

Vice President for Information Technology

Status and Activity Report for January 2024

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

1. Key Items for Faculty and Staff Meetings

- *EITS accomplishments for 2023:* Through 2023, EITS completed more than 250 projects to help improve business process management, the student digital life experience, next generation teaching and learning, and the university's research enterprise. Key projects included upgrades to Banner and DegreeWorks, including a new DegreeWorks responsive dashboard; the addition of role-based views in the UGA Mobile App; the deployment of 48 GPUs in support of the President's AI and Data Science initiative; the installation of almost 800 wireless access points; the implementation of Duo Verified Push; the implementation of automated financial reporting with Power BI; the implementation of the Adobe Student Creative Cloud Check-out program and the launch of a new EITS Help Desk Knowledge base. More initiatives are planned for 2024 including the deployment of a 12-Petabyte high-performance hybrid Lustre storage appliance to support data intensive scientific and AI workloads; a new mobile-friendly interface for Athena and Banner and eLC integration in the UGA Mobile App; the rollout of Teams Phone for campus; redesigned websites for EITS and OIR (Office of Institutional Research), improvements to off-boarding for employees and affiliates; and engaging with the university system on the new unified enterprise resource planning system.

2. Services for Students

- *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.
- *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 in the Physics building, Hardman Hall, the Army ROTC building, and several Veterinary Medicine buildings have been completed. 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. For more information, contact David Stewart at stewart@uga.edu.

3. Services for Teaching Faculty

- *GACRC teaching cluster available for spring:* A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Spring 2024 semester. The cluster, which is supported by the Georgia Advanced Computing Resource Center, was also in use during the fall. Faculty members interested in discussing the capabilities of the teaching cluster and how it might integrate with their coursework should contact Dr. Guy Cormier at gcormier@uga.edu.

4. Other General Services

- *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 in the spring. For more information about the user verification process, please contact Sara Pauff at spauff@uga.edu.
- *FY25 cost recovery rates available now:* Each year prior to annual budget planning, EITS publishes the catalog of cost recovery services and their respective rates. The FY25 cost recovery services rates are now available for your use for FY25 budget preparation. There will be no increase in the FY25 rates from those charged in FY24. To help increase transparency of rates and calculations, the detailed rate components and calculations are available upon request. Each individual department is encouraged to assess the FY25 rate impacts, if any, on its budget. The FY25 rate table is available at: http://eits.uga.edu/support/cost_recovery/rates. All FY25 rates are contingent upon review and final approval of FY25 budgets by the Board of Regents of the University System of Georgia. If you have any questions regarding the rates, please contact Bret Jamieson at bret.jamieson@uga.edu or 706-542-7617.
- *Duo Mobile App dropping support for iOS14, Android 10 operating systems:* Effective February 2024, Duo, the vendor behind UGA's ArchPass two-step login solution, will drop support for its mobile app on phones running Android 10 or older operating systems and phones running iOS14 or older operating systems. Phones that run on these operating systems will still be able to use the Duo Mobile App, but they will not receive the latest updates, and will not be able to install or reinstall the Duo Mobile App. Users who want to continue to use the Duo Mobile App to authenticate should update to Android 11 or iOS15 before February 2024. Users with older phones who cannot update to new operating systems can always choose to authenticate via a phone call or a passcode sent via SMS text messaging, regardless of operating system. For questions, contact Lance Peiper at lpeiper@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. A dev environment is available now, and a stage environment will be available for testing January 16. In preparation, after January 12, 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.

- *New policy for deleted emails in UGAMail:* Effective February 1, a new 30-day deletion policy will go into 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 policy is retroactive, so starting February 1, any items in your Deleted Items folder that are older than 30 days will be 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 will be capped 100 GB. UGAMail mailbox storage will be 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.
- *New cost recovery web hosting solution coming soon:* The EITS Web and Mobile team is introducing a new centrally hosted cost recovery 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 and updating of EITS-supported UGA WordPress websites will be Kaptiv8, an Athens website design and hosting firm. We will begin working with current Omni CMS clients in the coming months to discuss timelines and details for the transition of your Omni CMS web pages into the Kaptiv8 environment and begin working with new clients in 2024. As we work with clients, we will include as part of the discussion the billing process through the new hosting partner. For more information, please contact David Crouch at dave@uga.edu. Additional information will continue to be added to the [EITS website](#).
- *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 through the day. 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. For questions, contact Rayid Tartir at rayid@uga.edu.
- *Prepare for Boyd Data Center UPS maintenance activities:* EITS will conduct maintenances on January 13, and January 27 at the Boyd Data Center in efforts for the UPS system replacement. During the January 27 maintenance, building cooling will be shut down and elevator systems will be unavailable for the Boyd Graduate Building, McBay Science Library, and Boyd Data Center from 4:00 a.m. – 8:00 a.m. There are no power, cooling, or elevator system interruptions expected during the January 13

maintenance. Information Technology System Owners may elect to shut down non-essential systems in the Boyd Data Center during these maintenances. Additional information is available on the EITS [website](#). Those who have questions should contact either Jeff Teasley at jteasley@uga.edu or Chris Fleming at cfleming@uga.edu.

5. Did You Know

- *Fresh look and feel for EITS Help Desk Service Catalog:* In December, EITS migrated our service catalog, where our help desk ticket forms are hosted, to a new client portal at eitshelpdesk.uga.edu. This is the same client portal that hosts the EITS Knowledge Base, which was launched in the spring. This migration included a clean-up of old and unused ticket forms and an update to the look and feel of the service catalog and the ticket form email template. The migration also gives EITS the ability to link knowledge base articles to service catalog ticket forms, to better assist students, faculty, and staff in finding the answers they need. Any units who have links on their websites to the old service catalog forms are advised to update links. Students, faculty, and staff can still put in tickets via email at helpdesk@uga.edu or by calling 706-542-3106. For more information contact Michael Jacobson at michael.jacobson@uga.edu.

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