

Vice President for Information Technology Status and Activity Report for August 2023

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

1. Key Items for Faculty and Staff Meetings

- *Alan Dorsey named Associate CIO for Research Computing:* Alan Dorsey has been named Associate CIO for Research Computing, effective August 2, 2023. As Associate CIO, Dorsey will direct research computing efforts at the University, including overseeing the Georgia Advanced Computing Research Center (GACRC). Dorsey served as dean of UGA's Franklin College of Arts and Sciences for more than a decade and recently returned to the teaching faculty of the college. A theoretical physicist, Dorsey's research focuses on the physics of novel phases of matter produced under extreme conditions, such as low temperatures or high magnetic fields. He received his bachelor's degree in engineering physics from Cornell University and his doctorate in physics from the University of Illinois at Urbana-Champaign. For more information on research computing at UGA, visit gacrc.uga.edu.
- *Bret Jamieson appointed Director of Finance and Administration:* Following an external search, Bret Jamieson has been named director of finance and administration for units reporting to the Vice President for Information Technology at the University of Georgia. Jamieson joined the UGA community in 2018, managing IT licensing contracts and working to streamline many complex business processes, and has served as interim director of finance and administration since the summer of 2022. Before joining UGA, he worked in the defense industry, managing contracts, licensing, and compliance with state and federal laws and regulations. Questions about EITS business practices and IT contracts and licensing can be directed to him at bret.jamieson@uga.edu.
- *Duo Verified Push available in Office 365, SSO applications:* To help address multi-factor authentication fatigue attacks and the risks associated with users accepting false push notifications, EITS has turned on Verified Push in ArchPass, powered by Duo, for Office 365 and SSO applications effective August 1; Verified Push will go live in vLab before fall classes begin. With the new Verified Push model, users who select Send a Push or have their Duo options configured to automatically send them a push will instead see a code displayed on their screen. They must enter this code into the Duo app on their Duo-enrolled smartphone or tablet to log in. An interactive demo of Duo Verified Push is available on Duo's website at <https://demo.duo.com/verified-push>. This new process reduces the risk that a user will accidentally accept a false push notification if a bad actor gets their credentials and spams their device with login requests. Other Duo authentication methods, including phone calls, passcodes via text and passcodes through the Duo Mobile App will not change. Users will also still have the option to remember their Duo credentials by selecting Yes, Trust Browser when they log in. Duo Verified Push will also be available for logging into the Remote Access VPN at a later date. For more information, contact Lance Peiper at lpeiper@uga.edu.
- *Microsoft Intune now available:* Microsoft Intune, the cloud-based endpoint management solution from Microsoft, is now available to UGA departments, free of charge. Departments that are interested in utilizing this solution can submit an Intune Onboarding Request via TeamDynamix and EITS personnel will work with requesters to complete initial setup tasks and provide additional resources to aid in the transition. For more information about Microsoft Intune, please contact Ashley Henry

(ashenry@uga.edu) or visit the EITS Knowledge Base here:
<https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/KB/?CategoryID=24455>.

2. Services for Students

- *Adobe student licenses available through Tech Lending:* UGA's Tech Lending program is once again offering free Adobe Creative Cloud student licenses for checkout. Adobe Creative Cloud includes tools like Photoshop, Illustrator, InDesign, and more. The program offers rentable licenses that are accessible for fourteen-day periods with a six-week limit. An individual must be undergraduate, graduate, or professional student to be eligible for a license. To check out an Adobe CC license, students can submit a request through our TeamDynamix Help Desk ticketing system here:
https://uga.teamdynamix.com/TDClient/2060/Portal/Requests/TicketRequests/NewForm?ID=p~cGKEabbfo_&RequestorType=Service.
- *vLab transitioning to cloud:* EITS is excited to announce that vLab is undergoing a transition to a new cloud-based solution. We are committed to providing our students with the best possible experience and the latest technology. This updated version of vLab will not only have a fresh look and feel but also significant performance enhancements. With a new look and feel, you will also notice a new login process. To log into vLab you will now log in with Duo's Universal Prompt for a more secure connection and to reduce push fatigue. Students, faculty, and staff will still be able to access vlab from the same URL, vlab.uga.edu. For more information, please reach out to ctshelp@uga.edu.
- *Work continues on more than \$1M in campus wireless upgrades:* Work is underway on more wireless upgrades in academic buildings and student housing 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 a year project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. By the end of the summer, all residence halls in East Campus Village, as well as Soule Hall, will be completed, which are the last residence halls to receive this wireless upgrade. Upcoming upgrades also include Physics, Fine Arts, and Moore Hall, among others. Over the past year work was completed on multiple residence halls, Dawson-Spiers Hall, Coverdell Center, Davison Life Sciences complex, Boyd Graduate Studies, Brooks Hall, Grady College of Journalism, The Georgia Center, Vet Med 1070, Payne Hall, Center for Molecular Medicine, Joe Brown Hall and Sanford Hall. Technicians are also working on more improvements to other buildings and wireless spaces across campus; work for phase three is under way and expected to be completed next summer. For more information, contact David Stewart at stewart@uga.edu.

3. Services for Teaching Faculty

- *GACRC teaching cluster available for fall:* A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Fall 2023 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 gcormier@uga.edu.

4. Support for Researchers

- *GACRC user portal offers training management:* The GACRC has launched a new user portal to help the GACRC staff better manage user and group data as well as help users better utilize the services that GACRC offers to them. This new user portal will allow PI's (Principal Investigator) to request cluster accounts for their lab members, to view their current lab members and to sign up for currently offered GACRC training. For more information on the new user portal, contact Dr. Guy Cormier at gcornier@uga.edu.

5. Other General Services

- *UPS replacement project:* On July 22, the first phase of the UPS replacement was completed at the Boyd Data center; this maintenance went well. Future dates for this maintenance are in the works and EITS will release more information as it is available. For more information about this project visit, <https://eits.uga.edu/> or reach out to Jeff Teasley at jteasley@uga.edu.
- *Biannual UGA SSO upgrade planned for September 22:* Our single sign-on service, UGA SSO, will undergo a scheduled maintenance September 22. 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 available for testing now, and a stage environment will be available for testing August 23. Once the new stage environment is live, 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.
- *Tenable Nessus Agents required on internet-accessible systems:* Effective September 1, Tenable Nessus Agents will be required on all internet-accessible systems and applications. EITS already uses Tenable to scan servers and devices on the campus network monthly, to ensure they are up to date on all available patches. Tenable Nessus Agents reside on the system and can gather more accurate information about software versions, allowing EITS to detect, alert, and potentially block vulnerable applications before external threat actors find them. To begin the installation process, system owners should reach out to the Office of Information Security using this form: <https://uga.teamdynamix.com/TDClient/2060/Portal/Requests/ServiceDet?ID=53606>. For more information, contact John Webb at jwebb@uga.edu.
- *Secure IFS Downtime scheduled for August 30:* Secure IFS, UGA's secure digital file storage service, will be unavailable the evening of Wednesday, August 30 for maintenance. During this time, Secure IFS users will not have access to this service or its data. Updates about this downtime will be posted to the EITS Status Page. For more information about Secure IFS, please contact Wes Merrill at wmerrill@uga.edu.
- *Kaba Clock Replacement set to go live October 1:* The University System of Georgia (USG) is leading an initiative to replace the Kaba timeclocks under a new contract with TimeClock Plus (TCP), following the expiration of the USG contract with Kaba in October. Clock configuration, delivery, and installation is expected to begin in July 2023, with system testing and 6.44 user acceptance testing to follow in August. Employees will begin enrollment in biometrics and training with the new system in September, and the expected go live date is October 1, 2023. The cost for the initial time clock replacement will

be covered by the central office. Departments will be responsible for annual maintenance costs beginning in 2024. TCP offers a 24-hour window for replacing malfunctioning clocks, which will drastically reduce the current repair window. This project is a combined effort between USG, TCP, UGA Payroll, EITS, and FMD. Unit representatives from each impacted area have been notified and will continue to meet on a regular basis until the expected implementation date. Updates will be provided to the university community at large as the implementation date approaches. Any questions can be directed to Audrey Conn at aclaire@uga.edu.

- *Wikis to be retired from Teams:* Microsoft will retire wikis from Teams starting January 2024. Microsoft now offers note taking capabilities within Teams channels using the included OneNote notebook provided for each team. Users have an option to export their wiki content to OneNote notebooks in their Teams channel. After exporting, users can go to the Notes tab to collaborate using OneNote. Wikis will be read only after exporting. Teams users who have wikis with content they wish to keep should export that wiki to OneNote before January 2024. After this date, wikis will no longer be available. For more information, contact Justin Sackett at justin.sackett@uga.edu.
- *Decommission of web standard hosting set for 2024:* Web Standard Hosting, 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 Standard Hosting as their primary web hosting service to determine next steps. For more information, contact Ashley Henry at ashenry@uga.edu.
- *Prepare for fall network maintenance:* EITS plans to conduct a network maintenance on Sunday, October 1, 2023. 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. We typically conduct large network maintenances twice a year, during which campus Internet and campus information systems are usually inaccessible. For more information on this maintenance visit, https://eits.uga.edu/stories/october12023_datacentermaintenance/. For questions, contact Rayid Tartir at rayid@uga.edu.
- *Changes to retiree MyID accounts planned:* UGA retirees are currently able to keep their UGA MyID and UGAMail after retiring. This practice has allowed retirees to continue to access some UGA resources after retiring. To reduce the potential risk of inappropriate use of UGA retiree accounts and to better 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 and deleted on August 31. More information is available on our website: https://eits.uga.edu/access_and_security/myid/myid_account_removal/. For questions, please contact Lynn Wilson at llatimer@uga.edu.
- *SSO application review beginning:* 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 ensure EITS teams have the correct technical contacts and allow EITS to gather additional information about how each integration is utilized, as well as to determine when an integration is no longer needed. 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.

6. Did You Know

- *Extended Help Desk Hours for Move-In:* The EITS Help Desk will be open for extended hours on Saturday, August 12 for housing move-in for the 2023-2024 academic year. The extended hours of operation will be Saturday from 1:30 – 6:30 P.M. For help during these hours, you can contact the Help desk via phone at 706-254-3106, email at helpdesk@uga.edu or visit our Knowledge Base for DIY help at <https://www.eitshelpdesk.uga.edu>.
- *Best practices for virtual events:* 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.
 - Do not publicly post the Meeting ID and password. This includes posting to the UGA Master Calendar, which is public.
 - In Zoom, ensure the Meeting ID is automatically generated, and that the meeting has a password.
 - 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.

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