UNIVERSITY OF GEORGIA

Enterprise Information Technology Services

TECH NEWS FOR OCTOBER 2024

Top News

Fall Network Maintenance Rescheduled: EITS network maintenance, originally scheduled on Sunday, September 29th, was postponed due to inclement weather. The maintenance is now being rescheduled and will be on Sunday, October 27th from 4 a.m. until midnight. 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; the spring maintenance will be on Sunday, March 2nd. For questions, contact Rayid Tartir at rayid@uga.edu.

Complete Cybersecurity Training by October 31: University System of Georgia employees, including student workers, must complete spring cybersecurity awareness training by October 31. 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 training is conducted online through KnowBe4 and provides a comprehensive education on good cybersecurity practices. To complete the training, log in to the KnowBe4 Portal at https://training.knowbe4.com/auth/saml/8840131a04b53 with your UGA MyID and password. Through October, you may receive several reminders about completing the training to your UGAMail. These automated reminders will come from Ben Myers at bmyers@uga.edu and will have the subject line: USG Mandatory Cybersecurity Awareness Training Due October 31, 2024. Faculty, staff, and student employees who have questions about the training should contact the EITS Help Desk at 706-542-3106 or e-mail at helpdesk@uga.edu.

State of IT Scheduled for November 20: Dr. Timothy M. Chester's annual State of Technology at UGA address will be held on Wednesday, November 20 at 1:30 p.m. The address will be fully virtual and will be held as a Teams webinar. More information will follow as it becomes available.

Request for proposal process under way for enterprise survey tool: A search is underway to potentially identify a new enterprise survey research tool for the University of Georgia, which could result in a decommission of Qualtrics by August 1, 2025. Current plans are to share an update on the outcome of the Request for Proposal (RFP) process and the name of the next enterprise survey research vendor by mid-fall 2024. As part of this evaluation, all campus units that rely on Qualtrics should review their current and future Qualtrics use. Regardless of the tool chosen through the RFP process, any forms built in Qualtrics that are currently being used for purposes outside of survey research projects will need to transition to other platforms before August 1, 2025. More information on the enterprise survey tool project, including alternative tools, is available on the EITS website: https://eits.uga.edu/about/initiatives/survey_tool/. For more information, contact Stacy Boyles at stacy.boyles@uga.edu.

Submit requests for STF one-time funding: Requests for proposals for the FY25 STF one-time funding process were distributed to deans and unit heads August 30, 2024. Units who receive base STF allocations are eligible to submit requests for proposals. This one-time funding is in addition to any support that a college or unit may receive as a part of its base STF allocation and must be of an instructional nature. The proposals must be submitted through the office of the appropriate Vice President, Dean, or Associate Provost by October 11, 2024, to be considered during the current cycle. Please direct comments or questions to Dr. Toby Graham, chair of the Student Technology Fee Advisory Committee at tgraham@uga.edu or (706) 542-0621.

Upcoming Dates:

October 1: **Google Jamboard decommission begins**
October 11: **STF request deadline**
October 13: **New OneUSG Connect Payroll Security Enhancements go into effect.**
October 27: **Rescheduled Fall Biannual Network Maintenance**
October 31: **Cybersecurity Training Due**
November 4: **Departmental MyID Review Begins**

IT Services In Action

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 your calls, chats, calendar invites and meetings can be accessed in one place. EITS Telephone Services is working with interested campus units and departments to transition their telephone numbers to Teams Phone. For more information, contact Jeff Teasley at jteasley@uga.edu.

Work continues on more than $1M in campus wireless upgrades: 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 Wi-Fi 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 the Chemistry building and are ongoing in the Holmes Hunter building. Technicians are also working on more improvements to other buildings and wireless spaces across campus; work for phase three is under way and expected to be completed next summer. In addition to campus buildings, EITS is installing wireless into the new emergency call stations being installed on campus. 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 Maintenances

Verify and claim your Departmental MyID accounts by December 6: EITS conducts an annual verification of all Departmental MyID accounts. Departmental MyID accounts are often used by units, colleges, and departments for running automated processes and to establish a contact email for a department or program. We conduct an annual verification to ensure all accounts have a current owner who is classified by Central Human Resources as a full-time faculty or staff member. This verification also ensures other important information connected to the Departmental MyID is still correct. The 2024 Departmental MyID verification process will kick off November 4, 2024, and conclude December 6, 2024. Owners of Departmental MyID accounts will receive an email asking them to complete the verification process through TeamDynamix. Account owners will receive several reminders until the process is complete. Accounts that are not verified by December 6, 2024, will be disabled. For more information, please contact Kristi Wall at kristi.wall@uga.edu.

USG 2025 Open Enrollment: The 2025 Open Enrollment period will be October 28 through November 8. UGA employees will need to complete their 2025 enrollment elections and certifications through OneUSG Connect – Benefits no later than November 8. Information will also be mailed to employees' homes just prior to the open enrollment period. A summary of the approved healthcare plan design changes and premiums is available on the USG Benefits website.

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

Automated student MyID clean-up process under way: EITS has automated the clean-up process for student MyIDs. This automated process runs once a semester; students who left the university or graduated more than a year ago will have their MyID's 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 employed by UGA or attending UGA for another degree program will not have their accounts removed. The automated clean-up will kick off on October 14, 2024, with notices to affected users; accounts will be disabled on December 2, 2024. For questions, contact Kristi Wall at kristi.wall@uga.edu.

Google to decommission Jamboard at the end of the year: Effective December 31, 2024, Google will decommission Jamboard, their digital whiteboard that lets you collaborate in real time. Starting October 1, 2024, users will no longer be able to create new or edit existing Jams on any platform. Between October 1, 2024, and December 31, 2024, Google will place the app in "view-only" mode. During this time, users will be able to back up their Jam files. On December 31, 2024, users will no longer be able to access their Jam files and Google will permanently delete them. If you wish to keep your Jams, EITS suggests migrating them to Microsoft and Zoom Whiteboard. To learn more about Google's decommission of Jamboard visit https://workspace.google.com/blog/product-announcements/next-phase-digital-whiteboarding or contact Justin Sackett at justin.sackett@uga.edu.

AT&T Audio Conferencing Services Discontinued: UGA has been informed by AT&T that their dial-in Audio Conferencing service will be discontinued by the end of this year, the sunset date is December 15, 2024. This service, which provided a toll-free number and access code for audio-only conference calls, will no longer be available after 2024.Telephone Services recommends that users switch to Teams or Zoom web meetings, as these tools are already accessible to all faculty and staff. If these options do not meet the needs for select users, Telephone Services will collaborate with AT&T to find alternative solutions with AT&T. For more information contact Dennis Flint, dwflint@uga.edu.

Tech Tips

Connect with EITS on LinkedIn: EITS is now on LinkedIn. On this new platform we will be sharing major initiatives, and employee and team highlights and achievements along with opportunities within EITS. To connect with us visit https://www.linkedin.com/company/uga-enterprise-information-technology-services/?viewAsMember=true.

How to Spot a Phish: Phishing scams are a common method cybercriminals use to steal sensitive information by posing as reputable companies or officials in the workplace or school. To spot a phishing scam, pay attention to the tone, grammar, and the type of information being requested. One of the first steps in verifying an email is to check the sender's domain name. Phishing emails often contain grammar mistakes, from minor misspellings to awkward sentence structures, which can be an easy indicator of its legitimacy. The tone is typically urgent, pressuring you to act quickly by clicking a fraudulent link or providing personal information like login credentials or banking details. Remember, no legitimate university email will ever ask for your login credentials, financial information, or your 811 number. If you do suspect you've received a phishing email, make sure you don't click on any link or attachment before verifying, including any "unsubscribe" link. If you're unsure if you've been sent a phishing email, you can always forward it to abuse@uga.edu for verification.