITS staff in our computer labs are moving computers and other equipment six feet apart; shared equipment will be cleaned regularly. Plexiglass barriers have been installed at our Help Desks in the Computer Services Building and the MLC, and all employees will wear masks while interacting with visitors to our help desks. Updates are also planned for the UGA Mobile App to help students and employees practice good social distancing and stay up to date on changes related to COVID-19. These changes include a focus on walking

directions in the Map & Directions module, and updates to the home screen to include a link to the COVID-19 info page and a link to DawgCheck, UGA's COVID-19 symptom reporting tool. In addition, our networking and telephone staff have assisted in several office moves and in the move of the OneSource Services Desk from Caldwell Hall to Building Services, ensuring employees can work on campus while socially distanced. Since March, more than 250 phone lines were moved and more than 600 lines were set up for external forwarding as part of these office moves. EITS also launched Microsoft Teams in late spring, offering students, faculty and staff another tool for video conferencing and real-time collaboration while practicing social distancing. More information on other efforts will be forthcoming.

Improved user experience, cost savings for Research Institutional File Storage: In 2019, EITS Systems Engineering undertook a project to completely rearchitect the Research Institutional File Storage (IFS) infrastructure. The new solution went into production at the beginning of 2020. Built on a hybrid cloud storage, the new architecture resulted in cost savings for the university and an improved user experience. Our new Research IFS service now has an increased ability to scale, even for the largest storage requests, improved back-up ability and greater data durability. Research IFS is designed as archival storage for research data and is available to UGA faculty, postdocs and research staff as a cost recovery service. For more information about our institutional file storage options, https://eits.uga.edu/support/cost_recovery/service_details/institutional_file_storage/.

GACRC teaching cluster available for fall semester: A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Fall 2020 semester. The cluster, which is supported by the Georgia Advanced Computing Resources Center, was also in use last spring. 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.

<u>**Upcoming Changes and Maintenances**</u>

Updated look and feel coming to Banner, Athena: UGA uses Banner, launched in 2014, for its Student Information System. Over the next academic year, EITS and Student Administrative Departments will begin to deliver incremental major updates to the system. The changes will include a new look and feel, a more streamlined user experience, new modules, and feature enhancements. As changes are developed, information concerning the changes will be shared with the university community, including, faculty, staff, and advisors, via the ConnectUGA website.

Zoom integration with Kaltura complete: Zoom has been integrated with Kaltura. This integration makes the unlimited storage and captioning services offered by Kaltura available to many UGA Zoom users. For more information, visit our information page: https://eits.uga.edu/learning_and_training/collaborate_decomm/.

Blackboard Collaborate to be decommissioned, replaced by Zoom: Blackboard Collaborate will be decommissioned December 31. After this date, Zoom will be the primary web conferencing solution available to instructors within eLearning Commons (eLC). During the fall 2020 semester, instructors that need to incorporate web conferencing into their courses in eLC may use Zoom or they may continue to use Blackboard Collaborate. After December 31, Blackboard Collaborate will no longer be available and Zoom will be the supported web conferencing tool within eLC. Saved recordings of Blackboard Collaborate sessions will also not be available for viewing or download after December 31. Users are encouraged to download saved recordings from Collaborate, and to upload them to Kaltura for sharing or long-term storage. For more information and project updates visit our information page here.

Annual account clean-up under way: In June and July, many former students, employees and affiliates received notice that EITS will disable their MyIDs and delete their UGAMail account information in August. EITS performs these account clean-ups annually to help prevent unauthorized access to UGA systems and services. This summer's clean-up includes about 81,000 records of people formerly associated with UGA, including undergraduate and graduate students who left UGA during Spring 2019 or earlier, and dependents, previous employees, and other affiliates who are no longer eligible for an account. Of these 81,000, 9,000 still have UGAMail email addresses; they received three notices that EITS will disable their account August 3. Those who need to maintain their MyID and access to UGAMail for UGA job duties can have their affiliation updated. More information about account clean-ups, including how to archive old emails and contacts can be found on our MyID Account Removal page. For questions, contact Kristi Wall at kristi.wall@uga.edu.

EITS cleaning up old listservs: EITS is cleaning up inactive listservs. Listserv owners who own lists that have had no activity in the past two years should receive notices that EITS will deactivate their list in September. Owners who want to keep a list should make a post to that list to keep it active. Listserv owners will have until September 21 to complete this process, after which, listservs with no activity will be deactivated. For more information, contact Wes Johnson at wesj06@uga.edu.

Identity Management Access Review under way: This summer, EITS will begin reviewing the list of users who have read access to the Identity Management System (IDM). This review is part of continued efforts to streamline access, leverage functionality available via the data warehouse, and improve the security posture of the Identity Management System. This work will assist in transitioning users to leverage UGA's data warehouse and the systems of record for data where appropriate. Staff who currently access the portal in the Identity Management System with only read access will receive additional information about this effort and any actions needed on their part. For more information contact Shannon Marable at Shannon.Marable@uga.edu.

Campus IT announcements

Fall network maintenance scheduled for October 24: EITS plans to conduct a network maintenance on October 24, 2020. Network maintenances are necessary to continue to support expansions and upgrades to 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. Additional details will be provided at a later date. For questions, contact Jeff Farese at jeffrey.farese@uga.edu.

Tech Tips

Use a wired connection on campus when using Zoom or doing online classes: For the best performance, and to ensure you don't lose connection while you're in a meeting or completing coursework online, we recommend using a wired connection on campus, if possible. Wireless connections can sometimes become oversaturated due to the number of users in your area. You may learn more about wired connections on campus here: https://confluence.eits.uga.edu/display/HDSH/Internet+Connections+on+Campus.

Other Technology News

Financial & Budget Management Release: The UGA Financial & Budget Management Operating System Release will be on Friday, August 21 from 10:00 p.m. to 2:00 a.m. The UGA Financial & Budget Management Feature Release will occur on Saturday, August 15 from 8:00 a.m. until 12:00 p.m.