



UNIVERSITY OF GEORGIA

Enterprise Information Technology Services

Technology News for April 2025

Top News

Spring Cybersecurity Training due April 30, 2025: State of Georgia employees, including all UGA employees and student workers, must complete spring cybersecurity awareness training by April 30, 2025. 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 course is conducted online through KnowBe4 and provides actionable and effective training on good cybersecurity practices. To complete the training, log in to the KnowBe4 Portal, <https://training.knowbe4.com/auth/saml/8840131a04b53>, with your MyID and password. Once you log into 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 dropdown menu under your name in the upper right corner of the screen. Click on the 'My Training' option to view your available training. Through April, you may receive several UGAMail reminders about completing the training until you have completed it. These automated reminders will come from Ben Myers at bmyers@uga.edu and will have the subject line: USG Mandatory Cybersecurity Awareness Training Due April 30, 2025. Faculty, staff, and student employees who have questions about the training should contact the EITS Help Desk at 706-542-3106. f, and student employees who have questions about the training should contact the EITS Help Desk at 706-542-3106.

QuestionPro Survey Research Tool Now Available: QuestionPro is the new enterprise survey research tool available to students, faculty, and staff free of charge. This platform includes tools for the creation, distribution, and analysis of surveys, along with tablet-based mobile research and data visualization. QuestionPro was launched for campus use by faculty and staff on March 17, 2025, and the first migration and training workshop was held on March 26, 2025. If you are not able to attend the first workshop, there will be two additional workshops on April 15 and May 22, as well as an Ask Me Anything session with QuestionPro on April 15. All faculty and staff will have access to Qualtrics through December 2025 to provide time for this transition. For more information about QuestionPro, visit https://eits.uga.edu/about/initiatives/survey_tool/questionpro/ or contact surveytools@uga.edu. To register for one of the migration and training workshops or for the ask me anything session visit, https://eits.uga.edu/about/initiatives/survey_tool/migrationworkshops/.

Qualtrics Transitioning to Cost-Sharing Program: Qualtrics will transition to a cost-sharing program where the university covers 50% of Qualtrics usage costs, while departments, schools, and colleges will be responsible for the remaining 50%, allocated according to their employees continued use of Qualtrics. All current faculty and staff account holders will continue to have access to Qualtrics through December 2025, but only departments participating in the cost-sharing program will retain access in January 2026. Sample per-survey response rates and estimated annual fees have been provided to deans and CBOs to aid in their evaluation of the continued use of Qualtrics. Departments that wish to pay for continued use of Qualtrics will be asked to opt in by May 1, 2025. For more information, visit https://eits.uga.edu/about/initiatives/survey_tool/qualtrics/ or contact surveytools@uga.edu.

Duo Multi-Factor Authentication for Retirees, Departmental, and Microsoft 365 Cloud Z-Accounts: Since the beginning of 2025, EITS has been working to implement Duo Multi-Factor Authentication (MFA) for Microsoft Cloud Z-Accounts, retirees, and departmental accounts. This feature has been implemented for both Microsoft Cloud Z-Accounts and retirees as of March 7, 2025. EITS is currently working with teams in a pilot to test the Duo MFA implementation for departmental MyID accounts. Primary and secondary owners of departmental accounts will be notified of this change and how to use Duo with these accounts throughout April. The implementation for the departmental MyID accounts will be put into place on April 30, 2025. For more information, contact Lance Peiper at lpeiper@uga.edu.

Power BI Transition Update: The Office of Institutional Research is continuing the transition to Power BI as the primary enterprise reporting tool for the university. For consumers of OIR reports, the transition will result in a refreshed look and feel to reports with familiar, consistently sourced data. OIR is developing and vetting templates and pilot reports with users. Communication and consultation with Tableau Server stakeholders continue to help them plan any needed transition to Power BI. All UGA faculty and staff have free access to Power BI through their Microsoft Office 365 licenses. To learn more about Power BI and its features, visit <https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/KB/ArticleDet?ID=15437>. For more information, contact Andrew Westbrook at awestbrook@uga.edu.

Upcoming Dates:

- April 3: Withdrawal Deadline
- April 4: Deadline to Review and Update DNLs
- April 4-6: IDM System Upgrade
- April 4-18: Ticketed Registration
- April 7: Deadline to Apply for Learning Technology Grants
- April 18: DNL Training
- April 28: Last Day of Classes
- April 29: Reading Day
- April 30: Deadline to Complete Spring Cybersecurity Training
Duo MFA Implementation for Departmental MyID Accounts
- May 1: Qualtrics Opt-in Deadline

IT Services in Action

Review and Update Your DNLs by April 4, 2025: EITS is conducting its annual audit of Departmental Network Liaisons (DNLs) to ensure every school, college, and unit has designated contacts for network and security incidents. DNLs are IT professionals who serve as the primary contacts with EITS for network and security-related issues. In March, vice presidents, deans, department heads, and IT directors will receive a memo requesting that they review their assigned DNLs and make any necessary updates. Changes should be submitted via the Departmental Network Liaisons (DNL) form at itsupport.uga.edu, and confirmation that no updates are needed can be sent to infosec@uga.edu. Departments will have until April 4, 2025, to complete the audit in compliance with University System of Georgia policies. EITS will conduct an online training session for all DNLs on Friday, April 18, 2025, with the time to be announced later. For more information, please contact Ben Myers at bmyers@uga.edu.

FY25 User Access Verification Under Way: In preparation for the financial state audit for FY25, EITS is conducting a verification of all user accounts for several systems. Verification began March 27 and includes Banner systems, the UGA Financial Management System, the UGA Budget Management System, OneUSG Connect, and UGAJobs. On March 27, users with certain levels of access to these systems received 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. Several reminders will be sent to users this month about the process. All verification processes will be conducted in TeamDynamix and must be completed by May 1. Those who do not complete the process by May 1 will have their access revoked. For more information about the user verification process, please contact Stacy Boyles at stacy.boyles@uga.edu.

Teams Phone Available for Campus Units: EITS is now offering Teams Phone, a cloud-based, next-generation phone system provided by Microsoft. Teams Phone allows UGA employees to communicate and collaborate anytime, anywhere, on any device. Teams Phone integrates seamlessly with the Microsoft Teams application on your laptop, tablet, or mobile device, so all that calls, chats, calendar invites, and meetings can be accessed in one place. The campus telephone system will eventually transition completely to Teams Phone. EITS Telephone Services is contacting campus units and departments to plan their transitions to Teams Phone. Units can also initiate their transitions when they are ready. For more information, contact Steven Duffee at sduffee@uga.edu.

Transition from Omni CMS to Kaptiv8 WordPress by End of 2025: In 2023, EITS announced the transition from Omni CMS (formerly OmniUpdate) to WordPress, with WordPress provided by Kaptiv8 as the new centrally supported hosting vendor. The transition began in early 2024, and all sites currently on Omni CMS must migrate to Kaptiv8 WordPress or another website hosting platform by the end of 2025. To learn more about options for transitioning to WordPress, visit <https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/KB/ArticleDet?ID=158743>. For more information, contact David Crouch at dave@uga.edu.

Campus Wifi Upgrades for January-March 2025: Work is underway on more wireless upgrades in academic buildings and student housing across the Athens, Buckhead, and Griffin campuses. These upgrades are part of EITS's work to continuously improve wireless connectivity and coverage to support teaching, learning, and student life. The \$1.2 million-a-year project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. Wireless upgrades have been recently completed in Baldwin Hall, Conner Hall, the Special Collections Library, the School of Social Work, the School of Music, the Geography and Geology buildings, and many greenhouse and art studio facilities. More than 50 were completed in 2024. EITS continues to install wireless access in the new emergency call stations as they are deployed. This is part of an effort by the university to increase security efforts. For more information, contact David Stewart at stewart@uga.edu.

Changes and Maintenance

Fall Biannual Network Maintenance Scheduled for November 2, 2025: EITS plans to conduct our fall biannual network maintenance on Sunday, November 2, 2025. EITS conducts biannual network maintenance in the fall and spring each year to support the network and provide ample bandwidth and internet capacity to the university. For more information, contact Rayid Tartir at rayid@uga.edu.

Automated Student MyID Clean-Up Under Way: In 2024, EITS automated the clean-up process for student MyIDs. This automated process runs once a semester; students who left the university or graduated approximately 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 automated clean-up kicked off March 3, 2025, with two notices to affected users. Accounts will be disabled in early April. For more information, contact Kristi Wall at kristi.wall@uga.edu.

IDM System Upgrade Scheduled for April: EITS will upgrade the Identity Management System the weekend of April 4-6, 2025. Work will begin on Friday and last until Sunday. During the upgrade, identities will not be created or modified. This upgrade will not impact the ability to log in to systems using a MyID and password. For more information, contact Kristi Wall at kristi.wall@uga.edu.

Microsoft Office 2019 and 2021 Reaching End of Life: EITS has been notified by Microsoft that support for Microsoft Office 2019 and 2021 will reach end of life and will no longer be supported as of October 2025 and October 2026, respectively. EITS will work with departmental IT over the next two years to ensure that these office suites are updated to the most recent version of Microsoft Office. For more information, contact Justin Sackett at justin.sackett@uga.edu.

Campus IT

FY26 Learning Technology Grants: The Center for Teaching and Learning (CTL) Learning Technologies Grants (LTG) program aims to enhance teaching and learning at the University of Georgia through the innovative use of technology. Up to \$25,000 per project is available to support work aimed at developing, implementing, and evaluating the use of technology to positively impact student learning. Grants should be submitted by April 7, 2025. To submit your grant, visit https://ugeorgia.ca1.qualtrics.com/jfe/form/SV_3pEN62rccB7bzLg. For more information, visit <https://ctl.uga.edu/grants-recognition/learning-technologies-grants/> or contact LearnTech@uga.edu.