

Tech News for April 2023

Top News

Spring cybersecurity awareness training for employees due April 28: University System of Georgia employees, including student workers, must complete spring cybersecurity awareness training by April 28. This required training takes place twice a year in April and October per USG policy and a directive by the executive order of Governor Brian Kemp. This professionally developed training is conducted online through KnowBe4 and provides a comprehensive education on good cybersecurity practices. To complete the training, log in to the KnowBe4 Portal at <https://training.knowbe4.com/auth/saml/8840131a04b53> with your UGA MyID and password. Once you have logged in to the KnowBe4 portal you will be taken to UGA's training page. Click on the training to start. If no training appears, go to the drop-down menu under your name in the upper right corner of the screen. Click on the 'My Training' option to view your available training. Faculty, staff, and student employees who have questions about the training should contact the EITS Help Desk at 706-542-3106 or email at helpdesk@uga.edu.

IT Services in Action

Allan Aycock to lead the Office of Institutional Research: After a national search, Allan Aycock has been named the Associate Vice President for Institutional Research at the University of Georgia. The appointment is effective April 3, 2023. Aycock has led the Office of Institutional Research as interim Associate Vice President since April 2022. During that time, he initiated the reorganization of office leadership, promoted improving task management, and represented OIR in presentations to campus leaders. At the same time, Aycock continued to serve as Senior Director for Accreditation and Institutional Effectiveness, leading the 10-year reaffirmation of UGA's regional accreditation and supporting the development, implementation, and tracking of UGA's 2025 Strategic Plan. As Associate Vice President for Institutional Research, Aycock will support the University's use of data and data analytics to attain UGA's scholarship, research, instruction, and public service and outreach goals. For more information on the Office of Institutional Research, visit oir.uga.edu.

Work continues on more than \$1M in campus wireless upgrades: Work is under way on more wireless upgrades in buildings across the Athens, Buckhead, and Griffin campuses in academic buildings as well as student housing. 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 in Payne Hall, Reed Hall, Rutherford Hall and the first floor of the Grady College of Journalism & Mass Communications. Work is ongoing at Masters Hall and The Georgia Center for Continuing Education. Technicians are also working on more improvements to other buildings and wireless spaces across campus; work for Phase two is expected to be completed by July 2023. For more information, contact David Stewart at stewart@uga.edu.

Changes and Maintenances

Complete your FY23 user access verification by May 1: In preparation for the financial state audit for FY22, EITS is conducting a verification of all user accounts for several systems. Verification began March 29 and includes Banner systems, the UGA Financial Management System, the UGA Budget Management System, OneUSG Connect and UGAJobs. On March 29, users with certain levels of access to these systems received emails, asking them to verify their access. Supervisors also need to review and decide to approve or deny access for employees under

their purview. All verification processes are being conducted in TeamDynamix and must be completed by May 1. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.

New DUO Universal Prompt coming to eLC, Athena, other SSO applications: To further enhance the security of UGA's information assets, the login process for applications that use UGA's Single Sign-On Service (SSO), including eLearningCommons, Athena and OneUSG Connect, will change for UGA students, faculty and staff, effective May 18, 2023. Duo, the vendor behind UGA's ArchPass two-step login solution, is updating the look and feel of their universal authentication prompt, and the process for the second step of two-step authentication will change. Currently, students, faculty and staff logging into SSO applications are able to pick from several options for two-step authentication, including a push notification from the Duo Mobile App; entering a passcode generated by the Duo Mobile App; a phone call; or a passcode sent via SMS text. After May 18, when a user logs into eLC, Athena, or another SSO application, they will see the new Duo universal authentication prompt, which will automatically pick the most secure option for authentication. The authentication option chosen will depend on what devices the user has enrolled in Duo. For example, if a user has the Duo Mobile App installed on their smartphone, the prompt will automatically send a push notification. Users can stop the automatic selection, and pick a new default option for future authentication prompts the first time they log into an SSO application after May 18. In addition, the option to remember your Duo credentials for 30 days will change. Instead of "Remember Me," users will see "Trust this browser?" Select "Yes, trust browser" to remember your Duo credentials. Questions can be directed to Lance Peiper, Associate Director for Information Security, lpeiper@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 retirement. This practice has allowed retirees to continue to access some UGA resources after retirement. To reduce the potential risk of inappropriate use of UGA retiree accounts and to better align with USG IT Standards, 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, 2023 and deleted on August 31, 2023. Information about this change is available [here](#). For questions, please contact Lynn Wilson at llatimer@uga.edu.

Decommission of web hosting standard set for 2024: Web Hosting Standard, 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 Hosting Standard as their primary web hosting service to determine next steps. For more information, contact Ashley Henry at ashenry@uga.edu.

New automated student MyID clean-up process kicks off this month: EITS will automate the clean-up process for student MyIDs. The new automated process will be run in Spring and Fall semesters; students who left university or graduated more than a year ago will have their MyIDs and UGAMail addresses flagged for disablement and deletion. Alumni and former students who have their accounts flagged will receive two automated emails to their UGAMail address, alerting them that their account will be disabled and deleted soon. Account holders who are currently employed by UGA or are attending UGA for another degree program will not have their accounts removed. The first automated clean-up was sent in March, and the second notification will be sent this month. Accounts will be disabled in late April. For questions, contact Kristi Wall at kristi.wall@uga.edu.

Campus IT

Review, update your DNLs by April 7: To ensure every school, college and unit has designated contacts for network and security incidents, EITS conducts 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 received a memo in March asking them to review the assigned DNLs for their department and make any necessary changes by completing the Departmental Network Liaisons (DNL) form at itsupport.uga.edu. Confirmation that DNL lists are accurate with no changes can be sent to infosec@uga.edu. Departments will have until April 7 to complete the audit in compliance with the University System of Georgia policies. EITS will conduct an online training session for all DNLs on Friday, April 21 from 2 p.m. to 4 p.m. For more information, please contact Ben Myers at bmyers@uga.edu.

SSO application review beginning soon: 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 make sure EITS teams have the correct technical contacts, and allow us 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.

Tech Tips

New Help Desk Knowledge Base coming May 5: The EITS Help Desk will launch a new Knowledge Base on May 5. The new knowledge base, which will be hosted in TeamDynamix, will reside at eitshelpdesk.uga.edu. TeamDynamix is the same service used for the Help Desk ticketing system and service catalog, which will eventually allow for Knowledge Base articles to be linked to entries in our service catalog and submitted tickets. This transition will also improve the look and feel of the Knowledge Base and allow EITS to consolidate how-to documentation about central IT services in one site, streamlining EITS's web presence and making it easier for students, faculty and staff to find the information. All of our current knowledge base documentation in Confluence is being reviewed and updated before being moved to the new TeamDynamix Knowledge Base. After May 5, eitshelpdesk.uga.edu will point to our new Knowledge Base, and any deep links to the old Knowledge Base in Confluence will no longer be updated. We recommend updating any deep links from Confluence to our new TeamDynamix Knowledge Base after May 5. For more information on the new Knowledge Base, contact Sarah Jones at swjones@uga.edu.

New Service and Support Portal Launched: As discussed over the past few months, the OneSource training library has been transitioning to a new platform. This new Service & Support Portal has been launched and is ready for use. The portal and knowledge base can be found here: <https://uga.teamdynamix.com/TDClient/3109/FandA/Home/>. Powered by TeamDynamix, this new portal allows users to access self-service content in the same place they can request live support. Content that was housed in multiple places is consolidated in a single location. - There is a more intuitive user interface with improved search functionality. Users can now access both the new knowledge base and the existing training library concurrently until June 2023. Links to both the new portal and the former training library can be found here: https://onesource.uga.edu/service_portal/. By June 30, 2023, all materials will be removed from the former training library, and the OneSource team will be preparing to shut down servers.