



March 2021 Tech News

Top News

Spring network maintenance scheduled for March 6: EITS plans to conduct a network maintenance on March 6, 2021. 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. For questions, contact Jeff Farese at jeffrey.farese@uga.edu.

Wireless improvements planned for north and central campus quadrangles, other buildings: EITS is in the planning stages to improve the wireless performance in several outdoor areas in north and central campus, making it easier for students, faculty and staff to work and study outdoors. The \$417K project, funded by the Student Technology Fee, will include updates to the wireless infrastructure and access points servicing five outdoor areas: the Old College quad, the Main Library quad, Herty Field, the area in front of the Miller Learning Center and outdoor areas around Tate Student Center. EITS will start work this month, with plans to complete work on the Old College and Main Library quads by June; the remaining areas will be completed over the summer. In addition, EITS Network Infrastructure is executing several network refreshes and redesigns in other campus buildings. Technicians have completed a network refresh and redesign on the Riverbend Research Lab North and South facilities, as well as the Veterinary Medical Center campus. A complete wireless redesign and equipment refresh on the four Forestry Resources buildings should be finished this month. Staff are also working on an ongoing project to supplement wireless coverage in buildings to support demand. EITS performs these refreshes to replace aged and under-performing equipment, in turn providing a better end-user experience. These building refreshes and redesigns are funded by the Student Technology Fee, a fee that helps fund a variety of facilities and services on campus. To learn more about these projects, please contact Chris Fleming, cfleming@uga.edu.

IT Services in Action

Survey of UGA Technology Services to be Administered: The Vice President for Information Technology will administer the annual TechQual survey for UGA students, faculty and staff this semester. The campus-wide survey will be sent to a random sampling of students and employees. They will be asked to gauge the effectiveness of a number of technology services at the University, such as network connectivity, websites, administrative systems and wireless service. The results of the TechQual survey are used to guide future IT initiatives at the University. For more information, please contact Lynn Wilson at llatimer@uga.edu.

Updated Financial Aid Module in Athena Completed: On February 27, the Financial Aid Module in Athena was updated to provide a more streamlined approach to information. This is the first of several phased major updates to Athena that will occur during this calendar year. The changes will include a fresh look and feel, a more streamlined user experience, new modules and feature enhancements. As changes are developed, information will be shared with the university community, including faculty, staff and advisors via the ConnectUGA website, <https://connectuga.uga.edu/>.

Spring cybersecurity training required by April 30: University System of Georgia employees must complete spring cybersecurity awareness training by April 30. This required training takes place twice a year in April and October per USG policy and directive by the executive order of Governor Brian Kemp. The cybersecurity training takes about 20 minutes to complete and will be available through the Professional Education Portal (PEP) by April 1. Cybersecurity awareness training is a critical tool in the University System's efforts to help keep critical data and sensitive information safe and secure. Faculty, staff, and student employees who have questions about accessing the USG Cybersecurity Awareness Training in PEP should contact the Human Resources Service Desk at (706) 542-2222 or e-mail at hrweb@uga.edu. For more information, contact Ben Myers at bmyers@uga.edu.

vLAB Software Request for Summer 2021 now open: Faculty and staff who wish to request a software product be added to vLAB for Summer 2021 should submit requests by April 2, 2021. Requests are reviewed before each semester. The deadline to make requests is 30 days prior to the last day of classes. Any requests received after this time will be reviewed for the following semester. To ensure efficient review of your request, please complete the vLab Software Request form at <https://uga.teamdynamix.com/TDClient/2060/Portal/Requests/ServiceDet?ID=18905>. All requests are reviewed on a case-by-case basis. vLab, or Virtual Lab, is the University of Georgia's virtual desktop environment (VDI), which allows students and faculty to access instructional computer lab resources and applications from compatible personal devices anywhere, at any time. To learn more about vLab, please visit <https://eits.uga.edu/support/vlab/>.

Changes and Maintenances

Prepare to verify your access to Banner, OneSource systems: Each year, UGA undergoes an annual financial audit by the State of Georgia Auditors. In preparation for the FY21 audit, EITS is required by USG policy to conduct a verification of user accounts on several systems with financial data to ensure that access is still necessary. If you have certain levels of access in one of the following systems, you may be asked to verify you still need access in the coming year:

- Banner
- Financial Management System (PeopleSoft)
- Budget Management System (Hyperion)
- UGA Jobs
- OneUSG Connect

Your supervisor will also have to approve your access to these systems. An admin memo will be sent out about the user verification process in this month, and the user verification process will begin on March 29. Users and managers must complete the verification process

by April 30. Users who do not respond will have their access to these systems revoked on April 30. For more information about the user verification process, please contact Lynn Wilson, llatimer@uga.edu.

OneUSG Connect Time & Absence Entry Changes: The look and feel of timecard entries and absence requests in OneUSG Connect will change significantly in the near future. This change is tentatively scheduled for March 12, though the cutover date is subject to change based on testing across all USG institutions. While the new pages will be intuitive, they will look completely different and the change will affect every UGA employee who enters/approves time or absences. This will be shared across multiple communication platforms, along with new training materials. For questions, please contact OneUSG Support at oneusgsupport@uga.edu.

Retrieve your classic reports in Qualtrics by March 31: Qualtrics, a survey tool available free to UGA students, faculty and staff, is decommissioning its Classic Reports tool at the end of March. Qualtrics has been working over the last year to improve reporting, and recently made available an improved Advanced Reports tool to all customers. The Advanced Reports Tool includes a new simplified user experience, better application performance and increased stability in report generation. With the general availability of Advanced Reports, Qualtrics is decommissioning Classic Reports on March 31, 2021. After March 31, users will lose access to any reports that were created with Classic Reports, including scheduled emails and public reports. Users are encouraged to download PDF copies of existing reports they wish to keep and to rebuild reports on the Advanced Reports platform. To view Classic Reports in a user account, navigate to the Advanced Reports page (Reports tab > Reports section), click on the name of the advanced report and select View Classic Reports from the dropdown. For more information on this change, contact Qualtrics support at <https://www.qualtrics.com/support/>.

Upgrade to listserv services expected in May: EITS is in the planning stages of upgrading the university's listserv service. Once the upgrade is completed in May 2021, list owners can expect changes to the look, feel and features of the listserv service. More details will be made available later this month.

Teams to Replace Skype for Business: As of July 30, 2021, Skype for Business will be retired by Microsoft. Teams is the recommended replacement for Skype for Business and is available to the UGA community for use. In preparation for this change, EITS will be providing repeated communication to current UGA users of Skype for Business. Information on Microsoft Teams is available at teams.uga.edu.

Campus IT Announcements

Annual DNL Audit begins this month: EITS is conducting an annual audit of Departmental Network Liaisons (DNLs). DNLs are IT professionals within a school, college, or unit who serve as the primary contact with EITS for network and security related issues. Vice presidents, deans, department heads, and IT directors will receive a memo this month asking them to review the DNLs for their department and make any necessary changes by completing the Departmental Network Liaisons (DNL) form at itsupport.uga.edu. Departments will have until April 6 to complete the audit. In compliance with the University

System of Georgia policies, EITS will conduct an online training session for DNLs on Thursday, April 22 from 2 p.m. to 4 p.m. For more information, please contact Ben Myers at bmyers@uga.edu.

Tech Tips

Zoom Best Practices for virtual special events: In order to help decrease the risk of Zoom bombing, UGA faculty, staff and students are strongly encouraged to set up the following measures for any virtual special events, especially those including individuals outside the university:

- 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.
- 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.
- Designate multiple hosts who will help manage the waiting room and eject participants who disrupt the meeting.
- Disable the “join before host” feature and limit screen sharing to the host.
- Consider requiring MyID authentication for the meeting, so only those with UGA MyID accounts can attend.

Additional details, including a short video on how to set up these measures, are available at zoom.uga.edu.

Increase in OneDrive Upload Capacity: Microsoft OneDrive users will soon be able to upload files up to 250 GB in OneDrive for Business. This update is being implemented by Microsoft this spring and will apply to all OneDrive for Business accounts. This change mainly affects the upload size of single files. Previous files that may have been too large to upload to OneDrive should be able to be uploaded once this update is implemented. Examples of such files include HD videos and photos and other files that were initially too big for the 100 GB single file size upload. This update will also apply to related Microsoft software, such as Microsoft Teams. Both Microsoft Teams and Microsoft OneDrive are available to UGA students, faculty, and staff through office365.uga.edu.

Other Technology News

Simpler Decommission: In recent years, there has been a strategic effort to make the UGA Data Warehouse the source for institutional reporting. This strategy will help UGA focus resources to help ensure steady progress in enhancing our reporting infrastructure. As a continuation of this effort, the Simpler/EDU reporting tool will be decommissioned at the end of May 2021 and the UGA Data Warehouse/Tableau reports will replace the functionality provided by Simpler. Numerous discussions and meetings will occur with Simpler users to identify any remaining gaps and ensure solutions are in place before Simpler is decommissioned.

Account management training info available online: Since 2013, The University System of Georgia (USG) has imposed standards for the management of user accounts for information systems containing restricted or sensitive data. Online training on these standards was conducted on Thursday, February 25, from 3 p.m. to 4 p.m. via Zoom. The training information presented is now available on the EITS website at https://eits.uga.edu/access_and_security/access_services/user_account_management_standards/.

FY22 Cost Recovery services rates now available: The FY22 Cost Recovery services rates are now available for your FY22 budget preparation. In consideration of the significant resource and budgetary challenges we all face during these times, the decision has been made to leave all FY22 EITS cost recovery service rates the same as FY21 rates. The detailed rate components and calculations are available upon request. Each individual department is encouraged to assess the FY22 rate impacts, if any, on its budget. The FY22 rate table is available at: http://eits.uga.edu/support/cost_recovery/rates. If you have any questions regarding the rates, please contact Pam Burkhart at pamburk@uga.edu.

OneUSG Connect – multiple absence approvals: Did you know that you can approve multiple absence requests at the same time in OneUSG Connect? This can save you time and effort. The process to approve multiple absence requests is outlined in a video in the OneSource Training Library at training.onesource.uga.edu.

Retirement of the Administrative Systems Advisory Committee (ASAC): After formal consultation with the UGA stakeholders, the ASAC as a formal committee at the University is being retired as of March 2021. With the deployment of Banner and PeopleSoft, over 100 separate information systems at the departmental level have been decommissioned and retired. Hence, there is less of a need today for a committee that works primarily to coordinate the interactions and integrations between these systems. Both Banner and PeopleSoft have strong working governing groups that extend far across the University and provide all the chance to be informed of developments and to influence them. For more information, please contact Lynn Wilson at llatimer@uga.edu.

Microsoft Teams support size grows, multi-window chat now available: Recent updates to Microsoft Teams include pop-out windows for multiple chats and live captions for audio calls. With multi-window chat, users will be able to pop out individual Teams chat conversations into a separate window, helping them to streamline their workflow and to easily move between ongoing conversations. Live captions can display the text version of the audio in a Teams calls. This can be enabled via the control bar within the Call window. In addition, Teams can now support up to 25,000 members per individual team. Microsoft Teams is a collaboration and online meeting tool available free to UGA students, faculty and staff. For more information, visit teams.uga.edu.