

Vice President for Information Technology Status and Activity Report for November 2022

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

1. Key Items for Faculty and Staff Meetings

- *State of Technology address set for November 16:* Dr. Timothy M. Chester's annual State of Technology address will be held via Zoom on Wednesday, November 16, 2022, from 3 p.m. to 4 p.m. All University students, faculty and staff are welcome to join. You can register for this event at: <https://zoom.us/meeting/register/tJcscEIopzMpEtQ758nGLIpngYucQpFpFwN5>. For more information, contact Lynn Wilson at llatimer@uga.edu.
- *EITS Office of Information Security helps facilitate crisis communications exercise on cyberattacks:* In September, EITS participated in UGA Marketing and Communications' annual crisis communications tabletop exercise. During the training, public relations professionals, and other key communicators in UGA departments responded to a simulated crisis situation and discussed how they might effectively communicate essential information to campus and external audiences. This year, the Office of Information Security assisted in designing and facilitating a simulated crisis scenario in which campus was hit by a multi-faceted cyberattack, involving phishing emails, ransomware threats and multiple outages of key campus services. Those participating in the exercise discussed how they might respond, as well as alternative ways of communicating if key services were inaccessible. Practicing a crisis response for such a scenario is important, as public higher education remains a top target for cyber-attackers who attempt to disrupt our operations and steal our intellectual property by subverting our processes, people, and technology. Students, faculty, and staff should remain vigilant about potential threats. Remember to back up critical systems and data; stop and think before opening email attachments or clicking on links; always have strong passwords and use multifactor authentication; and report suspicious events immediately. For more security tools and tips, visit infosec.uga.edu.

2. Services for Students

- *DegreeWorks upgrade coming soon:* On December 10, DegreeWorks will be upgraded to version 5.07. No major changes are expected with this upgrade; it is being made to prepare for future improvements, including a mobile-friendly responsive dashboard. During the upgrade, DegreeWorks will be unavailable. For more information, contact Shannon Marable at shannon.marable@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 for the Grady Journalism Greenspace, the Coverdell Center, and R.C. Wilson Pharmacy. Technicians are also working on more improvements to other buildings and wireless spaces across campus, including the Life Sciences Building and the C127 Auditorium. Work for phase two is expected to be completed by July 2023. For more information, contact David Stewart at stewart@uga.edu.

3. Support for Researchers

- *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 completed work on the Georgia Center for Continuing Education. For more information, visit:
https://eits.uga.edu/network_and_phones/building_edge_router_project/.

4. Other General Services

- *Notices sent to graduating students about MyIDs:* To ensure the continued security of the UGA network and prevent unauthorized access to the network, EITS regularly disables accounts of students who have left the university. Student MyID accounts will be disabled approximately a year after the student has graduated or left UGA. When these accounts are disabled, students lose access to many UGA IT services, including UGAMail. However, many graduating seniors are unaware of this process. To make them more aware of this process, EITS will send notices to all students eligible for graduation in December 2022. Account owners will receive a notice on November 30 with additional communication being provided through social media, and through The Stall Street Journal. Please help us throughout this process by reminding your graduating students that they will lose access to their MyID in a year and should establish a non-UGA email account to apply for jobs, graduate schools, or professional schools. For more information, visit https://eits.uga.edu/access_and_security/myid/myid_account_removal/.
- *Upgrade planned this month for UGA Financial Management System:* The UGA Financial Management System's (FMS) annual update is scheduled for 5:00 pm Friday, November 11, through 7:00 am on Monday, November 14 while updates are applied. The system will be unavailable during this time. Please refer to status.uga.edu during the upgrade for timely updates. Some pages will receive minor changes to the appearance of buttons and color schemes. The [Known Issues page](#) will remain up-to-date during this transition and the [OneSource Service Desk](#) is available to assist with any questions. Additional details on system changes are available on the OneSource website at https://onesource.uga.edu/news/nov22_pum_update/.
- *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 OneSource team is working to publish the new Service and Support portal in 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.

- *Verify and claim your Departmental MyID accounts by November 23:* EITS conducts an annual verification of all Departmental MyID accounts. Departmental MyID accounts are often used by units, colleges, and departments for running automated processes and to establish a contact email for a department or program. We conduct an annual verification to ensure all accounts have a current owner who is classified by central HR as a full-time faculty or staff member. This verification also ensures other important information connected to the Departmental MyID is still correct. The 2022 Departmental MyID verification process began October 24 and will conclude November 23. On October 24, owners of Departmental MyID accounts received emails asking them to complete the verification process through TeamDynamix. The verification process must be completed by November 23. Account owners will receive several reminders until the process is complete. Accounts that are not verified by November 23 will be disabled. For more information, please contact Gary Pitman at gpitjr@uga.edu.
- *Changes to Google Workspace Shared Drives:* As previously communicated, Google eliminated unlimited storage for academic customers. Due to the limitations with Google's storage management tool, UGA will no longer allow the creation of new Shared Drives in Google Workspace effective August 1, 2022. Overconsumption of storage by a few users with Shared Drives can affect everyone using Google Workspace at UGA and prevent any user from being able to save or add files. Users that currently have Shared Drives have been contacted with guidance on how to move those files to other services, such as OneDrive for Business and Institutional File Storage. Users also have the option to purchase shared drive space annually through UGAMart. Shared drive space will be \$48 for 100GB per year. Users who choose not to purchase shared drive space must move their files by January 2, 2023. For more information, contact Ashley Henry at ashenry@uga.edu.
- *Local Administrator Password Solution required for units by end of year:* In higher education and other industries, ransomware computer infections through web browsing and email are growing at an alarming rate. A Local Administrator Password Solution (LAPS) protects against ransomware outbreaks and data breaches by providing security and managing administrator account passwords on laptops and desktop computers. EITS will provide university units with instructions for implementing LAPS policies in Active Directory beginning in August, and LAPS will be required for units by the end of 2022. LAPS is a Windows-only tool. For more information on implementing LAPS, contact Ben Myers at bmyers@uga.edu.
- *Changes coming to the UGA Holiday calendar:* Beginning January 1, 2023, UGA Holidays will no longer be automatically uploaded to your UGA Outlook calendar. You can manually add UGA Holidays to your Outlook calendar by following the instructions on the EITS Help Desk Knowledge Base: <https://confluence.eits.uga.edu/display/HK/How+to+add+the+New+UGA+Holiday+Calendar>. For more information about adding the new calendar, contact Ashley Henry at ashenry@uga.edu.
- *EITS replacing DLP service:* On December 15, 2022, the Symantec endpoint DLP service will be decommissioned, being replaced with Tanium DLP. Tanium DLP was put into place in mid-October, giving DNLs and EITS two and a half months to migrate. DLP is used to help prevent accidental disclosure of Sensitive and Restricted Data and to prevent unauthorized storing and sharing of Restricted Data. For more information about the DLP Replacement, contact Chris Workman, cworkman@uga.edu.

5. Did You Know

- *MyID accounts with weak passwords to be reset in December:* As part of the UGA community, it is our duty to have strong passwords for our UGA accounts. Strong passwords keep you and everyone at UGA safer from cyber criminals trying to steal information. About 200 UGA MyID accounts have passwords which are easily cracked. These account owners will receive several notices advising them to update to a stronger password. Account owners will have until December 20 to update their password; after this date, any accounts with weak passwords will undergo a force reset. For more information, contact Lance Peiper at lpeiper@uga.edu.
- *OneDrive icon added to vLab:* It's now easier than ever to save documents to the cloud while in vLab. Students, faculty, and staff using UGA's virtual computer lab can access OneDrive for Business from an icon on the vLab desktop. Simply click on the OneDrive icon and log in with your MyID and password. For more information on vLab, visit <https://eits.uga.edu/support/vlab/>.
- *New Office365 features:* Office365 is always adding new features. A couple of new features that you may notice are in Teams and in Outlook/UGAMail.
 - Intelligent translation is now available in Teams for Android and iOS. This new feature will offer you the option to translate messages that aren't in your language.
 - A new feature coming soon to Outlook for iOS and Android is the ability to react to an email message with emojis. This feature is already available in Teams.

University of Georgia students, faculty, and staff, as well as interested others, may subscribe to this monthly report by sending an email to listserv@listserv.uga.edu with the phrase subscribe vpit-news as the body of the message.