

Tech News: January 2023

Top News

IT accomplishments for 2022, upcoming initiatives for 2023: Through 2022, EITS continued its work to support teaching, learning, research and student life through campus technology. Our staff completed more than 200 projects, including upgrading Banner and DegreeWorks to improve security; purchasing and deploying 107 computing nodes in our high performance computing cluster, serving the research needs of more than 840 students, post-docs and faculty members; introducing push notifications to the UGA Mobile App; improving the employee MyID provisioning process; adding 88 new MacBooks to our Tech Lending program; expanding our wireless coverage in campus outdoor areas, and more. More initiatives to improve technology on campus are planned for 2023, including automating the student MyID clean-up process; rolling out the new Duo Universal prompt; replacing the Lustre storage system in the Georgia Advanced Computing Resource Center; implementing a responsive dashboard in DegreeWorks and more. To learn more about upcoming technology improvements and changes, subscribe to our monthly newsletter, Technology News at UGA: https://eits.uga.edu/about/tech_news/.

IT Services in Action

Get access to Adobe Creative Cloud through Tech Lending: EITS Tech Lending at the MLC has acquired 50 new MacBooks with Adobe Creative Cloud Suite installed for students who would like access to Adobe's suite of products. In total, Tech Lending offers 98 MacBooks and 20 Dell laptops with the Adobe Creative Cloud Suite installed available for checkout now. In addition, EITS has purchased 100 Adobe Creative Cloud Suite student software licenses that will be available for check-out. Access to these licenses will be limited through 06/30/2023. Students can check out a license with their MyID and can request renewal. To checkout a license, visit our Adobe Creative Cloud page and click on the checkout form under "Students.": https://eits.uga.edu/hardware_and_software/software/adobe/. Students also have access to the Adobe Creative Cloud and a variety of other editing tools, including Final Cut Pro and a recording booth through the MLC's Digital Media Lab. Learn more at <https://libraries.uga.edu/mlc/technology/digital-media-lab>.

\$2 million in Student Technology Fee (STF) One-Time Funds awarded to academic units who advance learning spaces, student digital life: In December, the Student Technology Fee Committee awarded approximately \$2 million in one-time STF funding to units across UGA to advance next generation learning spaces and improve student digital life. Advancing virtual and physical learning spaces and improving the availability of personalized digital services are two of the six goals identified in the UGA IT Strategic Plan. The student-led committee awarded funds as part of the FY23 one-time funding process to initiatives supporting improvements to classroom technology and enhancements to student computing resources, as well as to provide new tools for faculty-student and student-student collaboration. Some of the units receiving funding include the Franklin College of Arts and Sciences, the College of Veterinary Medicine, the Warnell School of Forestry and Natural Resources, and the College of Engineering. For more information, contact Toby Graham at tgraham@uga.edu.

Work continues on more than \$1M in campus wireless upgrades: Work is under way on more wireless upgrades in buildings 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 project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. Work has most recently been completed on the Vet-Med building and started on the Georgia Center for Continuing Education. Technicians are also working on more improvements to other buildings and wireless spaces across campus; work for Phase two is expected to be completed by July 2023. For more information, contact David Stewart at stewart@uga.edu.

New nodes deployed GACRC high performance computing cluster: In 2022, the Georgia Advanced Computing Resource Center (GACRC) purchased 72 regular compute nodes, which were deployed in December. Nodes added in December included 72 regular compute nodes, which provided 9,072 cores; 4 GPU nodes targeting AI workloads with a total of 16 NVIDIA A100 GPU devices, and two 1TB high-memory nodes. As well as deploying new nodes, the GACRC is also in the process of decommissioning 120 compute nodes that were purchased in the Fall of 2014, creating the initial Sapelo cluster. For more information, contact Dr. Guy Cormier at gcormier@uga.edu.

Major network bandwidth expansion under way to improve connectivity: EITS networking staff are working on a multi-year project to upgrade building routers, increasing network bandwidth for research, and allowing for 10G connectivity. The Building Edge Router Refresh project will upgrade the current building edge routers and cabling in 180 buildings to a new platform that connects buildings back to the university's core network. Most recently, teams are completing work on the Health Sciences Campus. For more information, visit: https://eits.uga.edu/network_and_phones/building_edge_router_project/.

Changes & Maintenances

Prepare for Spring network maintenance: The 2023 spring network maintenance will be held on Sunday, March 5; 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. EITS will also conduct the second planned maintenance of the calendar year on October 1, 2023. Additional details regarding the October 1 maintenance will be shared in late spring 2023. For questions, contact Rayid Tartir at rayid@uga.edu.

Duo prompt for Office 365, UGAMail to change in January 2023: To enhance the security of UGA's information assets, the login process for Microsoft Office 365 applications, including UGAMail, will change for UGA students, faculty and staff, effective January 19, 2023. Duo, the vendor behind UGA's ArchPass two-step login solution, is updating the look and feel of their universal authentication prompt, and the process for the second step of two-step authentication will change. This change to the Duo prompt will be rolled out to all UGA applications in the coming year, and UGAMail and Office 365 will be the first applications to switch over. After January 19, 2023, when a user logs into UGAMail, the new Duo Universal Prompt will automatically pick the most secure option for authentication. The authentication option chosen will depend on what devices the user has enrolled in Duo. Users can stop the automatic selection,

and pick a new default option for future authentication prompts the first time they log into UGAMail after January 19. In addition, the option to remember your Duo credentials for 30 days will change. Instead of “Remember Me,” users will see “Trust this browser?” Select Yes, trust browser to remember your Duo credentials. This change to the Duo prompt will not affect any students, faculty or staff using the Outlook desktop or Outlook mobile applications, and it will not affect any users accessing UGAMail while on the campus network. Two-step authentication is only required for students, faculty and staff accessing UGAMail and Office 365 while off-campus via a web browser or the UGA Mobile App. More information, including screenshots and troubleshooting steps, will be available on the EITS Help Desk Knowledge Base <https://confluence.eits.uga.edu/display/HK/ArchPass%2C+powered+by+Duo>.

Decommission of standard web hosting set for 2024: Web Hosting Standard, the free web hosting service for UGA-affiliated departments and student organizations will be sunset in 2023 and decommissioned in 2024. Over the next year, EITS will communicate with users who still use Web Hosting Standard as their primary web hosting service to inform them of next steps. For more information, contact Ashley Henry at ashenry@uga.edu.

FY23 user access verification prep begins: In preparation for the financial state audit for FY23, EITS will conduct a verification of all user accounts for several systems. Verification will kick off in March 2023 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 Lynn Wilson at llatimer@uga.edu.

Changes to MyID clean-up process planned: EITS is in the planning stages to automate the clean-up process for student MyIDs. The new automated process will be run once a semester; students who left university or graduated more than 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. More information about the new process will be forthcoming soon. For questions, contact Kristi Wall at kristi.wall@uga.edu.

OneSource Training Library moving to a new platform: The OneSource training library will transition to a new platform in June 2023. This new Service and Support Portal, powered by TeamDynamix, will allow users to access self-service content in the same place where they can request live support. Content that is currently housed in multiple places will be combined into a single location. There will be a more intuitive user interface with improved search functionality. You can view the new interface here: https://onesource.uga.edu/_resources/images/td_knowledge_base_example.PNG. The new Service and Support portal will be released later this month (January 2023) so that both the new and the existing resources are available concurrently for about 6 months. If your unit has links to the current OneSource training library in your email templates, websites, documents, etc., please share

the URLs on this form: <https://app.smartsheet.com/b/form/afdb0ecb64ee453ebe5958cef7cd3f3e> . The OneSource team will send you replacement links as they are created.

Campus IT

FY24 cost recovery rates available: The [FY24 cost recovery services rates](#) are now available for your use for FY24 budget preparation. There are not any new rate changes for FY24; however, Zoom will discontinue the Meeting 300 licensing offerings. In an effort 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 FY24 rate impacts, if any, on its budget. The FY24 rate table is available at: http://eits.uga.edu/support/cost_recovery/rates. FY24 rates are contingent on review and final approval of FY24 budgets by the Board of Regents (BOR) 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.

SSO upgrade set for February 2023: Our single sign-on service, UGA SSO, will undergo scheduled maintenance on February 10, 2023. 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. The development environment is now available for testing, and the stage environment will be available for testing after December 19. After December 16, EITS will not move any new applications to production UGA SSO until after 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.

Tech Tips

New first contact safety notice in UGAMail: Effective January 3, 2023, a new “first contact safety tip” notice will be implemented in UGAMail. The new notice will appear when you receive an email from an address you don’t frequently correspond with. The notice will read: “You don’t often get email from <<<SENDER’S EMAIL>>>. Learn why this is important.” Clicking on “Learn why this is important” will take you to a page on Microsoft’s site with tips on how to protect yourself from phishing. Implementing this new notice is part of EITS’s ongoing efforts to educate the UGA community about phishing and protect our systems, sensitive and restricted data, and information assets. The existing external sender notice will still appear when an email comes from a non @uga.edu address. Please direct questions to Ashley Henry at ashenry@uga.edu.

Best Practices for virtual special events: As we enter a new year, we want to remind UGA faculty, staff and students of good practices for conducting virtual special events, especially those which include individuals outside the university. These measures can help decrease the risk of unauthorized individuals interrupting your meeting in Zoom or Teams.

- In Zoom, ensure the Meeting ID is automatically generated, and that the meeting has a password. Do not publicly post the Meeting ID and password. This includes posting to the UGA Master Calendar, which is public.

- In Zoom, use the waiting room function to control when participants can join the meeting. The waiting room function is required for any participants who do not have a UGA MyID. EITS has turned on this function for all UGA Zoom accounts.
- In Zoom, designate multiple hosts who will help manage the meeting and eject participants who disrupt the meeting.
- In Zoom, disable the “join before host” feature and limit screen sharing to the host.
- In Zoom, consider requiring MyID authentication for the meeting, so only those with UGA MyID accounts can attend.
- In Teams, use the ‘Who can bypass the lobby’ setting to control when participants join your meeting.
- In Teams, use the ‘Who can present’ setting to limit screen sharing to the host.