



Technology News @UGA

We offer many tools for students, faculty and staff to stay connected while off-campus. Resources such as Zoom, Microsoft Teams and Blackboard Collaborate are useful for teaching, learning and working remotely, and are available to everyone at UGA. Visit our Remote Work page to get started: <https://eits.uga.edu/continuity/> .

UGA units log more than 15 million minutes on Zoom: 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 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. You can use Zoom on desktops or mobile devices, and you do not need a Zoom account to join a meeting. Learn more about using Zoom: https://eits.uga.edu/learning_and_training/zoom/ .

IT Services in Action

EITS assisting in prep for online spring and summer terms: To support a successful completion of the spring semester and the continuation of summer sessions, EITS is helping prepare for changes to processes and requirements impacting student and financial aid information systems. These efforts to assist include:

- The 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
- A change to student fee assessment rules and the allocation and processing of student refunds
- 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.

OneDrive for Business storage increases to 5TB: Students, faculty and staff now have more available storage in OneDrive for Business. Storage increased from 1TB to 5TB in April. 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: https://ugamail.uga.edu/onedrive_business/.

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 taken part 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.

Upcoming Changes and Maintenances

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 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.

There are changes coming to online meeting tools. This month, look for a new Zoom link in eLC, and a Zoom integration for Kaltura. These changes will make it easier to use Zoom with both these services. In June, Zoom will replace GoTo Meeting as the main platform for online meetings. Learn more about these changes: https://eits.uga.edu/stories/changes_coming_to_online_meeting_tools/ .

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.

Campus IT Announcements

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 moving to Team Dynamix: EITS is moving the front-end Cost Recovery service and licensing client request process from a manual process to an online ticketing process through TeamDynamix. This change will allow for standardization of cost recovery requests and improve efficiency and transparency, since the request can be tracked in TeamDynamix. This new process 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.

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.

Tech Tips

Tech Tools for online orientation: In early April, the Office of Undergraduate Admissions announced they will move all activities related to 2020 New Student Orientation online. Incoming students will complete at their own pace a series of mandatory modules containing information about campus and links to resources. EITS will share information about common technology tools and polices through one of these modules. We also have resources on our website including:

- Our refreshed New to Campus page, which includes information about using Zoom to complete orientation small groups and common FAQs that we typically answer at an in-person orientation. Learn more at newtocampus.uga.edu.
- A PDF copy of our new Getting Started at UGA: Technology Checklist. For print copies, contact Leslie Peters at leslie.peters@uga.edu.
- Information our Twitter (@uga_eits), Facebook (uga.eits) and Instagram (@uga_eits) channels, where we regularly share tech tips for new students.

Incoming students and units taking part in orientation who have questions about using Zoom or other campus technology can always contact our Help Desk at helpdesk@uga.edu.

Other Technology News

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 July 31 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.