Tech News January 2022

Top News

$3 million in Student Technology Fee One-Time Funds awarded to units who advance learning spaces, student digital life: In December, the Student Technology Fee Committee awarded approximately $3 million in one-time STF funding to units across UGA to advance next generation learning spaces and improve student digital life. Advancing virtual and physical learning spaces and improving the availability of personalized digital services are two of the six goals identified in the UGA IT Strategic Plan. The student-led committee awarded funds as part of the FY22 one-time funding process to initiatives supporting improvements to classroom technology and enhancements to student computing resources, as well as to provide new tools for faculty-student and student-student collaboration. Some of the units receiving funding include the Center for Teaching and Learning, the Franklin College of Arts and Sciences, the College of Veterinary Medicine, the Warnell School of Forestry and Natural Resources, and the College of Engineering. For more information, contact Toby Graham at tgraham@uga.edu.

IT Services in Action

2021 EITS efforts improve technology services for UGA community: In 2021, EITS continued to support the University's missions of teaching, learning and research through improvements to campus technology systems and processes. The 255 projects completed over the year ranged wide, including improvements to administrative and student systems, continued support for collaborative tools and UGA's COVID-19 response, an expansion of our research computing resources and major upgrades to the campus network. The focus for many of these projects was streamlining older, outdated processes and finding ways to improve existing services to better serve students, faculty, researchers, and staff. Projects scheduled for 2022 will build on this progress. Some of the planned efforts include continued improvements to the UGA Mobile App, continued Banner and Athena enhancements, upgrades to our identity management system and UGA Single Sign-On, data literary programs and initiatives, continued improvements to campus wireless, a ransomware tabletop exercise, a Zoom phone pilot and more.

Work under way to upgrade wireless equipment in University Housing: EITS network technicians are in the process of installing new wireless access points throughout University Housing to improve wireless service in each building. The work is part of a $5 million project spanning five years to replace and upgrade equipment in 18 residence halls on the Athens campus. Technicians completed work in Mary Lyndon Hall, Lipscomb Hall, Mell

Hall, Hill Hall, Church Hall, Russell Hall, and Creswell Hall during the fall semester. Work will continue in other residence halls through the spring semester. For more information, contact Chris Fleming at cfleming@uga.edu.

More than $1M in campus wireless upgrades planned: 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 refreshes and redesigns in many buildings including Caldwell Hall, Brooks Hall, Boyd Graduate Studies, Pharmacy North & South, the Davison Life Sciences Complex, the Coverdell Center, the Complex Carbohydrate Research Center, 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, Myers Quad, 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, except 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.

Get timely campus news via UGA Mobile App push notifications: Students, faculty and staff can now 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, and class registration reminders. Users can enable or disable their notifications. They can also "opt-in" to various notification channels for a more customizable experience. The UGA Mobile App Team is also working on improvements to the home screen. This includes, but is not limited to, the relocation of icons for optimized one-handed use, customizable favorites, and an interactive announcements section. EITS plans to roll out home screen improvements over the next several months. 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.

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 December include the Jackson Street Building, Spring Street, Reed Hall, HSC Miller Hall, and Dawson Hall. Visit https://eits.uga.edu/network_and_phones/building_edge_router_project/ for more information.

Upcoming Changes and Maintenances

Changes coming to Google Workspace storage offerings: Google has announced the unlimited storage we've enjoyed in Google Workspace for Education is being discontinued. New storage limits for Google Workspace for Education, formerly known as G Suite for Education, are being imposed for academic customers. These limits will take effect for all UGA students, faculty and staff in March 2022 and will allow EITS to manage costs while continuing to offer Google Workspace services to the university community. Under these limits, students, faculty, and staff will have access to 3GB of storage in their UGA Google Workspace accounts. Currently, only about 400 users are over this limit. For those needing more storage, UGA also offers OneDrive for Business, free to all UGA students, faculty, and staff. OneDrive includes 5TB of storage. For more questions about these changes, contact Ashley Henry at ashenry@uga.edu.

Plan for outages during March 5-6 spring network maintenance: EITS will conduct a network maintenance on March 5-6. 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, March 5 from 6:00 a.m. until noon on Sunday, March 6. 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 22, 2022. Additional details regarding the October 22 maintenance will be shared in late spring 2022. For questions, contact Chris Baines at cbaines@uga.edu.

FY22 user access verification prep begins: 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 in March 2022 and will include Banner systems, the UGA Financial Management System, the UGA Budget Management System, OneUSG Connect and UGAJobs. Users with certain levels of access to these systems will be asked to verify their access, and supervisors will need to review and decide to approve or deny access for employees under their purview. More information on user access verification will be forthcoming. For more information about the user access verification process, please contact Lynn Wilson at llatimer@uga.edu.

Potential changes to the Budget Planning & Salary Setting (BPSS) process: UGA is evaluating the potential for funding supplements during the BPSS process this spring. Historically, supplement funding has been done manually in OneUSG Connect after BPSS. The proposed changes are expected to improve efficiency, reporting and compliance while better aligning with our current OneUSG Connect setup. Business and HR practitioners in your units have been notified changes are being considered and they will remain engaged in the details of these conversations. Communications are ongoing, and training materials

will be developed to address process changes. For more information about planned changes to the FY23 Budget Planning and Salary Setting process, please contact onesource@uga.edu.

Identity Management Portal Access transitioning to the Data Warehouse: Over the past year, teams have been working to develop reports in the Data Warehouse to transition current read only users from the Identity Management System to the Data Warehouse and Tableau reports. The transition to the Data Warehouse is scheduled for January 28. Current users of the Identity Management System will have to request access to the new reports in the Data Warehouse. An information session will be held in January for current users to provide information on how to use the new reports in the Data Warehouse and highlight how to request access to new reports. For more information contact Shannon Marable at Shannon.Marable@uga.edu.

Campus IT announcements

Cost recovery rates available: The FY23 cost recovery service rates are now available for your use for FY23 budget preparation. A few key changes:
- o The gold and bronze network support package rates are increasing to provide for increased costs for connections to Internets 2 and refreshing both the wired and wireless networks over the next three years.
- o The telephone line rate will increase due to rising fixed infrastructure costs required to deliver services and manage risk spread over a smaller campus participation pool, mainly due to unit expense reduction actions taken over the past couple of years.
- o The Research Institutional File Storage (RIFS) rate will incur another step increase to move closer to break-even based on associated infrastructure investments for centralized cloud support.
- o Zoom add-on rates will decrease for Webinar 500 and Meeting 500 based on recently announced Zoom price reductions. Zoom has also discounted the Webinar 100 and Meeting 300 licensing offerings.
- o Mathematica licensing rates will increase for the first time in six years, driven by recent vendor price increases and lower campus participation.

Detailed rate components and calculations are available upon request. Each department is encouraged to assess the FY23 rate impacts, if any, on its budget. A complete rate table is available at https://eits.uga.edu/support/cost_recovery/rates/.

Prepare for UGA SSO biannual maintenance and upgrade: Our single sign-on service, UGA SSO, will undergo a scheduled maintenance February 4, 2022. This maintenance is necessary to move the service to the latest version, 6.4, 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 6.4 does not affect their applications. Dev and stage environments are now available for testing. Effective December 17, EITS is not moving any new applications to 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, contact Kristi Wall at kristi.wall@uga.edu.

Tech Tips

Best Practices for virtual special events: As we begin a new semester, we want to remind UGA faculty, staff, and students of good practices for conducting virtual special events, especially those which include individuals outside the university. These measures can help decrease the risk of unauthorized individuals interrupting your meeting in Zoom or Teams.

- o In Zoom, 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.
- o In Zoom, use the waiting room function to control when participants can join the meeting. 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.
- o In Zoom, designate multiple hosts who will help manage the meeting and eject participants who disrupt the meeting.
- o In Zoom, disable the "join before host" feature and limit screen sharing to the host.
- o In Zoom, consider requiring MyID authentication for the meeting, so only those with UGA MyID accounts can attend.
- o In Teams, use the 'Who can bypass the lobby' setting to control when participants join your meeting.
- o In Teams, use the 'Who can present' setting to limit screen sharing to the host.