

Vice President for Information Technology Status and Activity Report for June 2021

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

1. Key Items for Faculty and Staff Meetings

- *Building Router Refresh Project under way:* The Building Edge Router Refresh project is a multi-year effort to upgrade the current building edge routers and cabling to a new platform that connects buildings back to the university's core network. EITS will complete a series of maintenance activities over the next two years that will replace all old building edge routing equipment with new hardware. This effort will consist of refreshing equipment in approximately 180 buildings. For more information, visit https://eits.uga.edu/network_and_phones/building_edge_router_project/.

2. Services for Students

- *UGA Mobile App gets upgraded look and improved usability:* With input from the Student Government Association, our mobile app team is upgrading the official UGA Mobile App to improve its look and controllability. The upgrades will improve scalability of the home screen and update the branding. The first phase of upgrades was completed in April, with users being able to arrange icons within the apps into customizable categories. In addition, an icon for logging into OneUSG Connect has been added and the login experience for Athena has been simplified. Users who tap on the Athena icon in the app will now be redirected to their mobile browser for access to Athena. The second phase of upgrades, which is estimated to be finished in June, will involve a full change to improve the app's aesthetic with UGA-branded colors and affiliated photos. The official UGA Mobile App is currently available free to iPhone users with iOS 9.1 and above, or Android OS users with Android 7.0 and above. For more information, visit mobileapps.uga.edu.
- *Wireless equipment refreshes continue:* EITS Network Infrastructure has completed wireless network redesigns and refreshes in several key campus buildings. Wireless equipment has been recently updated in Environmental Health Sciences, the Hoke Smith annex, Food Sciences, International Education, the Chemistry Annex, Barrow Hall and Boyd Graduate Studies. Technicians are on track to complete wireless updates in the Law School by mid-June and Pharmacy South by the end of the month. EITS performs these refreshes to replace aged and under-performing equipment, in turn providing a better end-user experience. These building refreshes and redesigns are funded by the Student Technology Fee, a fee that helps fund a variety of facilities and services on campus. To learn more, please contact Chris Fleming, cfleming@uga.edu.
- *Wireless improvements coming to outdoor areas:* EITS is working to improve the wireless performance in several outdoor areas in north and central campus, making it easier for students, faculty and staff to work and study outdoors. The \$417K project, funded by the Student Technology Fee, includes updates to the wireless infrastructure and access points servicing five outdoor areas: the Old College quad, the Main Library quad, Herty Field, the area in front of the Miller Learning Center and outdoor areas around Tate Student Center. EITS plans to complete work on the Old College and Main Library quads by the end of this month; the remaining areas will be completed over the summer. To learn more, please contact Chris Fleming, cfleming@uga.edu.

- *Zoom student account reset planned for end of July:* In order to ensure we can provide Zoom licenses to all active students in the fall, EITS will perform a reset on student Zoom accounts at the end of July. 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 2021 semester only need to log in to Zoom again after the reset occurs on July 30. 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 sub-accounts for Zoom will not be affected, but EITS strongly encourages Zoom sub-account owners to remove faculty and staff who have left the university. For more information, contact Bret Jamieson at bret.jamieson@uga.edu.

3. Support for Teaching Faculty

- *Zoom Best Practices for virtual special events:* In order to help decrease the risk of Zoom bombing, UGA faculty, staff and students are strongly encouraged to set up the following measures for any virtual special events, especially those which include individuals outside the university:
 - 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.
 - 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.
 - Designate multiple hosts who will help manage the waiting room and eject participants who disrupt the meeting.
 - Disable the "join before host" feature and limit screen sharing to the host.
 - Consider requiring MyID authentication for the meeting, so only those with UGA MyID accounts can attend.

4. Support for Researchers

- *GACRC deploys 33 additional compute nodes:* With funds from the Office of the Vice President of Information Technology, the Georgia Advanced Computing Resources Center (GACRC) has brought to service an additional 33 compute nodes in its Sapelo2 High Performance Computing cluster. This investment of \$350k adds an additional 2,048 processor cores and 8.1TB of memory, bringing the Sapelo2 HPC cluster to a total of 26,212 cores with a total memory footprint of 107.6TB. Of particular interest, we have deployed as a proof-of-concept, two innovative compute nodes that will be devoted to memory-intensive genomics workloads with high levels of data I/O. Researchers interested in accessing these resources should submit a request to the GACRC staff. Please contact Dr. Guy Cormier at gcormier@uga.edu.

5. Support for Staff and Administrators

- *Biannual UGA SSO upgrade planned for September 24:* Our single sign-on service, UGA SSO, will undergo a scheduled maintenance September 24. This maintenance is necessary to move the service to the latest version and to receive up-to-date security patching. To prepare for this upgrade, application owners will be asked to test their applications in dev and stage to ensure the update does not affect their applications. A dev environment will be available for testing June 14, and a stage environment will be available for testing August 9. Once the new stage environment is live in August, EITS will not move any new applications to UGA SSO until after the upgrade is complete in September. EITS applies updates to UGA SSO twice a year, in February and September. For more information, please contact Kristi Wall at kristi.wall@uga.edu.
- *Annual MyID account clean-up kicks off this month:* Later this month, EITS will begin 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 at the end of the month. This includes former undergraduate, graduate and professional students who left UGA during the Spring 2020 or earlier; dependents who are no longer eligible for accounts; previous employees who haven't had their MyID disabled and a mailbox removed; other affiliate users who have not had their MyID disabled and a mailbox removed. The clean-up will encompass about 39,000 users. Of these, about 37,000 have a MyID and 35,000 have an email address. The 35,000 that have an email will receive notices. The clean-up process will include accounts of anyone who is forwarding their UGAMail to a third-party email account. Owners of accounts targeted for deletion will receive three notices advising them that their account will be deleted at the beginning of August. If users need to maintain MyID and access to UGAMail for UGA job duties, their UGA department can update the affiliation. 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/.

6. Other General Services

- *Planning begins for Institutional File Storage migration:* Over the summer, the EITS Systems Engineering team will work to transition Institutional File Storage (IFS) to AWS. The transition will provide a more scalable solution that is easier to manage and could provide for more service enhancements in the future. There are currently 28 departments using 8,850 GB of IFS storage. About 1500 GB are used by EITS, the remaining 7,350 GB are used by other UGA departments. EITS will work with technical contacts in each department to determine timing for transitioning, and to ensure a smooth cutover, with a goal of moving all departments by the start of fall classes. The IFS service is intended for use by University of Georgia units needing to store and share files within the same business unit or collaborators in other University of Georgia units. For more information, contact Ashley Henry at ashenry@uga.edu.
- *Fall network maintenance set for October 23:* EITS plans to conduct a network maintenance on October 23. 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 Mike Lucas at mlucas@uga.edu.

- *Teams to Replace Skype for Business:* As of July 30, Skype for Business will be retired by Microsoft. Teams is the recommended replacement for Skype for Business and is available to the UGA community for use. In preparation for this change, EITS will be providing repeated communication to current UGA users of Skype for Business. Information on Microsoft Teams is available at teams.uga.edu.

7. Did You Know

- *Student Technology Guide available for units:* The 2021 student technology guide is now available. Our “Getting Started at UGA: Technology Checklist” features key tools new students need to start their journey at the University of Georgia, including information on MyIDs, UGAMail, ArchPass, Athena and campus wireless. The guide also directs students to the EITS website for more information on our services. This guide is available online at newtocampus.uga.edu. To receive printed copies, please contact Sara Pauff at spauff@uga.edu.

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