

Vice President for Information Technology Status and Activity Report for September 2019

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

1. Items Requiring Action

- *Be vigilant to ransomware risks:* In recent weeks, several state agencies in Georgia, as well as governmental agencies and municipalities across the United States, have been affected by a growing number of successful “ransomware” cyber-attacks. 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. These ransomware attacks lock critical data, applications, and equipment until the victim makes a large ransom payment. These attacks often result in significant disruption and impacts on affected individuals and organizations. 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 multi-factor authentication; and report suspicious events immediately. For more security tools and tips, visit infosec.uga.edu.
- *Strategic plan development under way:* The VPIT has convened a committee to draft a University strategic plan for information technology. Chaired by Dean Charles Davis and Associate Provost Toby Graham, an advisory committee consisting of faculty, staff, and student representatives from across campus will begin meeting in September to help the VPIT develop a set of strategic goals that are comprehensive and supportive of the larger UGA strategic plan. Campus engagement may be requested throughout the fall as the committee works to draft a plan by February of next year. For more information, contact Stacy Boyles at stacy.boyles@uga.edu.
- *Update older OneDrive for Business desktop clients:* Beginning in fall 2019, co-authoring abilities will no longer be available for users accessing files through older versions of the OneDrive for Business desktop sync client. This will not affect Sharepoint or the OneDrive for Business web client. Students, faculty and staff using older versions of the OneDrive for Business desktop client should update to the latest version of the OneDrive client, or access their files via the OneDrive web client. You can find out which version of OneDrive you have and if you need to update by visiting [Microsoft’s website](#). You can also download [the updated sync client](#) on Microsoft’s website. For more information, please contact Ashley Henry at ashenry@uga.edu.

2. For Your Awareness

- *Core network maintenance scheduled for September 28:* On September 28, EITS will be performing a core network maintenance. This maintenance will be two-fold. First, we will be installing the new core and aggregation routers for the UGA

network. The second part of the maintenance will be to interconnect the new routers with the existing infrastructure. We are expecting these changes to be non-impactful to the University community and we expect the maintenance window to be approximately 6 hours long starting at midnight on Saturday. EITS will also be having an October maintenance. This maintenance will be to reconfigure the Internet border routers and the Internet border firewalls. The expected date of this maintenance is forthcoming. For more information contact Jeff Farese, jeffrey.farese@uga.edu.

- *Athena, Campus Logic to transition to UGA SSO:* In October, several UGA systems will transition to using our new production CAS environment, UGA SSO. This means the login screen will look different. Athena, the student information system, and Campus Logic, will transition October 12. Content 7 will transition October 31. Users will still log in with their MyID and password for all these systems. ArchPass will also still be required to complete the login process for Athena. More information about UGA SSO, as well as a screenshot of the login page can be found at https://eits.uga.edu/access_and_security/uga_sso/.
- *LinkedIn Learning replaces Lynda.com:* On August 5, UGA's instance of Lynda.com transitioned to LinkedIn Learning. With LinkedIn Learning you can access all your playlists, previously viewed content and other material from Lynda.com. The login process has not changed, and you will still log in by visiting Lynda.uga.edu. Faculty and Staff who have integrated Lynda.com content into their curriculum will need to change links to reflect the new URLs associated with LinkedIn Learning. For additional information about this transition, including links to log in, please visit lynda.uga.edu.
- *New look for sharing documents in email:* Microsoft is updating how you share cloud docs from OneDrive and Sharepoint via email. When you paste a link for a OneDrive or Sharepoint file into a message, Outlook will replace the link with the name of the file and the corresponding Office app icon. For example, a Word file would show the file name and the Word icon. You will also be able to manage permissions for the file using a new sharing dialogue. This new feature should be available for Outlook web and desktop clients by the end of September. For more information, please contact Ashley Henry at ashenry@uga.edu.
- *Increased email storage available in UGAMail:* UGA students, faculty and staff now have more storage available in their UGAMail. The available storage per user has doubled from 50GB to 100GB, effective July 28. This equates to about 1 million additional emails without attachments; the average email size is less than 50 KB. The increased storage is part of licensing changes for Office 365. The increased storage is not available for affiliate or retiree UGAMail accounts. For more information, please contact Ashley Henry at ashenry@uga.edu.
- *Forum on transitioning to upgraded Single Sign-on environment set for September 9:* A new production CAS environment, called UGA SSO, is now available. All applications using the legacy version of University's authentication

service (CAS, CAS2, LDS, IDP) are required to transition to the updated authentication service by March 6, 2020. EITS will host an online-only Q&A forum for application owners from 2 to 3 p.m. on September 9. During the forum, EITS representatives will discuss the process for transitioning applications, responsibilities of application owners and answer any questions. Application owners can join the forum using the following link: <https://sas.illuminate.com/m.jnlp?sid=2013048&password=M.DFAE889F3898D4240E2C50E51E6777>. The update to UGA SSO provides improved authentication connections, better security, as well as the ability to use two-factor authentication. Application owners should plan for about eight weeks to transition an application. More information about the transition, including templates for project and test plans, is available at https://eits.uga.edu/access_and_security/uga_sso/. More technical information surrounding authentication protocols and authentication flow is available at <https://confluence.eits.uga.edu/display/HDSH/Authentication>. For more information, contact Shannon Marable at shannon.marable@uga.edu.

- *Update iOS devices to continue using Outlook:* Beginning in September, iPhone users who do not update to iOS 11 or higher will no longer be able to use Outlook for iOS to sync their email or calendar data. The older clients lack the ability to connect using Microsoft Sync Technology, which is now required for Office 365 and Outlook.com accounts. To fix this problem, users need to update their devices to iOS 11 or higher. For the best experience, Microsoft recommends that users upgrade to the latest version of iOS (12.4). For more information on the latest version of iOS, visit <https://support.apple.com/en-us/HT201222>. If you have any questions or concerns, please contact Ashley Henry at ashenry@uga.edu.

3. Support for Researchers

- *GACRC Sapelo2 expansion:* Over the summer, the Georgia Advanced Computing Resource Center (GACRC) team expanded the compute capabilities of the Sapelo2 cluster with general-purpose compute nodes and high-memory nodes purchased from Dell. These 60 new nodes added 2,048 compute cores and over 15TeraBytes of memory to Sapelo2. The Sapelo2 expansion was made possible through funding from the Office of Research and EITS. Please contact Dr. Guy Cormier at gcormier@uga.edu for more information.

4. OneSource

- *Campaign for Charities link available on OneUSG Connect:* UGA's Campaign for Charities is transitioning to OneUSG Connect's State Charitable Contributions Program. You may have seen a new tile in the fluid interface of OneUSG Connect for this functionality. This new functionality will not replace the historical paper form. Instead, you will have the option to use either the online functionality in OneUSG Connect or the paper form. The tile will be activated for campus use when UGA's Campaign for Charities kicks off this fall. Questions should be sent to oneusgsupport@uga.edu.

5. Technology Tips

- *Find software you need at software.uga.edu:* On May 1, EITS launched a new software website. The site showcases the free or discounted software available to all eligible UGA students, faculty and staff, such as Adobe Creative Cloud, Microsoft Pro Plus, MATLAB, SPSS, Qualtrics, Zoom and more. Software.uga.edu is run by Contracts and Licensing, a unit of EITS. If you have any questions, or would like to request that a certain software be added for use, please contact Bret Jamieson at bret.jamieson@uga.edu.
- *Volunteers needed for I.T. Fair:* EITS is hosting the annual I.T. Fair, formerly known as the Computer Health and Security Fair, in late October. During the event, volunteers will assist attendees in conducting self-service functions like setting up their MyID Profile, enrolling a primary, secondary or back-up device in ArchPass, how to sync mailboxes, how to download the Duo app and get codes from the app, and more. The event is free and open to all UGA students, faculty and staff. This year's fair will be on Tuesday, October 29, and Wednesday, October 30, from 10:00 a.m. to 3:00 p.m. If you would like to volunteer, or know someone who might be interested, please contact Kathryn White at skathryn@uga.edu.

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