Enterprise Information Technology Services
UNIVERSITY OF GEORGIA

TECH NEWS FOR FEBRUARY 2024

Top News

Security tools available for protecting sensitive or restricted data: The University of Georgia is committed to protecting the personally identifiable information of its students, faculty, and staff as its first and foremost business requirement for all IT systems. In higher education and other industries, disruptive ransomware attacks are growing at an alarming rate and this trend will continue as generative AI tools increase the capabilities of cybercriminals and other security threats. In addition, compromised passwords obtained through email scams or other fraudulent means pose significant risks for the security of university systems and data. Our best advice is to avoid, if possible, the collection, processing, or storage of sensitive or restricted information, such as Social Security numbers, bank account information, or personal health information. If handling this information is required for business purposes, the University has tools available to all units, discussed at http://infosec.uga.edu, that will reduce your risks associated with handling this information. For more information, contact Ben Myers, the Chief Information Security Officer, by email at bmyers@uga.edu.

Upcoming Dates

February 10: Boyd Data Center UPS maintenance
February 16: Biannual SSO Upgrade
February 24: Boyd Data Center UPS maintenance
February 28: Account Standards Training
March 3: Spring network maintenance
March 8-12: Financial Management System, OneUSG Connect Maintenance

IT Services In Action

Tech Lending desk provides students computing and audiovisual technology: This past year, UGA's Tech Lending services at the Miller Learning Center have successfully provided students with a vast array of computing and audiovisual technology. In 2023, they helped a total of 1,825 patrons and transacted a remarkable 5,117 total loans overall. Perfect for class projects or other academic needs, students simply need to provide their UGA ID at the third floor East Desk of the MLC during service hours to pick up their requested equipment. Explore our Equipment List which offers a variety of technology, gadgets, and accessories including laptops, cameras, audio recorders, cables, and battery packs. For more details, visit our Tech Lending Site at: https://www.libs.uga.edu/mlc/techlending.

New WordPress hosting solution now available: The EITS Web and Mobile team is introducing a new direct-billed WordPress solution to replace the existing Omni CMS platform, previously known as OmniUpdate, which has been provided to campus units since 2015. The newly selected vendor for hosting of EITS-supported UGA WordPress websites is Kaptiv8, an Athens website design and hosting firm. We are working with current Omni CMS clients to discuss timelines and details for the transition of Omni CMS web pages into the Kaptiv8 environment and working with new clients interested in this WordPress hosting option. Information, including billing for this service can be found at: https://eits.uga.edu/web_and_applications/wordpress_content_management_system/. For more information, please contact David Crouch at dave@uga.edu.

Changes and Maintenances

Spring Network Maintenance set for March 3: The 2024 spring network maintenance will be held on Sunday, March 3; students, faculty and staff should plan for intermittent outages throughout the day. This maintenance is necessary to continue to support the network, allowing EITS to provide ample bandwidth and Internet capacity to the University in the future. For questions, contact Rayid Tartir at rayid@uga.edu.

Financial Management System, OneUSG Connect maintenance set for March 8-12: Both OneUSG Connect and the Financial Management System will be taken offline for maintenance to implement important system updates between Friday, March 8, and Tuesday, March 12. The Financial Management System (FMS) will be taken offline to undergo maintenance starting at 5 p.m. on Friday, March 8 and will be available for use by 7 a.m. on Tuesday, March 12. OneUSG Connect will be taken offline to undergo maintenance starting at 11:15 p.m. on Friday, March 8 and will be available for use by noon on Tuesday, March 12. During this scheduled maintenance, the system will be unavailable. While updates may be completed early, please prepare for the possibility of these two systems being unavailable on Monday, March 11, 2024. Users should complete their work for the day prior to 5 p.m. on Friday, March 8. During the downtime period, check status.uga.edu for the latest

updates on system availability. Additional information on these updates is available here. If you have any questions, please contact the OneSource Service Desk at onesource@uga.edu or 706-542-0202 (option 2).

Automated student MyID clean-up process kicks off this month: EITS has automated the clean-up process for student MyIDs. This automated process runs once a semester; 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 will kick-off this month, with two notices to affected users; accounts will be disabled in early April. For questions, contact Kristi Wall at kristi.wall@uga.edu.

FY24 user access verification prep begins: In preparation for the financial state audit for FY24, EITS will conduct a verification of all user accounts for several systems. Verification will kick off in March and will include Banner systems, the UGA Financial Management System, the UGA Budget Management System, OneUSG Connect and UGAJobs. Users with certain levels of access to these systems will be asked to verify their access, and supervisors will need to review and decide to approve or deny access for employees under their purview. More information on user verification will be forthcoming. For more information about the user verification process, please contact Sara Pauff at spauff@uga.edu.

New policy for deleted emails in UGAMail: Effective February 1, a new 30-day deletion policy is in effect for emails placed in your Deleted Items folder in UGAMail. Items put in this folder will be automatically deleted after 30 days, and then will be held in a Recoverable Items folder for 14 days before being permanently deleted. This new policy is part of EITS' efforts to be good stewards of the university's financial resources and control operating costs. Emails in the Deleted Items folder account for about 25 percent of all email storage across the university. Regularly clearing your Deleted Items folder can help you maximize storage for your individual UGAMail account, as well as increase the amount of storage available to everyone at UGA. For more information, contact Justin Sackett at justin.sackett@uga.edu.

New storage limits for Microsoft accounts: Microsoft has announced new storage limits for its academic customers. In the coming year, owners of departmental, affiliate, applicant and retiree accounts will see changes to their available storage limits. UGAMail and OneDrive for Business storage will be affected. Effective February 1, OneDrive storage for departmental, affiliate, applicant and retiree accounts has been capped at 100 GB. UGAMail mailbox storage has been capped at 25 GB. If your storage goes over these limits, your account will go into read-only mode. You will not be able to add any more files or send or receive new mail until you move or delete old files or mail and bring your account under the storage quota. Please direct any questions about these new limits to Justin Sackett at justin.sackett@uga.edu.

Prepare for Boyd Data Center UPS maintenance activities: EITS will conduct maintenances on February 10, February 24, March 23, and March 30 at the Boyd Data Center in efforts for the UPS system replacement. During the February 24 maintenance, building power will be unavailable for the Boyd Graduate Building and McBay Science Library from 4 a.m. to 10 a.m. Boyd Data Center compute resources should not be impacted. Information Technology System Owners may elect to shut down non-essential systems in the Boyd Data Center during these maintenances. Those who have questions should contact either Jeff Teasley at jteasley@uga.edu or Chris Fleming at [cfleming@uga.edu.](mailto:cfleming@uga.edu)

Campus IT

TeamDynamix Focus Groups offered this month: EITS is currently conducting a review of the IT Service Management solution, TeamDynamix, to assess the current state of the service and identify areas for improvement. As part of this review, EITS invites members of the UGA community that use TeamDynamix to participate in focus group discussions to continue gathering feedback for this initiative. Focus groups on specific features of TeamDynamix will be offered on February 22 and February 23 at Memorial Hall. To participate, please register here. For more information, please contact Michael Jacobson at michael.jacobson@uga.edu.

Annual SSO application review beginning soon: This month, EITS will initiate its annual 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.

Account Standards Refresher training set for February 28: The University System of Georgia (USG) released standards regarding user account management for information systems containing restricted or sensitive data in 2013. These standards were made effective July 1, 2013. A refresher training on these standards is being conducted on February 28 from 3 p.m. to 4 p.m. via Zoom. Data stewards, their designees, or individuals who are responsible for provisioning and removing employee account access to IT systems are encouraged to attend this training. Participants may register at [here.](here) If you have questions regarding the Account Standard Training, please contact Lynn Wilson at llatimer@uga.edu.

Biannual UGA SSO upgrade planned for February 16: Our single sign-on service, UGA SSO, will undergo scheduled maintenance on February 16. 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. Dev and stage environments are available for testing now. EITS will not move any new applications to production UGA SSO until the upgrade is complete in February. 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.

Tech Tips

Electronic W-2s now available: Electronic W-2s are now available in OneUSG Connect. To access your W-2, use the following steps:

- Log into OneUSG Connect.
- Click the Payroll tile.
- Click the Taxes tile.
- Land on the View W-2/W-2c Forms page.
- For the tax year 2023, click Year End Form.

A short W-2 access tutorial is available in the Finance and Administrations Knowledge Base: https://uga.teamdynamix.com/TDClient/3109/FandA/KB/ArticleDet?ID=149335. If you receive a paper W-2 this year and wish to receive your W-2 only electronically in the future, simply provide consent within OneUSG Connect. Learn more about this consent process. For questions, contact OneUSG Support at oneusgsupport@uga.edu.

UGA Mobile App Update adds class schedules: The UGA Mobile App team has been working on an exciting new update to the UGA Mobile App. This new update provides students with an enhanced experience with improved and versatile features to the layout. This standout feature allows students to view their class schedules directly in the app, offering greater convenience and utilization. Each student's personalized class schedule will include weekly and daily viewing options, showcasing class times along with precise classroom locations. Additional new features include tiles labeled, "My Semester," "My Finances," "My Majors," and "My Career." These serve as easy shortcuts to important student information. With a simple tap, students will be directed to URLs that give them information about their respective educational activity. For more information on the UGA Mobile App, visit mobileapps.uga.edu.

More Technology News

Work continues on more than $1M in wifi upgrades
Duo Mobile App dropping support for iOS14, Android 10 operating systems

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