Vice President for Information Technology
Status and Activity Report for July 2024

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

1. Key Items for Faculty and Staff Meetings

   - *Time-based passcodes in Duo to help combat fraud*: To help combat significant increases in payroll fraud and other scams, EITS is changing 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. Moving forward, passcodes generated in the Duo Mobile App will 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, starting August 2, passcodes sent through SMS texting will expire after five minutes. EITS is also working to implement push and email notifications to users whenever a device is enrolled to their DUO account; this will help 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

   - *MyUGA module in UGA Mobile App shows assignments and deadlines from eLC:* Effective June 30, the UGA Mobile App has been updated to pull in assignments, quizzes and other content with deadlines from eLearning Commons (eLC). Once logged into the MyUGA module, students will see a color-coded dashboard indicating when assignments are due. They can navigate to the My Week or My Day to view more detailed information. Please note, submissions must still be made in eLC as the app is only designed to display deadlines. The official UGA Mobile app is free to download in the App Store or Google Play. For more information, 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 have been recently completed for the J.W. Fanning and Fine Arts buildings. 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. Other General Services

   - *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:* Effective August 2, the look and feel of the Duo Self-Service portal will change. 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. Once the changes are made August 2, the portal will use Duo's new universal authentication prompt. After August 2, when a user logs into the Duo Self-Service portal, they will be 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 will be able to 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.

- *Request for proposal process under way for enterprise survey tool:* Work continues on evaluating Qualtrics, UGA's enterprise survey research tool. EITS will fund Qualtrics through the end of fiscal year 2025. A request for proposal (RFP) process is under way and all survey vendors, including Qualtrics, will have the opportunity to be selected as UGA's next enterprise survey tool. As part of this evaluation, all campus units that rely on Qualtrics for their survey needs 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. EITS will provide information and training resources for alternative tools later this summer. For more information, contact Stacy Boyles at stacy.boyles@uga.edu.

- *EITS policies moving to UGA Policy Library:* Earlier this year, the University of Georgia launched their new Policy Library. All EITS policies have moved to this library, and later this summer the policy pages on the ETIS website will be redirected to the Policy Library. To view policies, please visit the Information Technology section of the Policy Library at https://policy.uga.edu/policies/#/programs/category/6405fd28069762001862a524.

- *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. There will be two email notices to affected users, starting in July; accounts will be disabled in late August. For questions, contact Kristi Wall at kristi.wall@uga.edu.

- *Annual SSO application review under way:* EITS has kicked-off its annual review of 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 ensure 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.

- *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, UGA students, faculty and staff will see changes to the available storage limits in their OneDrive for Business accounts. Effective August 1, OneDrive for Business storage for faculty, staff and student accounts will be 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. Currently, a little over 100 users have OneDrive for Business accounts that are near or over the limit. In the coming months, EITS will notify OneDrive for Business account owners who are near or over this storage limit of 1 TB, advising them to bring their account under the limit by August 1. 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. Starting in May and continuing through the summer, retirees with inactive accounts will receive notices and several reminders prior to deactivation. If retirees wish to keep their MyID and UGAMail active, they will have the opportunity to log in and have their account excluded from deactivation. Retiree accounts will be deactivated on July 31 and deleted on August 30. Information about the process can be found on our MyID page at https://eits.uga.edu/access_and_security/myid/myid_account_removal/#Faculty%20and%20Staff. For questions, contact Stacy Boyles at stacy.boyles@uga.edu.

- *LinkedIn Learning clean-up planned for August:* To ensure 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 will conduct an account clean-up this summer which will include notices to affected users. The clean-up will be completed in August, when inactive users will have their accounts 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.

4. <u>Did you know?</u>

- In June, the ITMF Excellence Impact Awards celebrated its inaugural year by recognizing two outstanding recipients: Jason Conklin from the College of Agricultural and Environmental Sciences (CAES) and Sarah Trammell from Enterprise Information Technology Services (EITS). Jason Conklin was commended for his transformative leadership at the CAES Service Desk, where his motivational approach and technical expertise significantly elevated client satisfaction scores to exceed 96% consistently. His innovative projects have not only benefited CAES but have also positively impacted the broader UGA community. Sarah Trammell, recognized for her continuous learning and exemplary customer service within EITS, was praised for her deep subject matter expertise and proactive approach to meeting client needs. Her commitment to professional development and her ability to enhance team knowledge make her an invaluable asset to her organization. Jason and Sarah exemplify the high standards of leadership, innovation, and service that the ITMF Excellence Impact Award aims to celebrate. The ITMF Excellence Impact Award at the University of Georgia recognizes outstanding IT professionals based on sustained impact, leadership qualities, and a commitment to excellence. It aims to avoid favoring superficial achievements or client-facing roles, instead highlighting individuals whose work may be behind the scenes, involve deep learning, or lead to significant improvements over time. Nominees are expected to maintain high standards, foster positive relationships, contribute to a supportive IT community, demonstrate ongoing professional growth, and actively share knowledge in alignment with organizational goals. For more details on the award and this year's recipients, visit the ITMF website at https://itmf.uga.edu/awards.

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