Vice President for Information Technology
Status and Activity Report for May 2020

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

1. Key Items for Faculty and Staff Meetings

    - *Critical IT Services for Business Continuity:* To assist students, faculty and staff in teaching, learning and working remotely, EITS has compiled a list of Critical IT Services for Business Continuity. Normal University business and classes can be disrupted by events and unforeseen circumstances such as weather, natural disasters, or health concerns. In many cases, faculty and staff may continue to teach and conduct business remotely using technology resources available to everyone at UGA. Resources include Zoom, eLC, Blackboard Collaborate and more. A list of these resources can be found at https://eits.uga.edu/continuity/. This page will be updated as more information becomes available.

    - *UGA sees marked increase in Zoom usage for remote work:* Since UGA went to online instruction and remote work, there has been a drastic increase in Zoom usage. Between March 30 and April 17, UGA units spent a total of about 15.6 million minutes on Zoom. Some of the biggest increases in usage were on Thursdays during this time period, when UGA units frequently surpassed 1 million minutes of Zoom meetings hosted total. Zoom is an online meeting tool that makes teaching, learning and working remotely easy, and is free to all UGA students, faculty and staff. To begin using Zoom, visit zoom.uga.edu.

2. Services for Students

    - *EITS Support for Spring and Summer terms:* In order to support a successful completion of the Spring semester and 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 allocation and distribution of CARES Act funds to students, Student System updates to accommodate the shift to online courses for the summer terms, implementing adjustments to support the shift to online New Student Orientation, an adjustment to student fee assessment rules and the allocation and processing of student refunds and implementing Student System updates to accommodate Department of Education changes to student federal grants and loans. For more information, contact Ilir Hasko at ihasko@uga.edu.

    - *EITS to participate in online orientation:* In early April, the Office of Undergraduate Admissions announced they will move all activities related to 2020 New Student Orientation online. Orientation will be conducted through a mandatory module process, where students will be taken through a series of videos, information pages, and links to resources to help them learn about campus. EITS plans to share information about campus technology resources for new students through one of these modules. In addition to formal orientation activities, we are also updating our New to Campus website to include information for new students about using Zoom to complete orientation activities, a PDF copy of our Getting Started Technology Checklist and FAQs about on-campus resources we typically answer at an in-person orientation. For more information, visit newtocampus.uga.edu. Incoming students and units participating in orientation who have questions about using Zoom or other campus technology can always contact our Help

Desk at helpdesk@uga.edu or visit our website at eitshelpdesk.uga.edu.

3. Support for Teaching Faculty

- *Zoom link added to eLC:* After May 8, instructors will see an option for Zoom in the eLearning Commons instructor view. Clicking on this item will open up https://uga.zoom.us, enabling the user to log in to their UGA-supported Zoom Pro account with their MyID and password. Students will not see this Zoom item in eLC because students do not need individual Zoom accounts to join Zoom sessions created by instructors. This change will provide a more convenient link to the MyID-based Zoom login for instructors to create Zoom meetings for classes and discussions. This change will also allow for an easier login and will prevent the accidental creation of non-Pro Zoom accounts. To benefit students, links to Zoom meetings can be posted in eLC courses. If you have questions about this change, please contact David Crouch at dave@uga.edu.

- *Zoom integration with Kaltura:* The UGA instance of Kaltura is being integrated with Zoom in order to make available unlimited storage and captioning services offered by Kaltura to Zoom users. After the Zoom/Kaltura integration is activated on May 31, all cloud recordings in Zoom will be stored in Kaltura. Users will have the option to save recordings locally. After the integration is activated, Zoom will still create the cloud recordings in the Zoom Cloud before copying them automatically to Kaltura. Zoom sub-account admins will need to be sure there is space for these temporary files to be created in their sub-account, or cloud recording to Kaltura will not function. For more information and project updates visit, https://eits.uga.edu/learning_and_training/collaborate_decomm/

- *OneDrive storage increased to 5TB:* Effective April 7, storage in OneDrive for Business increased from 1TB to 5TB. OneDrive for Business is a cloud-based solution for storing, syncing and sharing files, making it easy to collaborate with multiple people on files across different web browsers and operating systems. The platform is included in Microsoft's Office 365 software package, which is free to all eligible UGA students, faculty and staff. Learn more about OneDrive for Business here.

- *Endpoint Security Audit planned for July:* The University System of Georgia (USG) Office of Internal Audit (OIA) will carry out a review of endpoint security in July. This review will focus specifically on the security of University laptops and desktops. Servers will not be included in the scope of the review. Auditors with UGA Internal Audit Division (IAD) will randomly sample laptops and desktops in select University units and test for basic security controls including: device inventory, configuration management, patch management, antivirus protection and control of administrator privileges. For more information, please contact Steven Hofferbert at shoff@uga.edu.

4. Support for Researchers

- *GACRC preparing for major update to workload manager:* The Georgia Advanced Computing Resources Center (GACRC) is preparing to migrate to a new, more advanced workflow manager on the Sapelo2 cluster. GACRC staff will work to migrate the cluster from using the legacy Torque resource manager and Moab scheduler to the more

advanced Slurm workload manager. Slurm has many features that can better support the various computational requirements of GACRC's research community. Before bringing Slurm in full production on Sapelo2 later this year, GACRC will make available a test environment for users and groups to adapt, if necessary, their submission scripts and workflows to the new cluster environment. More information about accessing the Slurm test cluster will be made available shortly. In the meantime, GACRC users can review documentation on the transition on the wiki here: https://wiki.gacrc.uga.edu/wiki/Migrating_from_Torque_to_Slurm. Additional documentation and more hands-on training materials are under development for upcoming workshops. For more information, please contact Dr. Guy Cormier at gcormier@uga.edu.

- *Research IFS Rearchitecture:* In 2016, EITS partnered with ITMF to identify service gaps for the research community at UGA. Out of that partnership, EITS launched a new service for the research community to store backups of their research data: Research IFS. Since that time, campus usage for the service has grown at a rapid pace; more than doubling in storage capacity each year. In order to keep up with the growing demand, and to best serve the future needs of the research community, EITS Systems Engineering engineered and launched an upgraded Research IFS service. By leveraging hybrid cloud storage, Research IFS is now a more robust, sustainable and extensible service. At this time, all data and associated backups have been migrated to cloud storage. For more information, please contact Ashley Henry at ashenry@uga.edu.

5. Support for Staff and Administrators

- *EITS cleaning up old listservs:* This month, EITS will begin a listserv clean-up. Listserv owners who own lists that have not had any activity in the past two years will be notified that their list is scheduled for deactivation in September. Listserv owners who want to keep a list should make a post to that list in order to keep it active. Listserv owners will have until September 21, 2020 to complete this process, after which, listservs with no activity will be deactivated. For more information, contact Wes Johnson at wesj06@uga.edu.

- *Annual Critical Systems Inventory under way:* The University System of Georgia (USG) requires an inventory of Critical systems every fiscal year. The inventory process requires the assistance of UGA's Departmental Network Liaisons (DNLs) in reviewing and identifying critical systems by marking them correctly in the IP Management System (proteus.uga.edu). The USG IT handbook defines a critical system as "a system whose failure or malfunction will result in not achieving organization goals and objectives." The inventory process will begin May 5. If you are a DNL, please review systems in Proteus to ensure you have accurate information. Please keep in mind any new systems you may have implemented or decommissioned in the past year. Please appropriately document those changes in Proteus. You must complete this process by May 29. For more information, please contact Ben Myers at bmyers@uga.edu.

- *Cost Recovery services forms available in Team Dynamix:* EITS is moving the front-end Cost Recovery service and licensing client request process from a manual process to a ticket that will be submitted online through TeamDynamix. This will allow for standardization of the way campus Cost Recovery clients request most of EITS Cost Recovery services, allowing for a more efficient process with added transparency of the request since the status will be able to be tracked in TeamDynamix. It will also give EITS

Finance and Business Services all the information needed to create a Memorandum of Understanding (MOU). The target release date to campus for this change is May 15.

- *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 on June 5-7. With this upgrade, there will be look and feel changes for users of the IDM Portal. During this upgrade, there will be no impact for users to be able to use their MyID to get into campus systems. Please contact Shannon Marable at shannon.marable@uga.edu with your questions.

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

- *OneUSG Connect migrations complete:* Following the Georgia Tech conversion to OneUSG Connect on March 31, all USG institutions have now successfully made the migration to the new USG system. We would like to thank everyone who has participated in the transitions over these past few years and all of those who were mindful during system outages. Moving forward, we hope that OneUSG Connect continues to help us grow alongside our fellow USG institutions.

6. Other General Services

- *Weekly meetings between VPIT and IT leadership while working remote:* While most University employees are working remote, the Vice President for Information Technology has organized a weekly online meeting with IT professionals in UGA's schools and colleges. The meetings are held every Wednesday at 4 p.m. via Zoom, and are open to anyone in ITMF, UGANet and EITS. During the meetings, the Vice President is available to discuss questions and concerns about IT projects and operations across the colleges during this unique time. Regular official visits with all the schools and colleges will continue when the University resumes normal operations.

- *System access when working remotely:* 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: UGA Financial Management, UGAmart, Simpler and the Data Warehouse. Systems that only require ArchPass are OneUSG Connect and UGAJobs.

- *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 with the possibility of extension to be evaluated at a later date. Questions can be directed to onesource@uga.edu.

- *Changes to fiscal year-end approaches*: The State of Georgia Office of Planning & Budget (OPB) and the University System of Georgia (USG) have released a set of Fiscal Year-End 2020 instructions that will require changes in the way the fiscal year-end is typically approached. Detailed information can be found in the [Administrative Memo](#) posted as a [Business Continuity News Item.](#)

- *Business Continuity:* To assist in successful operations during this unprecedented time, [helpful guidelines and resources](#) have been collected as they have been distributed from multiple university departments. Please note that the Administrative Memo for Guidance on Travel Planning and Anticipated IT Needs and Urgent IT Purchases refer to May 1 as the applicable end date for these policies. This date will be reviewed for both items and updated on the [Business Continuity News Item](#) as soon as information is received.

7. Did You Know

- Zoom is an online meeting tool that makes teaching, learning and working remotely easy. Users can use Zoom on desktops or mobile devices. Follow these tips to use Zoom effectively and safely:
  - o You do not need a Zoom account to join a meeting.
  - o To get a UGA-supported version of Zoom for free, go to https://uga.zoom/.us and log in with your MyID and password.
  - o Watch out for "Zoom Bombing," the unwanted intrusion into a video conference call by an individual, which causes disruption. Learn how to secure your Zoom session [here](#).
  - o Check out these [Recommended Tips](#) to get the most out of Zoom.
  - o For more tips on using Zoom, visit zoom.uga.edu.

University of Georgia students, faculty, and staff, as well as interested others, may subscribe to this monthly report by sending an email to listserv@listserv.uga.edu with the phrase subscribe vpit-news as the body of the message.