



Tech News August 2022

Top News

2022-2023 Strategic Directions and Priorities: Earlier this summer, Dr. Timothy M. Chester, Vice President of Information Technology, presented his Strategic Directions and Priorities for the coming year to EITS. Major initiatives and new projects cover several areas, including academics, research and business processes. Our Student Information Services team will be a key player in the two-year rollout of an improved “Course in Program of Study,” functionality, which will automate the process for ensuring federal financial aid is properly applied only to courses on a student’s degree plan. Our research support teams in networking, systems operations, and the Georgia Advanced Computing Research Center (GACRC) will be working on upgrading the SAPELO2 cluster to better support computational research and provide additional capabilities for new faculty hired under the University’s artificial intelligence and machine learning hiring initiatives. Our teams supporting PeopleSoft HCM and Finance will serve as a resource and key influencer to the University System of Georgia (USG) as they evaluate our readiness to join the State of Georgia’s next-generation Cloud ERP initiative. Other initiatives include supporting the development of the University Council’s new standing committee on IT; searching and installing new leadership over faculty research and the Office of Institutional Research; and working with Work with the STF advisory committee and other groups to continue to provide one-time and base budget support for IT services and systems that facilitate next-generation teaching and learning environments. The complete document of strategic priorities can be found on our website, https://eits.uga.edu/about/2022_priorities/.

Athena access restricted to on-campus or through VPN: Off-campus access to Athena has been limited to reduce the chance that someone on the Internet exploits a known software defect introduced by the software’s supplier and developer, Ellucian. On July 20, 2022, the University of Georgia received a notification of this defect from Ellucian. There is no evidence that the software defect has been exploited at UGA or elsewhere. Out of caution, EITS has limited Athena access to on-campus users, or off-campus users who use the Remote Access VPN or the vLab service until the defect has been resolved. For information on how to access Athena off-campus, visit the How to Access Athena Off-Campus page (https://eits.uga.edu/stories/how_to_access_athena_off-campus/). Students, faculty, and staff on campus and behind the campus firewall should be able to access Athena as normal. For support and assistance using these services, individuals can contact the EITS helpdesk at helpdesk@uga.edu or 706-542-3106. Real-time updates on the status of this issue are available at <https://status.uga.edu>.

IT Services in Action

New UGA Safe app available to report safety concerns: In early June, the UGASafe app became available, replacing the LiveSafe App as the safety app for the UGA community. With this app you can chat with UGA Police, have a friend virtually walk you home, and share your location with UGA Police in an emergency. You also can report safety concerns or crime tips with the UGA Police and attach photos or videos to the tip. The app provides information on how to respond to different emergencies as well as a map of the AEDs and Evacuation chairs on campus. To download the UGA Safe App, visit <https://prepare.uga.edu/uga-safe/>

Turnitin Feedback Studio now available in Google Docs: Effective June 28, UGA students, faculty and staff now have access to Turnitin Feedback Studio and Similarity within Google Docs. Turnitin Feedback Studio provides automated grammar, citation and formatting suggestions for draft papers, while Similarity aids instructors and students in maintaining and promoting academic integrity. You can access these tools by visiting <https://drive.google.com> and logging in with your UGA MyID. Once you have opened or created a Google Doc, access Turnitin features by clicking the Add-ons menu and selecting “Turnitin Draft Coach”. At this time, Turnitin features are only available for Google Docs, and cannot be used on Microsoft Word or other document formats imported into Google Drive. For more information, contact Dave Crouch at dave@uga.edu.

GACRC teaching cluster available for fall: A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Fall 2022 semester. The cluster, which is supported by the Georgia Advanced Computing Resource Center, was also in use during the spring. Faculty members interested in discussing the capabilities of the teaching cluster and how it might integrate with their coursework should contact Dr. Guy Cormier at ggormier@uga.edu.

Work begins 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 refreshes and redesigns in many buildings. Work has been completed on access point replacements in the Terry Buckhead campus and Brooks Hall. More access point replacements are also planned for Boyd Graduate Studies Building and the Life Sciences Building. Technicians are also working on more improvements to outdoor wireless spaces north of Meigs Hall, along Herty Drive, and the greenspace on the north side of Grady College. Work is expected to be completed by July 2022. For more information, contact David Stewart at stewart@uga.edu.

UGA Libraries Provides Open Access Benefits, Course Reserves for fall semester: UGA Libraries recently signed new “read and publish” agreements with journal publishers. The contracts with Wiley and Cambridge University Press cover article processing charges for UGA-affiliated researchers with papers accepted in more than 1,750 journals. In addition, a pilot program is available to provide open access funding to graduate students. Learn more about scholarly communications programs at UGA Libraries at <https://guides.libs.uga.edu/scholarlycommunications>. In addition, UGA Libraries can help with course reserve services in preparation for the fall semester. Subject specialist librarians can help in selecting supplemental readings and media, and the Libraries provides a free course reserve service. More information on course reserves is available at <https://libs.uga.edu/access-services/course-reserves>.

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. Buildings completed in June and July include the Georgia Center for Continuing Education. For more information, visit https://eits.uga.edu/network_and_phones/building_edge_router_project/.

Upcoming Changes and Maintenances

Fall Network Maintenance set for Sunday, October 23: Prepare for a fall network maintenance on Sunday, October 23. This maintenance is being conducted on a Sunday to accommodate our extended campuses which hold classes on Saturdays. 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. Such a maintenance is performed twice a year, during which campus Internet and campus information systems are usually inaccessible. For questions, contact Rayid Tartir at rayid@uga.edu.

Tech Lending closing temporarily to prepare for fall semester: The Tech Lending program at the Miller Learning Center will be closed August 6 through August 14 so that staff may prepare their inventory for the fall semester. Items checked out must be returned by close of business on August 5. Tech Lending will reopen on Monday, August 15 for the start of the fall semester. For more information, please contact Sarah Jones at swjones@uga.edu.

Parchment upgrade coming soon: Parchment, UGA’s service for sending and receiving official printed and electronic transcripts, will be upgraded early in the fall semester to better leverage its cloud platform and related services. The newest version, rebranded Parchment Award, includes increased security measures to continue supporting FERPA compliance and help ensure secure credit card transactions. The upgrade will also consolidate user authentication, so current and former students can log in to one central account to access transcripts from multiple institutions, rather than having to remember separate credentials for

each school they've attended. In addition, the vendor will be able to address user inquiries upfront instead of referring them to the UGA Registrar's Office. For more information, contact Gary Pitman at gpitjr@uga.edu.

Constituo upgrade set for early fall semester: Constituo, an information system that automates uploads of student application data to the Athena/Banner system, will be upgraded early in the fall semester to support admissions processes for the Graduate and Professional Schools. The Constituo platform will provide greater customer support, better security and data quality, and new features to enhance the business processes for the five UGA admissions offices on campus. For more information, contact Gary Pitman at gpitjr@uga.edu.

Listserv hosting enhancements coming soon: L-Soft, the exclusive provider of Listserv brand email list software, has expanded their cloud hosting options. EITS is actively working with L-Soft to transition to their new cloud hosting environment. This improvement will increase the reliability and availability of UGA's hosted LISTSERV instance. The migration is tentatively set for late October. During the migration, users may experience disruptions when attempting to access the list management interface; additionally, there may be delays in message delivery. More details will be provided at a later date. For question, contact Ashley Henry at ashenry@uga.edu.

Biannual UGA SSO upgrade planned for September 23: Our single sign-on service, UGA SSO, will undergo a scheduled maintenance September 23. 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. A dev environment is now available for testing, and a stage environment will be available for testing August 22. Once the new stage environment is live in August, EITS will not move any new applications to production UGA SSO until after the upgrade is complete in September. 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.

Google Workspace Shared Drives to be decommissioned January 2, 2023: 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 will be contacted with guidance on how to move those files to other services, such as OneDrive for Business and Institutional File Storage. Users must move their files by January 2, 2023; all shared drives will be removed from UGA's instance of Google workspace after this date. For more information, contact Ashley Henry at ashenry@uga.edu.

Sendfiles Upgrade: Over the last two months the InfoSec team has been working on an upgrade to SendFiles. The upgraded SendFiles will be launched at the beginning of August. The new SendFiles will have a softer look and some minor changes to terminology; for example, messages will now be called packages. The process for using SendFiles will be very similar, but you will now be able to sign into Sendfiles using UGA SSO and ArchPass, powered by Duo. For more information about the upgrade please contact Lance Peiper, lpeiper@uga.edu.

Campus IT announcements

EITS to enable DKIM on email: In August, Domain Keys Identified Mail (DKIM) will be enabled on UGAMail. DKIM uses public key cryptography to digitally sign outgoing email and verify an email message is not spam. DKIM specifications can determine if a message originated from the domain listed in the header field and if the message was modified while traversing other mail servers. Without DKIM, messages sent from the uga.edu domain are more likely to be marked as spam by receiving mail servers. The changes in August should be transparent to end users. 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 be providing 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. For more information on implementing LAPS, contact Ben Myers at bmyers@uga.edu.

Tech Tips

Best practices for virtual event reminder for fall: In an increasingly virtual world UGA faculty, staff and students are strongly encouraged to set up the following measures for any 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.