Vice President for Information Technology
Status and Activity Report for July 2023

Prepared by Timothy M. Chester, Vice President for Information Technology (VPIT)

1. <u>Key Items for Faculty and Staff Meetings</u>

   - *Update on Strategic Plans and Goals for the Academic Year 2023-2024*: In June, Dr. Timothy M. Chester released the FY24 annual planning memorandum, covering progress on EITS strategic goals, and looking ahead at major initiatives for the coming year. Upcoming projects and goals include:

     o Continue collaborating with the Office of the Registrar, Financial Aid, and Academic Affairs to implement Course in Program of Study (CPOS) capabilities in Banner and DegreeWorks.
     o Support the implementation of a virtual one-stop shop concept for students through the University's mobile app in collaboration with the vice president for instruction, the vice president for student affairs, and the Office of Diversity.
     o Continue implementing the next-generation ERP package for the State of Georgia and develop a business case for a potential similar implementation across all 26 institutions within the University System of Georgia. Ensure seamless operation of UGA's Banner and Peoplesoft applications in alignment with these plans.
     o Implement new information security capabilities and digital collaboration tools acquired through Microsoft A5 licenses for Office 365. Standardize and share this infrastructure across UGA's schools and colleges, reducing costs and enhancing desktop computer support efficiency.
     o Fill critical vacancies, including the associate VP for institutional research (just completed), finance and business services director, and server and network engineering director, to strengthen our workforce.

     The complete memo, as well as information on strategic goals from previous years, is available on the EITS website at https://eits.uga.edu/about/priorities_2023/.

   - *Duo Verified Push coming to Office 365, SSO applications, vLab:* To help address multi-factor authentication fatigue attacks and the risks associated with users accepting false push notifications, EITS will turn on Verified Push for Office 365 and SSO applications August 1; Verified Push will go live in vLab August 7. With the new Verified Push model, users who select Send a Push or have their Duo options configured to automatically send them a push will instead see a code displayed on their screen. They must enter this code into the Duo app on their Duo-enrolled smartphone or tablet to log in. A demo of Duo Verified Push is available on Duo's website at https://demo.duo.com/verified-push. This new process reduces the risk that a user will accidentally accept a false push notification if a bad actor gets their credentials and spams their device with login requests. Other Duo authentication methods, including phone calls, passcodes via text and passcodes through the Duo Mobile App will not change. Users will also still have the option to remember their Duo credentials by selecting Yes, Trust Browser when they log in. Duo Verified Push will also be available for logging into the Remote Access VPN at a later date. For more information, contact Lance Peiper at lpeiper@uga.edu.

2. <u>Services for Students</u>

- *vLab transitioning to cloud:* EITS is excited to announce that vLab is undergoing a transition to a new cloud-based solution. We are committed to providing our students with the best possible experience and latest technology. This updated version of vLab will not only have a fresh look and feel, but also significant performance enhancements. Students, faculty and staff will still be able to access vlab from the same URL, vlab.uga.edu. For more information, please reach out to ctshelp@uga.edu.

- *Work continues on more than $1M in campus wireless upgrades:* Work is underway on more wireless upgrades in academic buildings and student housing 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 refreshments and redesigns in many buildings. Most recently, work has been completed for the greenspace at Myers Quad. Work has started at the Brandon Oaks residence halls and will start soon at East Campus Village residence halls. Technicians are also working on more improvements to other buildings and wireless spaces across campus; work for phase two is expected to be completed this month. For more information, contact David Stewart at stewart@uga.edu.

3. <u>Support for Researchers</u>

- *New Lustre appliance helps increase performance of Sapelo2 computing cluster:* A high-performance Lustre storage appliance was recently purchased and installed by the Georgia Advanced Computing Research Center (GACRC) to replace a 5-year old Lustre storage that served as a scratch environment for the Sapelo2 cluster. The new Lustre storage is an investment of $1.5M from central funds, in part to help support the Presidential AI Hiring Initiative. While the legacy storage had 2.5 Petabytes of usable capacity provided by regular hard drives, the new hybrid Lustre storage is comprised of 2.4 Petabytes of usable capacity through flash memory as well as 9.6 Petabytes of usable capacity through regular hard drives. The additional capacity and hybrid nature of the appliance will significantly increase the overall performance of Sapelo2's throughput while limiting I/O bottlenecks from challenging computational workflows. For more information, contact Dr. Guy Cormier at gcormier@uga.edu.

- *GACRC's Sapelo2 cluster continues to grow:* Since the beginning of 2022, the GACRC has added a total of 142 new compute nodes to the Sapelo2 cluster. This represents an investment of $2.4M from a variety of UGA funds, including central funds, as well as EITS and OVPR funds. These nodes add a total of 16,512 cores, 84TB of RAM memory, and 32 NVIDIA A100 GPUs to the Sapelo2 cluster. This will allow the GACRC to decommission a number of legacy compute nodes that were purchased in the 2014-2018 period. While the decommissioning will reduce the overall number of available cores, these will continue to be replaced with latest generation processors, bringing higher performance to the Sapelo2 cluster. For more information, contact Dr. Guy Cormier at gcormier@uga.edu.

4. <u>Other General Services</u>

- *Centrally Hosted Cost Recovery WordPress Platform coming soon:* EITS is preparing to launch a centrally supported service for developing and hosting web pages using the WordPress content management platform. This service will replace the Omni CMS

platform, previously called OmniUpdate, which EITS has provided to campus units since 2015. The transition to WordPress will occur over the course of the next few years. EITS is currently working with UGA Procurement on a Request for Proposal (RFP) to select a vendor for this service and will provide additional details regarding timelines and cost structures once a vendor is chosen. We anticipate the RFP process will be complete by early August. For more information contact David Crouch at dave@uga.edu.

- *Prepare for Boyd Data Center UPS July maintenance activities*: EITS will conduct maintenance on the Boyd Data Center that will result in power and cooling outages to the Boyd Graduate Research Building, the McBay Science Library, and the Boyd Data Center on Saturday, July 22, from 4:00 a.m. until 10:00 a.m. Information Technology System Owners may elect to shut down non-essential systems in the Boyd Data Center during this maintenance; however, power will be supported by a generator during the maintenance period. Information Technology System Owners who would like to request emergency cooling protocols for systems should contact Jeff Teasley at jteasley@uga.edu by July 7. Additional details are available on the EITS website at https://eits.uga.edu/stories/July%2022%20Data%20Center%20Maintenance/

- *Kaba Clock Replacement set to go live in October:* The University System of Georgia (USG) is leading an initiative to replace the Kaba timeclocks under a new contract with TimeClock Plus (TCP), following the expiration of the USG contract with Kaba in October. Clock configuration, delivery, and installation is expected to begin in July 2023, with system testing and 6.44 user acceptance testing to follow in August. Employees will begin enrollment in biometrics and training with the new system in September, and the expected go live date is October 1, 2023. The cost for the initial time clock replacement will be covered by the central office. Departments will be responsible for annual maintenance costs beginning in 2024. TCP offers a 24-hour window for replacing malfunctioning clocks, which will drastically reduce the current repair window. This project is a combined effort between USG, TCP, UGA Payroll, EITS, and FMD. Unit representatives from each impacted area have been notified and will continue to meet on a regular basis until the expected implementation date. Updates will be provided to the university community at large as the implementation date approaches. Any questions can be directed to Audrey Conn at aclaire@uga.edu.

- *Wikis to be retired from Teams:* Microsoft will retire wikis from Teams starting January 2024. Microsoft now offers note taking capabilities within Teams channels using the included OneNote notebook provided for each team. Users have an option to export their wiki content to OneNote notebooks in their Teams channel. After exporting, users can go to the Notes tab to collaborate using OneNote. Wikis will be read only after exporting. Teams users who have wikis with content they wish to keep should export that wiki to OneNote before January 2024. After this date, wikis will no longer be available. For more information, contact Justin Sackett at justin.sackett@uga.edu.

- *Decommission of web standard hosting set for 2024:* Web Standard Hosting, the free web hosting service for UGA-affiliated departments and student organizations will be sunset in 2023 and decommissioned in 2024. Over the next year, the Systems Engineering team will work with users who still use Web Standard Hosting as their primary web hosting service to determine next steps. For more information, contact Ashley Henry at ashenry@uga.edu.

- *Annual summer account clean-up planned:* Last month, EITS began notifying MyID account holders who are no longer eligible to keep their accounts, letting them know their MyID and UGAMail account information will be disabled and deleted in August. This includes former employees who haven't had their MyID disabled, and a mailbox removed; and expired or unsponsored affiliates who have not had their MyID disabled, and a mailbox removed. The clean-up encompasses approximately 6,000 users. The clean-up process includes accounts of anyone who is forwarding their UGAMail to a third-party email account. Owners of accounts targeted for deletion will receive two notices advising them that their account will be disabled on July 31 and deleted on August 31. If a user needs to maintain their MyID and access to UGAMail for UGA job duties, their UGA department can update the affiliation. More information on affiliate MyIDs is available here: https://onesource.uga.edu/faculty_and_staff_guide/#Affiliates. More information about UGA's MyID clean-up process is available on the EITS website at https://eits.uga.edu/access_and_security/myid/myid_account_removal/ .

- *Adobe ID clean-up set for this month:* To ensure our Adobe ID count is current, EITS will clean up Adobe IDs for users who are no longer associated with the University. Adobe IDs are created mostly for students and faculty to access labs and podiums with a specific type of shared license installed on those machines. The clean-up will occur in July and include mostly IDs for departments, z-accounts, retirees and former students and employees; current users of Adobe should not be affected. For more information, contact itcla@uga.edu.

- *LinkedIn Learning clean-up planned:* To ensure that the UGA LinkedIn Learning associated license count is current, it is necessary to periodically complete user clean-ups to remove users who are no longer associated with the university. EITS will conduct an account clean-up this spring with notices to affected users. The clean-up will be completed by the end of July 2023. For more information, contact itcla@uga.edu.

- *Zoom student account reset planned for beginning of August*: To ensure we can provide Zoom licenses to all active students in the fall, EITS will perform a reset on student Zoom accounts on August 2. During the reset, accounts belonging to students who are not actively enrolled in classes in July will be temporarily removed from UGA's main Zoom account. Students who wish to keep their UGA Zoom license during the Fall 2023 semester only need to log in to Zoom again after the reset occurs at the beginning of August. Upon logging in with their MyID and password, their licenses will be re-provisioned. During the reset, students may lose access to meetings they are scheduled to host and custom user settings, including their profile and background photos. We recommend they take note of these meetings and save any photos they wish to keep. The reset will not affect any meetings or classes hosted by UGA faculty and staff, including those scheduled with students. Departmental subaccounts for Zoom will not be affected, but EITS strongly encourages Zoom subaccount owners to remove faculty and staff who have left the university. For more information, contact itcla@uga.edu.

- *Prepare for fall network maintenance:* EITS plans to conduct a network maintenance on Sunday, October 1, 2023. 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 Rayid Tartir at rayid@uga.edu.

- *Changes to retiree MyID accounts planned:* UGA retirees are currently able to keep their UGA MyID and UGAMail after retiring. This practice has allowed retirees to continue to access some UGA resources after retiring. To reduce the potential risk of inappropriate use of UGA retiree accounts and to better reduce IT security risk, UGA is changing processes regarding UGA retiree MyID Accounts. Beginning this calendar year, UGA retirees who do not access their accounts for a year or more will have their accounts deactivated. Retirees with inactive accounts will receive notices prior to deactivation; if they wish to keep their MyID and UGAMail active, they will have the opportunity to log in and have their account excluded from deactivation. This new review and deactivation process for retiree MyID and UGAMail accounts will occur annually, with the first notices to retirees expected during the spring and summer of 2023. Eligible retiree accounts will be deactivated on July 31 and deleted on August 31. More information is available on our website: https://eits.uga.edu/access_and_security/myid/myid_account_removal/. For questions, please contact Lynn Wilson at llatimer@uga.edu.

- *SSO application review beginning:* EITS will initiate a new process to review information for SSO application integrations. As part of this process, application owners for SSO-enabled applications will receive emails asking a series of questions regarding the status and use of the integration. This review will help ensure EITS teams have the correct technical contacts, and allow EITS to gather additional information about how each integration is utilized, as well as to determine when an integration is no longer needed. Each application owner should receive an email after their integration has been in place for a year or more. For questions, contact Kristi Wall at kristi.wall@uga.edu.

5. Did You Know

- *Changes to Outlook for Android*: Beginning July 10, Outlook for Android will no longer support Android 8.x or below. Users will need to update their Android operating system to Android 9.0 or newer to continue using the Outlook app. For more information about the change, contact Justin Sackett at justin.sackett@uga.edu.

- *Find a place to heat up your lunch with microwave locator in UGA Mobile App*: This past month EITS unveiled the new "Microwave Locator" feature in the official UGA Mobile App, allowing faculty, staff and students to find microwaves to use around campus. The feature can be accessed through the utilities section in the UGA app and has microwave locations from Caldwell Hall to the Health Center. EITS continues to look for opportunities to improve and build on the variety of features offered in the UGA app and welcomes feedback and suggestions from faculty, staff, and students. For more information on the mobile app, visit mobileapps.uga.edu.

- *Change to payment options for print kiosks*: As of July 1, Bulldog Bucks, the service that allows students to load money onto their UGA OneCard and make on-campus purchases, has been discontinued. Due to this, the UGA community will no longer be able to use this method to pay for WEPA printing. However, there are several other ways to print at a WEPA kiosk that you can use as alternatives to Bulldog Bucks, including a credit or debit card, Apple Pay, Venmo, PayPal, or by depositing funds to your WEPA account. For more information on WEPA printing, reach out to Client Technology Services, ctshelp@uga.edu.

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