

Vice President for Information Technology Status and Activity Report for September 2021

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

1. Key Items for Faculty and Staff Meetings

- *More than \$1M in campus wireless upgrades planned:* EITS will soon begin work on more wireless upgrades in buildings across the Athens, Buckhead and Griffin campuses. These upgrades are part of EITS's work to continuously improve wifi 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 the following buildings: Caldwell Hall, Brooks Hall, Boyd Graduate Studies, Pharmacy North & South, the Davison Life Sciences Complex, the Coverdell Center, the Complex Carbohydrate Research Center, Graduate Housing on Rogers Road, Brown Hall and the Griffin Campus. More access point replacements are also planned at the Center for Applied Genetic Technologies, the Lamar Dodd School of Art, the Ramsey Student Center, the Science Learning Center, the Terry-Buckhead campus and Wright Hall, Rhodes Hall, Miller Hall and Russell Hall at the Health Sciences Campus. Work should begin this month and is expected to be completed by June 2022. For more information, contact Chris Fleming at cfleming@uga.edu.
- *Update your Zoom client by October 15:* To help ensure online meeting security and give UGA Zoom users access to the latest features, EITS will require all users in the main UGA Zoom account to update their clients to version 5.7.7 after October 15. This version will be the minimum required version to continue using Zoom. After October 15, users in the main Zoom account, which are primarily students and UGA affiliates, will be asked to update Zoom to version 5.7.7 the next time they open their client. They will not be able to use Zoom until their client is updated to version 5.7.7 Most users should be able to update their client without the assistance of an IT professional, as updates do not require an administrator account. Any users who update their clients to version 5.7.7 before October 15 will not be affected by the mandated update, and they should be able to use Zoom as normal. This update will apply to anyone in the main UGA Zoom account, not in departmental sub-accounts, but we encourage all students, faculty and staff to keep their Zoom clients up to date. For more information on updating your Zoom client, visit <https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version>.
- *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 August include the Ramsey Center, Memorial Hall, Rhodes ADS, Coverdell Hall, Miller Plant Sciences and Boyd Graduate Studies. Buildings scheduled for September include the Lab of Archaeology, Printing Services, the main building of the Savannah River Ecology Lab and One Press Place. Visit https://eits.uga.edu/network_and_phones/building_edge_router_project/ for more information.

- *Plan for outages during October 23 fall network maintenance:* EITS plans to conduct a network maintenance on October 23. 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. The network maintenance will result in complete outages of campus Internet access and campus information systems on Saturday, October 23 from 6:00 a.m. until 11:59 p.m. Unlike previous planned network maintenances where outages were intermittent, this maintenance will result in a complete outage of service access. We typically conduct large network maintenances twice a year, during which campus Internet and campus information systems are usually inaccessible. For questions, contact Chris Baines at cbaines@uga.edu.

2. Services for Students

- *DegreeWorks Upgrade completed:* DegreeWorks, the web-based tool that helps students and advisors monitor student progress toward degree completion, was upgraded to the latest version in August. The upgraded version is the first step in plans to enable additional features and functionality like seamless integration with Banner. For more information regarding DegreeWorks, please contact connectuga@uga.edu.
- *vLab improvements in speed, performance:* To improve loading and application times, EITS technicians recently moved vLab, UGA's virtual computer lab, to new hardware running on new infrastructure. The improvement has reduced login time by 80 percent, while also increasing application performance. vLab allows students access to computer lab software anytime, anywhere, using a virtual desktop environment. It is especially useful for running a Windows desktop on a Mac device. For more information, visit <https://eits.uga.edu/support/vlab/>.

3. Support for Teaching Faculty

- *Best Practices for virtual special events:* 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.

4. Support for Researchers

- *Training library available for researchers interested in high-performance computing:* The Georgia Advanced Computing Research Center has launched a Kaltura channel with a variety of training videos for users to learn more about Linux, Sapelo2 and high performance computing in general at their own schedule and pace. These videos are divided up into different playlists based on category. The first playlist, entitled “Linux Basics,” is a series of 10 videos, each one introducing some fundamental Linux topic, ranging from 2 to 12 minutes long. A “Getting Started with Sapelo2” playlist is also available, which includes a video introducing high performance computing in general, as well as videos demonstrating how to connect to Sapelo2 from Windows, Mac and Linux machines. An additional playlist on Sapelo2 covers topics such as the diagram of the cluster, important cluster directories, computational partitions and software. All videos are captioned and include relevant links and information in the description of the video. Additional videos are currently being created on a variety of topics. The GACRC’s Kaltura channel can be found at <https://kaltura.uga.edu/channel/GACRC/176125031>. For more information, please contact Dr. Guy Cormier at gcormier@uga.edu.

5. Support for Staff and Administrators

- *Budget Management System Upgrades and Downtime:* An application upgrade to UGA’s Budget Management System is planned for the weekend of October 8 - 10. Many of the updates will be transparent to end users, but there will be changes to the look and feel of the homepage. These changes will be intuitive; details will be provided prior to the upgrade. Beginning in September, the OneSource team will share further updates regarding the upgrade and its timing via the Weekly Status Call and Tuesday Tips. Users should expect downtime from 6:00 p.m. on Friday, October 8, through Sunday, October 10, while upgrades are applied.
- *Biannual UGA SSO upgrade planned for September 24:* Our single sign-on service, UGA SSO, will undergo a scheduled maintenance September 24. 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 are asked to test their applications in dev and stage to ensure the update does not affect their applications. Dev and stage environments are available for testing now. At this time, EITS is not moving any new applications to UGA SSO until after the upgrade is complete September 24. 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.

6. Other General Services

- *Redesigned Duo Mobile App coming in October:* In mid-October, Duo, the vendor behind our ArchPass two-step login solution, will introduce a redesigned version of its Duo Mobile App. This is the app you may use when you perform two-factor authentication to log in to many UGA applications, including Athena, eLearning Commons, the Remote Access VPN and more. The redesigned Duo Mobile App will include features to improve your login experience including:
 - Updating the position of the Approve/Deny buttons so that Approve is on the right, a more natural location.

- Improving the accessibility of the app, including adding a landscape view, variable font sizes and improved color contrast.
- Providing clear guidance on restoring your accounts if you get a new phone.
- Making it easier to find and manage your accounts with a simpler interface.

The core functionality of Duo Mobile is not changing. You can continue to receive a Duo Push notification, use passcodes, add, edit, reorder, and remove accounts, and back-up and restore accounts. Duo will release the improved app October 11-18 for iOS and October 11-15 for Android. For more information, contact Lance Peiper at lpeiper@uga.edu.

- *Update your macOS to continue using the OneDrive desktop application:* Effective September 10, Microsoft will end support for their OneDrive desktop application for macOS Sierra 10.12 and macOS High Sierra 10.13. Both macOS Sierra 10.12 and macOS High Sierra 10.13 have been out of Apple's mainline support since September 2019 and November 2020, respectively. Moving forward, Microsoft will only support the three most recent versions of the macOS for OneDrive. After September 10, the OneDrive desktop application on unsupported macOS versions will still work, but users will no longer receive security updates. We strongly recommend any Mac users update to macOS Mojave 10.14 or above to continue using the OneDrive desktop application. To determine which macOS version you are running, click the apple icon in the top left corner of your screen, and select About this Mac. Faculty and staff unable to update their own macOS should contact their departmental IT for assistance. Windows users will not be affected by this change. For more information, contact Ashley Henry at ashenry@uga.edu.

7. Did You Know

- There will be a test of UGA's emergency mass notification system, UGAAlert, on Wednesday, September 15 at 11:10 a.m. Before the test, we recommend reviewing your information in the UGAAlert system at <https://emergency.uga.edu/ugaalert/> to ensure it is correct. We also recommend downloading the UGAAlert desktop application, available at software.uga.edu. UGA students, faculty and staff with a valid MyID can register to receive emergency alerts via phone call, text message and email. Users without a MyID can receive UGAAlert messages by downloading the free LiveSafe app, available in the App Store and Google Play.
- Eligible students, faculty and staff have access to free and discounted software with their MyID and password. Some of the free software includes Microsoft Office 365, Zoom, Qualtrics, MATLAB, UGAAlert, Google Workplace and more. To view and download other available software or any other software need you might have, visit software.uga.edu.

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