



Tech News January 2020

Technology News @UGA

Campus technology updates for students, faculty and staff

We're making preparations to upgrade our network.

Learn about the Jan. 25 and March 7 network maintenances and share info with your students, faculty and staff. Link:

https://eits.uga.edu/stories/upcoming_data_center_maintenance/

Router refresh, other network upgrades coming in 2020

EITS has planned several improvements to the campus network and technology for teaching and research in the new year. We are in the planning stages of a refresh to more than 150 building edge wireless routers. This will ensure we can continue to provide ample coverage for the University. A wireless redesign and refresh is also planned for University Village. This will provide better wireless coverage and density, as these apartment-style dorms continue to attract more residents. For teaching and research, we are exploring an upgrade or replacement to our current classroom scheduling and event management software to make it easier for faculty and staff to reserve space on campus. There is also a planned expansion of the University's high-performance computing cluster, Sapelo2, adding more compute nodes to this growing resource. Providing access to the latest generation of processors will accelerate computational workflows and allow researchers to work on more complex problems. A complete refresh of the Ethernet network that supports the GACRC's infrastructure will also bring significant improvements to its access and data movement capabilities. More information about other planned upgrades and improvements to campus technology will be released as it becomes available throughout the year.

Important Dates

January 25: Winter Network Maintenance

February 3: Application owners must have working solutions in stage UGA SSO

March 6: All UGA applications must move to UGA SSO

March 7: Spring network maintenance

Upcoming Changes

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 FY20 audit, EITS will conduct a verification of user accounts on several systems with financial data to ensure that access is still valid. If you have access to one of the following systems, you may be asked to verify you still need access in the coming year:

- * Banner
- * Financial Management System
- * Budget Management System
- * UGA Jobs
- * Certain roles in 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 mid-March, and the user verification process will begin on March 23. 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.

Upcoming Maintenances

January 25 and March 7 network maintenance essential for network expansion, upgrade: On Saturday, January 25, and Saturday, March 7, EITS will conduct network maintenances. These maintenances are necessary to support an expansion and upgrade of the network that will allow EITS to continue to provide ample bandwidth and capacity for the University. The maintenances will begin at 6:00 a.m. and end at 11:59 p.m. on January 25 and March 7. During these times, there will be periodic, intermittent outages of campus Internet access and campus information systems. Because these outages will be unpredictable, the campus community should assume that network services will be unavailable the entire day January 25 and March 7. The following services will be affected:

- UGA websites hosted in the Boyd Data Center
- Information systems hosted by EITS
- Central Authentication Service (CAS)
- UGA Single Sign-On (UGA SSO)
- ArchPass, powered by Duo
- Virtual Private Network (VPN)
- Access to UGA-provided information systems, such as Athena, Banner Administrative System, Degree Works, eLearning Commons (eLC), GACRC resources, Financial Management System, Budget Management System, UGAJobs, UGAmart, OneUSG Connect, and OneUSG Connect Benefits.
- Access to UGAMail off-campus
- Access to websites hosted by UGA off-campus

- All systems behind the Central Departmental firewalls

Additional details and progress reports will be posted on our Systems Status page and on the EITS Twitter feed, (@uga_eits). Link: <https://status.uga.edu/#/incidents/11501161>

Campus IT Announcements

FY21 Cost Recovery Services rates now available: The FY21 Cost Recovery services rates are now available for your FY21 budget preparation. A few highlighted changes:

- * The gold and bronze network support package rates will increase to cover Internet2 connectivity expansion and refreshes of both wired and wireless networks over the next five years.
- * Work order service rates for network infrastructure, on-site lab staffing, and desktop support have remained flat for many years, and so will increase to provide for previous merit-based raises to staff performing these services.
- * Virtual desktop and server rates have been realigned to new standard and custom configuration offerings.
- * Institutional file storage rates will increase to provide greater levels of raw storage to the University community.
- * The Adobe licensing rate per FTE will increase based on the new USG enterprise agreement, then will be fixed for the next three fiscal years.
- * GoToMeeting licensing will be discontinued in FY21 given the free availability of Zoom.

Detailed rate components and calculations are available upon request. Each individual department is encouraged to assess the FY21 rate impacts, if any, on its budget. If you have any questions regarding the rates, please contact Pam Burkhart, pamburk@uga.edu, at 706-542-9603. Link: https://eits.uga.edu/support/cost_recovery/rates/

All apps must move to UGA SSO by March 6: A new production CAS environment, called UGA SSO is now available. All applications using the legacy version of the University's authentication service (CAS, CAS2, LDS, IDP, IDP2F) must transition to UGA SSO by March 6. Protecting the integrity, confidentiality, and privacy of the information assets of the University of Georgia is the most critical mission for EITS, and the new UGA SSO helps us to continually improve our information security posture. As of December 2019, about 175 apps had moved to UGA SSO, including Athena and OneSource systems. An online Q&A forum for application owners will be held January 16. A link to the Collaborate session will be sent out soon. For more information, please contact Shannon Marable at shannon.marable@uga.edu. Link: https://eits.uga.edu/access_and_security/uga_sso/

Tech Tips

Technology investments and improvements made in 2019: In 2019, EITS continued to invest in technology to help students, faculty and staff teach, learn, connect and collaborate more easily and securely. We retired the mainframe, legacy technology no longer needed with the implementation of the Financial Management System (PeopleSoft) and the Budget Management System (Hyperion). We completed the installation of Internet connectivity along South Milledge and across Whitehall Road, making sure that more UGA facilities have strong connections to our network. We also refreshed and upgraded our core network, in preparation for our 2020 network maintenances, allowing us to continue to provide ample bandwidth and capacity for the University. An improved and more secure CAS service for your UGA web applications, UGA SSO, was made available in the summer. We introduced Zoom, an online meeting tool for video and audio conferencing. Additional features were added to the UGA mobile app, including a module for SAGE, and Deck Check, which allows users to see which parking decks on campus have availability. As we enter the new year, EITS will continue to focus on investments in technology that support the University's strategic goals for teaching and learning, research, entrepreneurship and innovation.

Did you know the EITS website features a convenient center for popular software services to help you get ahead? [Software.uga.edu](https://software.uga.edu) is the place to go to find the latest research tools to take your analyses further. Software such as MATLAB, SPSS, and Qualtrics can help make research easy. Visit software.uga.edu for more information about these and other amazing products.

Other Tech News

Reinstall wepa Print Drivers: Our print kiosk vendor, wepa transitioned to our new production authentication environment, UGA SSO, on December 20. Since our authentication process has changed and authentication data is stored in the configuration, print drivers will need to be redeployed to labs using wepa print services. Any personal devices which contain the older wepa print drivers will also need to be reinstalled to maintain operability. Print drivers can be found here: <https://wepanow.com/software>. For more information contact Tommy Jones, tomjones@uga.edu.

Update to Windows 10 to get Office upgrades: Microsoft Windows 7 will be out of support after January 14, 2020. Using Office 365 ProPlus on an older, unsupported operating system may cause performance reliability issues over time. If you want to continue receiving new feature updates to Office 365 ProPlus, Microsoft recommends that you upgrade to Windows 10 before the end of support date on January 14, 2020. If you would like more information, or have any questions, please contact Ashley Henry, ashenry@uga.edu.

OneSource, OneUSG enhancements launched in December: Several OneUSG Connect and OneSource enhancements were launched the weekend of December 6. OneSource Financial Management system enhancements effective the morning of December 8 includes the following:

- Editable Expense Type on Expense Reports from My Wallet
- Improved Expense Approver visibility when using the fluid interface
- Fix to the window size for Expense Approvers when reviewing travel authorizations
- Stegman Gray background on the Financial Management System landing page

OneUSG Connect system enhancements effective the morning of December 10 includes the following:

- Decision Support for Termination and Classic Plus for End-User Pages in Manager Self Service
- Enrollment Matrix Expansion
- Detaching Time & Absence Approvers from Reports-to Updates
- Vet Med Weekend Differentials in Time and Absence

For information about the above and other enhancements, please refer to the [training library](#).