

Vice President for Information Technology

Status and Activity Report for August 2024

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

1. Key Items for Faculty and Staff Meetings

- *Network bandwidth increases to 200 GBps:* EITS network technicians recently completed work to increase the internet bandwidth on campus from 40 gigabytes per second (GBps) to 200 GBps. With this increase in bandwidth, students and faculty can quickly access and download educational resources, such as online textbooks, research articles, and instructional videos. The increased bandwidth will help facilitate faster sharing of research data with other institutions and help keep internet speeds efficient, even with many users accessing the campus network.
- *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. A Request for Proposal (RFP) has been posted and current plans are to share an update on the outcome of the 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.
- *Time-based passcodes in Duo to help combat fraud:* To help combat significant increases in payroll fraud and other scams, EITS has changed the process for generating passcodes in Duo, the application behind ArchPass, UGA's two-step login solution. Passcodes are one of the methods, along with push notifications and a phone call, that can be used to verify your identity when you log in to a UGA application. Passcodes generated in the Duo Mobile App now expire 30 seconds after generation, rather than after they are used to log in. This helps ensure the passcodes are not used by threat actors, who may gain access to a user's credentials through a phishing attempt. Additionally, passcodes sent through SMS texting expire after five minutes. EITS has also implemented push and email notifications to users whenever a device is enrolled to their DUO account; this helps ensure scammers can't add devices and use them to access your information or UGA systems. For more information, contact Ben Myers at bmyers@uga.edu.

2. Services for Students

- *New personalized mobile-friendly Athena Experience available now:* Athena, UGA's student information system, has been upgraded to a new mobile-friendly experience. The new Athena Experience includes a landing page with an updated look, as well as several new features including tiles tailored to each user based on their role as a student, faculty, or staff member; links within the tiles to Athena features such as class registration, financial aid, student accounts and more; and a landing page that is responsive and easily viewable on a smartphone or tablet. The new Athena Experience is part of an initiative to

provide a personalized and secure hub for students, faculty, and staff, enabling them to better navigate essential tasks and obtain timely information in Athena.

- *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.

3. Services for Researchers

- *GACRC teaching cluster available for fall 2024:* A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Fall 2024 semester. The cluster, which is supported by the Georgia Advanced Computing Resource Center, was also in use during the spring. 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

- *Security measures in place to decrease fraudulent emails:* In March 2024, EITS implemented Domain-based Message Authentication, Reporting and Conformance (DMARC), a tool used to protect UGA email accounts from receiving fraudulent email. EITS personnel worked with campus system owners so that their email functionality complied with this security measure. Effective July 17, 2024, systems that have not been configured to comply with DMARC can no longer send email to UGA email addresses. Senders will receive a report with any messages that have been rejected due to non-compliance. For more information, contact Justin Sackett at justin.sackett@uga.edu.
- *Budget Management System (Hyperion) to be decommissioned on August 30:* UGA will decommission its existing Budget Management System (Hyperion) on August 30 to pave the way for the implementation of a new Budget Management and Planning System, powered by the [Anaplan](#) software. Various units across UGA have been involved in the initial design and testing of the new system over the past few months and implementation is slated for Fall 2024. Additional information is available on the OneSource website: https://onesource.uga.edu/resources/anaplan_budget_management_project/.
- *Biannual UGA SSO upgrade planned for September 20:* Our single sign-on service, UGA SSO, will undergo a scheduled maintenance September 20. 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 should 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 August 19. In preparation, after August 16, EITS will not move any new applications to production UGA SSO until the upgrade is complete in September. EITS applies updates to UGA SSO twice a year, in February and September. For more information, contact Kristi Wall at kristi.wall@uga.edu.

- *Stacy Boyles named Associate CIO of Planning and Engagement:* Following a thorough evaluation, Dr. Tim Chester has named Stacy Boyles as the new Associate CIO for Planning and Engagement and Chief of Staff, effective as of April 1, 2024. Stacy has worked for EITS for over 15 years in various business analysis, project management, and leadership roles. She holds a master's degree from the Mary Frances Early College of Education in Human Resource and Organizational Development and several Project Management certifications. The Associate CIO for Planning and Engagement spearheads project management and communications initiatives for EITS. These efforts are subsequently communicated and adopted by the UGA community.
- *Google to decommission Jamboard at the end of the year:* Effective December 31, Google will decommission Jamboard, their digital whiteboard that lets you collaborate in real time. Starting October 1, users will no longer be able to create new or edit existing Jams on any platform. Between October 1 and December 31, 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, 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 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.
- *Duo Universal Prompt coming to Duo Self-Service portal:* The look and feel of the Duo Self-Service portal has changed. The portal, available at archpass.uga.edu, is used to enroll and remove devices used to verify your credentials when logging in to UGA systems protected by ArchPass, UGA's two-step authentication service. The portal now uses Duo's new universal authentication prompt. When a user logs into the Duo Self-Service portal, they are presented with a new screen that asks them to verify their identity using one of the Duo authentication methods before managing their devices. Once they verify their identity, they can add and remove devices. Users who do not have any devices set up in Duo will be prompted to enroll the first time they log in. For more information, contact Lance Peiper at lpeiper@uga.edu.
- *Automated employee and affiliate MyID clean-up process begins this month:* EITS has an automated clean-up process for employee and affiliate MyIDs. This automated process will run this summer; employees and affiliates who have left the university but have not yet had their accounts disabled or UGAMail mailboxes removed will have their MyIDs flagged for disablement and deletion. Employees and affiliates 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 attending UGA for a degree program will not have their accounts removed, and employees who have retired from UGA are still eligible to keep their UGAMail addresses. Affected users were sent two email notices. Accounts will be disabled in late August. For questions, contact Kristi Wall at kristi.wall@uga.edu.
- *Changes to OneDrive for Business storage for students, faculty and staff:* Microsoft has announced new storage limits for its academic customers, and as a result, the available

storage limits in OneDrive for Business accounts for UGA students, faculty and staff have changed. Effective August 1, OneDrive for Business storage for faculty, staff and student accounts were capped at 1 TB. 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 until you move or delete old files and bring your account under the storage quota. Your UGAMail account storage will not be affected. Users who were over the 1 TB limit have received multiple notices, asking them to bring their accounts under the new limit. Microsoft also offers documentation on how to check and manage your OneDrive for Business account storage on their website at <https://support.microsoft.com/en-us/office/manage-your-onedrive-for-work-or-school-storage-31519161-059c-4764-b6f8-f5cd29f7fe68>. For questions, please contact Justin Sackett at justin.sackett@uga.edu.

- *Retiree MyID account review under way:* UGA retirees are currently able to keep their UGA MyID and UGAMail to access some UGA resources after retiring. UGA retirees who have not accessed their account for a year or more will have their accounts deactivated. This practice reduces the potential risk of inappropriate use of UGA retiree accounts and better reduces IT security risk. Over the summer retirees who had not accessed their accounts for a year or more received both digital and physical notices encouraging them to login to their accounts to keep them active. Retiree accounts that remained inactive after July 15, will be now deactivated on July 31 and deleted on August 30. Information about the process can be found on our [MyID page](#). For questions, contact Stacy Boyles at stacy.boyles@uga.edu.
- *LinkedIn Learning clean-up planned for August:* To ensure that the UGA LinkedIn Learning associated license count is current, it is necessary to carry out annual user clean-ups to remove users who are no longer associated with the university. EITS has communicated with affected users this summer letting them know that their accounts will be archived. The clean-up was completed August 1, and inactive users have been archived. For more information reach out to Dave Crouch at dave@uga.edu.
- *Zoom student account reset planned for August 7:* To ensure we can provide Zoom licenses to all active students in the fall, EITS will perform a reset on student Zoom accounts in August. During the reset, accounts belonging to students will be temporarily removed from UGA's main Zoom account. Students who wish to keep their UGA Zoom license during the Fall 2024 semester only need to log in to Zoom again after the reset occurs on August 7. Upon logging in with their MyID and password, their licenses will be re-provisioned. During the reset, students may lose access to meetings they are scheduled to host and custom user settings, including their profile and background photos. We recommend they take note of these meetings and save any photos they wish to keep. The reset will not affect any meetings or classes hosted by UGA faculty and staff, including those scheduled with students. Departmental subaccounts for Zoom will not be affected, but EITS strongly encourages Zoom subaccount owners to remove faculty and staff who have left the university. For more information, contact Mamtha Ramaraja at mamtha.ramaraja@uga.edu.
- *Prepare for fall network maintenance:* EITS plans to conduct the next biannual network maintenance on Sunday, September 29, 2024. These biannual network maintenances are necessary to ensure continued stability and efficiency of the network, allowing EITS to provide ample bandwidth and Internet capacity to the University in the future. These large network maintenances are typically conducted twice a year, in the spring and fall, during

which campus Internet and campus information systems are usually inaccessible. For questions, contact Rayid Tartir at rayid@uga.edu.

5. Did you know?

- *eLC integrated into UGA Mobile App:* Over the past year, the EITS Web and Mobile Technology team has been working to improve the student digital experience. Their efforts include making multiple UGA applications more accessible to students by integrating them into the UGA Mobile App. The newest improvement to the UGA Mobile App is the integration of eLearning Commons (eLC) to the student schedule view. With this new feature, students will be able to view upcoming assignments, tests and quizzes in their schedule. Students can find the newly integrated eLC assignments feature in the Mobile App by visiting the MyUGA Dashboard in the student view of the mobile app.
- *Adobe Creative Cloud License Available for Use:* Adobe Creative Cloud licenses for students are available for check-out through the EITS Tech Lending program. Students can check out a license for four weeks and renew it once the rental period has expired. The license provides access to the entire Adobe Creative Cloud suite, including Photoshop, InDesign, Illustrator and more. If licenses are not available, students can access Adobe Creative Cloud in many of the computer labs on campus. For faculty and staff seeking access to the Adobe Creative Cloud, reach out to your department IT professional for specific pricing and access information. For more information on the Tech Lending program, visit <https://www.libs.uga.edu/mlc/techlending>.
- *Microsoft Copilot available to students, faculty, and staff:* UGA students, faculty, and staff have access to the online version of Copilot, an AI-powered chatbot provided by Microsoft. Copilot is a conversational chat interface with several capabilities, including search and information retrieval, text generation, image creation and code writing. To access Copilot, visit <https://copilot.microsoft.com/> and log in with your UGA email address (myid@uga.edu) and password. For more information, visit our [Knowledge Base](#) or contact Justin Sackett at justin.sackett@uga.edu.
- *Extended Help Desk hours available for Housing Move-In:* Beginning August 4, the EITS Help Desk will return to its regular operating hours: Sundays from 1:30 PM to 6:30 PM and Monday through Friday from 7:30 AM to 6:30 PM. Additionally, to support the busy move-in period, the Help Desk will be open for a special session on Saturday, August 10, from 1:30 PM to 6:30 PM. These extended hours aim to provide you with more opportunities to get the technical support you need as you settle into the new academic year.
- *EITS Policy Library Moving:* Earlier this year the University of Georgia launched their new policy library, combining policies from all university departments into one place. With the creation of this policy library the EITS information technology policies have been moved. EITS plans on redirecting our policy pages to the new policy library on August 8, 2024. To prepare check any bookmarks that you might have linked to EITS policies and make sure you go to the new UGA Policy Library and save the links from there and update any documentation that you may have EITS policies linked to with the new link from the policy library. To access the university policy library visit, <https://policy.uga.edu/>. If you have any questions please contact Lance Peiper, lpeiper@uga.edu.

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