Tech News: March 2023

<u>Top News</u>

Spring Network Maintenance this weekend: The 2023 spring network maintenance will be held this 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.

<u>IT Services in Action</u>

2023 UGA Technology Survey 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 several 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 Stacy Boyles at stacy.boyles@uga.edu.

vLab software requests for summer semester: Faculty and staff who wish to request a software product be added to vLAB for Summer 2022 should submit requests by April 3. To make a request, please complete the vLab Software Request form at https://uga.teamdynamix.com/TDClient/2060/Portal/Requests/ServiceDet?ID=18905. 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. 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/.

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. Most recently work has been completed in Park Hall, Joe Brown Hall and the Center for Molecular Medicine. Work has started on Payne Hall and is ongoing in the Grady College and 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.

<u>Changes and Maintenances</u>

New DUO Universal Prompt coming to eLC, Athena, other SSO applications: To further enhance the security of UGA's information assets, the login process for applications that use UGA's Single Sign-On Service (SSO), including eLearningCommons, Athena and OneUSG Connect, will change for UGA students, faculty and staff, effective May 18, 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. Currently, students, faculty and staff logging into SSO applications are able to pick from several options for two-step authentication, including a push notification from the Duo Mobile App; entering a passcode generated by the Duo Mobile App; a phone call; or a passcode sent via SMS text. After May 18, when a user logs into eLC, Athena, or another SSO application, they will see the new Duo universal authentication prompt, which will automatically pick the most secure option for authentication. The authentication option chosen will depend on what devices the user has enrolled in Duo. For example, if a user has the Duo Mobile App installed on their smartphone, the prompt will automatically send a push notification. Users can stop the automatic selection, and pick a new default option for future authentication prompts the first time they log into an SSO application after May 18. 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. Questions can be directed to Lance Peiper, Associate Director for Information Security, lpeiper@uga.edu.

Changes to retiree MyID accounts planned: UGA retirees are currently able to keep their UGA MyID and UGAMail after retirement. This practice has allowed retirees to continue to access some UGA services after retiring. To reduce the potential risk of inappropriate use of UGA retiree accounts and to reduce IT security risk, UGA is changing processes regarding UGA retiree MyID Accounts. Beginning this calendar year, UGA retirees who do not access their accounts for a year or more will have their accounts deactivated. Retirees with inactive accounts will receive notices prior to deactivation; if they wish to keep their MyID and UGAMail active, they will have the opportunity to log in and have their account excluded from deactivation. This new review and deactivation process for retiree MyID and UGAMail accounts will occur annually, with the first notices to retirees expected during the spring and summer of 2023. Eligible retiree accounts will be deactivated on July 31, 2023 and deleted on August 31, 2023. More information about this change will be shared soon. For questions, please contact Lynn Wilson at llatimer@uga.edu.

OneUSG Connect upgrade set for March 10-14: The OneUSG Connect system will be unavailable from Friday, March 10 at 6:00 p.m. until Tuesday, March 14 at 7:00 a.m. for scheduled upgrades. Please note that this includes downtime on a Monday. UGA faculty and staff will be unable to log in to OneUSG Connect while these upgrades are in process. Look and feel changes to the user interface and the introduction of Vacation in lieu of Sick Leave are the two planned changes included in this release. Details are available on the OneSource website: https://onesource.uga.edu/news/oneusg_connect_release_640/. If you have any questions, please contact OneUSG Connect Support at oneusgsupport@uga.edu or 706-542-0202 (option 1).

FY23 user access verification kicks off March 29: In preparation for the financial state audit for FY22, EITS will conduct a verification of all user accounts for several systems. Verification will kick off March 29 and will include Banner systems, the UGA Financial Management System, the UGA Budget Management System, OneUSG Connect and UGAJobs. On March 29, users with certain levels of access to these systems will receive emails, asking them to verify their access.

Supervisors will also need to review and decide to approve or deny access for employees under their purview. All verification processes will be conducted in TeamDynamix and must be completed by May 1. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.

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, the Systems Engineering team will work with users who still use Web Hosting Standard as their primary web hosting service to determine next steps. For more information, contact Ashley Henry at ashenry@uga.edu.

New automated student MyID clean-up process kicks off this month: EITS will 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. The first automated clean-up will kick-off this month, with two notices to affected users; accounts will be disabled in late April. For questions, contact Kristi Wall at kristi.wall@uga.edu.

Campus IT

Review, update your DNLs by April 7: To ensure every school, college and unit has designated contacts for network and security incidents, EITS conducts 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 assigned 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 7 to complete the audit in compliance with the University System of Georgia policies. EITS will conduct an online training session for all DNLs on Friday, April 21 from 2 p.m. to 4 p.m. For more information, please contact Ben Myers at bmyers@uga.edu.

SSO application review beginning soon: EITS will initiate a new process to review 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 help make sure 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. The review process began in February. 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.

Tech Tips

Help Desk hours change: To better serve our customers and make good use of our resources, the EITS Help Desk has changed its hours, effective March 6. Our new hours are Monday-Friday:

7:30 a.m. to 6:30 p.m.; Saturday: CLOSED; Sunday: 1:30 p.m. to 6:30 p.m. This change was made so we can ensure we have the most staff available during times of peak call volume. As a reminder, we also have documentation available for many of our services at our knowledge base: https://confluence.eits.uga.edu/display/HK. You can contact the EITS Help Desk by phone at 706-542-3106 or submit a ticket via email at helpdesk@uga.edu. Our online chat service is also available, Monday through Friday, 8 a.m. to 5 p.m., at http://hd.support.uga.edu.

New Service and Support Portal Launched: As discussed over the past few months, the OneSource training library has been transitioning to a new platform. This new Service & Support Portal has been launched and is ready for use. The portal and knowledge base can be found here: https://uga.teamdynamix.com/TDClient/3109/FandA/Home/. Powered by TeamDynamix, this new portal allows users to access self-service content in the same place they can request live support. Content that was housed in multiple places is consolidated in a single location. There is a more intuitive user interface with improved search functionality. Users can now access both the new knowledge base and the existing training library concurrently until June 2023. Links to both the new portal and the former training library can be found here: https://onesource.uga.edu/service_portal/. By June 30, 2023, all materials will be removed from the former training library, and the OneSource team will be preparing to shut down servers.