



Tech News March 2022

Top News

Plan for outages during March 5-6 spring network maintenance: EITS will conduct a network maintenance on March 5-6. Unlike previous planned network maintenances where outages were intermittent, this maintenance will result in a complete outage of service access. The network maintenance will result in complete outages of campus Internet access and campus information systems on Saturday, March 5 from 6:00 a.m. until noon on Sunday, March 6. 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. EITS will also conduct the second planned maintenance of the calendar year on October 22, 2022. For questions, contact Chris Baines at cbaines@uga.edu.

IT Services in Action

Survey of UGA Technology Services to be Administered: The Vice President for Information Technology will administer the annual TechQual survey for UGA students, faculty and staff this semester. The campus-wide survey will be sent to a random sampling of students and employees. They will be asked to gauge the effectiveness of several technology services at the University, such as network connectivity, websites, administrative systems and wireless service. The results of the TechQual survey are used to guide future IT initiatives at the University. For more information, please contact Lynn Wilson at llatimer@uga.edu.

EAB research resources now available campus-wide: Resources from EAB, an educational research leader, are now available to all UGA students, faculty, and staff. With EAB, students, faculty and staff have access to an extensive repository of research on many topics including insights on current trends, challenges facing higher education today, and expertise on information technology strategic directions. EAB resources can be accessed by creating a profile at eab.com using your UGAMail address. For more information, please contact Lynn Wilson at llatimer@uga.edu.

New writing and teaching tool, Turnitin, coming to eLC: EITS is partnering with the Center for Teaching and Learning and the Office of Online Learning to implement Turnitin, an online utility for teaching, writing, and research. Supported services will include the Turnitin Feedback Studio (TFS), which provides automated improvement suggestions for students' draft papers as well as other features, and Originality, which will aid instructors and students in maintaining and promoting academic integrity. Turnitin services will be available through eLearning Commons (eLC), and via MyID login on the Turnitin website. EITS will provide updates to students and faculty as the timeline is determined for deployment of Turnitin modules. For more information, contact Dave Crouch at dave@uga.edu.

vLAB Software Requests for Summer 2022 now open: Faculty and staff who wish to request a software product be added to vLAB for Summer 2022 should submit requests by April 3. To make a request, please complete the vLab Software Request form at <https://uga.teamdynamix.com/TDClient/2060/Portal/Requests/ServiceDet?ID=18905>. Requests are reviewed before each semester. The deadline to make requests is 30 days prior to the last day of classes. Any requests received after this time will be reviewed for the following semester. All requests are reviewed on a case-by-case basis. vLab, or Virtual Lab, is the University of Georgia's virtual desktop environment (VDI), which allows students and faculty to access instructional computer lab resources and applications from compatible personal devices anywhere, at any time. To learn more about vLab, please visit <https://eits.uga.edu/support/vlab/>.

GACRC website gets new look and feel: At the beginning of February, EITS launched a revamped website for the Georgia Advanced Computing Resources Center (GACRC). The revamped website, gacrc.uga.edu, includes informative sections for researchers experienced using the GACRC, as well as sections for new researchers seeking information on how to take advantage of UGA's high performance computing resources. The site features updated navigation tools, links to frequently used pages and systems, as well as a search bar that will search the main GACRC site and the knowledge base wiki. For more information about the GACRC, contact Dr. Guy Cormier at gcormier@uga.edu.

Major network bandwidth expansion under way to improve connectivity: EITS networking staff are working on a multi-year project to upgrade building routers, increasing network bandwidth for research and allowing for 10G connectivity. The Building Edge Router Refresh project will upgrade the current building edge routers and cabling in 180 buildings to a new platform that connects buildings back to the university's core network. Buildings completed in February include Psychology Building, Broad Street, Biological Science Building, Rutherford Hall, Myers Hall, Joe Frank Harris Commons, McWorther Hall, Creswell Hall, Brumby Hall, Bolton Dining Hall, Building 1516, Hugh Hodgson School of Music, Performance Arts Hall, Lamar Dodd School of Art, University Health Center, Vandiver Hall, Busbee Hall, Forestry 1-4, CCRC, and the South Milledge Greenhouse Headhouse. Visit https://eits.uga.edu/network_and_phones/building_edge_router_project/ for more information.

Work under way to upgrade wireless equipment in University Housing: EITS network technicians are in the process of installing new wireless access points throughout University Housing to improve wireless service in each building. The work is part of a \$5 million project spanning five years to replace and upgrade equipment in 18 residence halls on the Athens campus. Technicians have completed work in Mary Lyndon Hall, Lipscomb Hall, Mell Hall, Hill Hall, Church Hall, Boggs Hall, Creswell Hall, Russell Hall, Oglethorpe House, University Village K and L and Rogers Road Housing M, N, P, Q, R and S. Work will continue on other residence halls through the spring semester. For more information, contact Chris Fleming at cfleming@uga.edu.

More than \$1M in campus wireless upgrades planned: Work is under way on more wireless upgrades in buildings across the Athens, Buckhead and Griffin campuses. These upgrades are part of EITS's work to continuously improve wifi connectivity and coverage to support teaching, learning and student life. The \$1.2 million project, funded by Student Technology Fees, includes wireless refreshes and redesigns in many buildings including Caldwell Hall, Brooks Hall, Boyd Graduate Studies, Pharmacy North & South, the Davison Life Sciences Complex, the Coverdell Center, the Complex Carbohydrate Research Center and the Griffin Campus. More access point replacements are

also planned at the Center for Applied Genetic Technologies, the Lamar Dodd School of Art, the Ramsey Student Center, the Science Learning Center, the Terry-Buckhead campus and Wright Hall, Rhodes Hall, Miller Hall and Russell Hall at the Health Sciences Campus. In addition, more improvements to outdoor wireless are planned for spaces north of Meigs Hall, along Herty Drive, Myers Quad and the greenspace on the north side of Grady College, and PAWS-Secure access will be added to areas of the Georgia Center for Continuing Education, except the hotel. Work is expected to be completed by June 2022. For more information, contact Chris Fleming at cfleming@uga.edu.

Upcoming Changes and Maintenances

FY22 user access verification kicks off March 28: In preparation for the financial state audit for FY22, EITS will conduct a verification of all user accounts for several systems. Verification will kick off March 28 and will include Banner systems, the UGA Financial Management System, the UGA Budget Management System, OneUSG Connect and UGAJobs. On March 28, users with certain levels of access to these systems will receive emails, asking them to verify their access. Supervisors will also need to review and decide to approve or deny access for employees under their purview. All verification processes will be conducted in TeamDynamix this year and must be completed by April 29. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.

OneUSG Connect down for maintenance in March: The OneUSG Connect system is being upgraded and will be unavailable from Friday, March 11 at 11:15 p.m. until Monday, March 14 at 7:00 a.m. Additional information on the impact, upgrades and new features can be found at https://onesource.uga.edu/news/oneusg_connect_downtime_march_2022/.

Review, update your DNLs by April 6: 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 will receive a memo this month 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. Departments will have until April 6 to complete the audit in compliance with the University System of Georgia policies. EITS will conduct an online training session for all DNLs on Thursday, April 21 from 2 p.m. to 4 p.m. For more information, please contact Ben Myers at bmyers@uga.edu.

LinkedIn Learning Clean-up: To ensure that the UGA LinkedIn Learning associated license count is current, it is necessary to periodically complete a user cleanup to remove users who are no longer associated with the university. EITS will conduct an account cleanup this spring with notices to affected users. The clean-up will be complete at the end of July 2022. For more information, contact itcla@uga.edu.

ArchPass required for accessing Office365 off-campus: Effective late February, ArchPass, powered by Duo, is required for accessing all Office 365 web applications while off-campus. ArchPass is UGA's two-step login solution and is already required for accessing UGAMail off-campus. Putting all Office web applications behind ArchPass helps prevent unauthorized users from accessing these apps and using that access to log in to UGAMail and other UGA accounts. In

addition, Microsoft recommends protecting all online applications with two-step logins. For more information about this change, contact Ashley Henry at ashenry@uga.edu.

Campus IT announcements

Identity Management System upgrade planned for end of month: EITS will upgrade our Identity Management System in late March. Work will begin at 5 p.m. on Friday, March 25 and will last until 5 p.m. on Sunday, March 27. During the upgrade timeframe, identities will not be created or modified. This upgrade will not impact your ability to log in to systems using a MyID and password. For more information, contact Shannon Marable at shannon.marable@uga.edu.

Proxy server decommission set for April 17: EITS will decommission its proxy server April 17. The maintenance subscription on the server ends in April and the server has been made redundant by our new Palo Alto firewalls. These firewalls inspect for malicious traffic and can now limit connections based on URLs. EITS has transferred proxy policies to the new firewalls. System administrators in units and departments should change the settings on machines that used the proxy server and test those machines by April 17. For more information, contact Chris Workman at cworkman@uga.edu.

Tech Tips

Help Desk hours change: To better serve our customers and make good use of our resources, the EITS Help Desk has changed its hours, effective February 26. Our new hours are Monday-Thursday: 7:30 a.m. to 7:30 p.m.; Friday: 7:30 a.m. to 6 p.m.; Saturday: CLOSED; Sunday: 1 p.m. to 7 p.m. This change was made so we can ensure we have the most staff available during times of peak call volume, which is usually during the week. As a reminder, we also have documentation available for many of our services at our knowledge base: <https://confluence.eits.uga.edu/display/HK>. You can contact the EITS Help Desk by phone at 706-542-3106 or submit a ticket via email at helpdesk@uga.edu. Our online chat service is also available, Monday through Friday, 8 a.m. to 5 p.m., at <http://hd.support.uga.edu>.

Tabletop exercise teaches campus leaders about preparing for ransomware attack: In early February, campus leadership and IT professionals gathered for a two-day ransomware tabletop drill. The exercise was led by cybersecurity firm Mandiant, who drilled participants on how they might respond in the event the university became vulnerable to a ransomware threat. The first day of the exercise was designed for IT professionals and focused on technical tactics for identifying ransomware threats early. On the second day, campus leadership discussed how they might respond if a ransomware attack disrupted campus operations. Ransomware computer infections through web browsing and emails pose a growing threat to many industries, including higher education, so practicing a response to potential threats is key. For more information on tools for keeping your data secure, visit https://eits.uga.edu/access_and_security/infosec/tools/. For questions, contact Ben Myers at bmyers@uga.edu.

Other Technology News

Google Suspended Accounts Clean-up Under way: To ensure current students, faculty and staff have adequate access to Google Workspace offerings at UGA, EITS is conducting an audit and clean-

up of suspended Google Workspace at UGA accounts. Suspended accounts include those of former students and employees who have left the university and no longer have access to their MyID to log in to Google Workspace and other tools; most of these accounts have never been accessed and do not have files stored in Google Workspace. Current students and employees should not be affected. In late February, EITS began deleting approximately 33,000 suspended Google Workspace at UGA accounts, starting with those that had never been accessed and had no files. If a former student or employee decides to return to UGA, their Google Workspace account will be reprovisioned to them, but their old files will no longer be available. For more information on this change, please contact Ashley Henry at ashenry@uga.edu.

Changes coming to Google Workspace storage offerings: Google has announced the unlimited storage we've enjoyed in Google Workspace for Education is being discontinued. New storage limits for Google Workspace for Education, formerly known as G Suite for Education, are being imposed for academic customers. These limits will take effect for all UGA students, faculty and staff in March 2022 and will allow EITS to manage costs while continuing to offer Google Workspace services to the university community. Under these limits, UGA will have a 100TB limit in our shared storage pool, and each user in that pool will have access to 3GB of storage for their Google Workspace account. Currently, there are about 400 users at UGA who are over their 3GB limit. We began communicating with these users in November, letting them know they needed to manage their storage by moving files to another service or deleting files. All Google Workspace accounts at UGA must be under the 3GB limit by February 25, 2022. It is important high-consuming users move or delete files, as overconsumption of storage in our 100TB pool by a few users can affect everyone using Google Workspace at UGA and prevent any user from being able to save files. For those needing more storage, UGA also offers OneDrive for Business, free to all UGA students, faculty and staff. OneDrive includes 5TB of storage. For more questions about these changes, contact Ashley Henry at ashenry@uga.edu.

New video features available in Microsoft Teams: Throughout January and February there were multiple updates to the video call functions in Microsoft Teams. Some of these features include:

- **Mirror my video:** Mirror my video feature provides the user the option to un-mirror their video and thereby have the same view as the other users(s) in the meeting. By un-mirroring their video, the user will see the text correctly. This feature is helpful in gallery, large gallery, ppt-content only sharing, and ppt-live scenarios.
- **Hide your own video:** This feature allows users to hide their own video during a meeting. This will help reduce distractions during the call while still having your video available for other participants.
- **Pin your own video:** Currently, users can pin video feeds to increase the size of the desired video on their own screen. Now, we have expanded the ability for users to pin their own video on the stage as well.
- **Background effects:** When you use Teams on the web, you can either blur your background or replace it entirely with the images provided in your video meeting or call.
- **Co-organizer meeting role:** Organizers will now be able to share control by assigning the new "Co-organizer" role to people they invite. Co-organizers will have almost all the capabilities of the organizer, including management of Meeting Options.

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