

## Vice President for Information Technology Status and Activity Report for June 2020

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

### 1. Key Items for Faculty and Staff Meetings

- *Fresh look and feel for the EITS website:* To better communicate available campus technology and upcoming technology changes, EITS has redesigned its main website, eits.uga.edu. Our site's design was last updated more than five years ago. Our new site features sections for students, faculty and staff, departmental IT and those new to campus, to help our customers find the technology information they need faster. Our homepage also features the EITS Twitter feed, the Systems Status feed and a news feed prominently, so our customers can easily find technology changes and news. In addition, we have added a resources page, listing the systems and services EITS supports. We expect more updates and changes through the next year. Visit eits.uga.edu to view the new site.

### 2. Services for Students

- *New Technology Guide available:* EITS has relaunched the Student Technology guide as the 'Getting Started at UGA: Technology Checklist.' The relaunched guide features streamlined content and a checklist for incoming students, while directing them to our redesigned website for more campus technology information. This guide is now available online on the [New To Campus section](#) of the EITS website. To receive printed copies, please contact Leslie Peters at [leslie.peters@uga.edu](mailto:leslie.peters@uga.edu).
- *UGA Mentor program added to mobile app:* In April, the EITS Mobile App team added a module for the UGA Mentor Program module to the Official UGA Mobile App. The module makes it easy to become a mentor or find a mentor by creating a profile and customizing your search. The UGA Mentor Program, the University's first comprehensive mentorship initiative, is a digital platform which allows students to form mentoring relationships with alumni, regardless of geographic location. UGA students, alumni (including faculty and staff) and friends of the University (Board members) are eligible to take part in the program. Learn more about the program [here](#).
- *Adobe Creative Cloud applications available free for students through July 6:* To aid virtual learning, Adobe has announced it will extend free student access to Creative Cloud desktop applications through July 6. The software package includes Photoshop, InDesign, Illustrator and more. UGA students can download the software package on their personal devices by following [these directions](#). If you need help, contact the Help Desk by emailing [helpdesk@uga.edu](mailto:helpdesk@uga.edu), or chat directly with a representative by visiting [hd.support.uga.edu](http://hd.support.uga.edu).

### 3. Support for Teaching Faculty

- *Update to Zoom 5.0 before you start your next meeting:* In April, Zoom released Zoom 5.0, a new update that includes robust security enhancements and GCM encryption. With GCM encryption, Zoom will provide increased protection for meeting data and resistance against tampering. Effective May 30, any users who haven't updated to Zoom 5.0 must update before they can host or join a meeting. Zoom 5.0 has enabled waiting rooms by default, so hosts must let participants into meetings. Meeting hosts will also be able to lock meeting rooms and remove and report users if necessary. More information about the

Zoom 5.0 upgrade is available on Zoom's website [here](#). To log in and begin using Zoom, visit [zoom.us](http://zoom.us).

- *Zoom integration with Kaltura rescheduled:* Activities to integrate Zoom with Kaltura originally scheduled to be completed on May 29-31, 2020 will be rescheduled. Once implemented, the integration will make the unlimited storage and captioning services offered by Kaltura available to many UGA Zoom users. For more information and project updates visit our information page [here](#).
- *Zoom to replace GoToMeeting:* On June 30, the UGA license of GoToMeeting will expire. Given the adoption of the Zoom teleconferencing platform, the University is no longer renewing to GoToMeeting license. Zoom is the recommended replacement for GoToMeeting on campus and is available free. Zoom is an online meeting tool that allows for video or audio conferencing from desktops or mobile devices. Features include video conferencing, desktop sharing and collaboration tools, as well as personalized desktop control. With the decommissioning of GoToMeeting, users will have until June 30 to save and store any important information or settings in another location. To prepare for this change, EITS will provide repeated communications to specific end-users and the IT community. Units that want to continue using the GoToMeeting platform should reach out to their local IT department for assistance.
- *Zoom replacing Blackboard Collaborate:* Blackboard Collaborate will be decommissioned December 31. After this date, Zoom will be the primary web conferencing solution available to instructors within eLearning Commons (eLC). During the fall 2020 semester, instructors that need to incorporate web conferencing into their courses in eLC may use Zoom or they may continue to use Blackboard Collaborate. After December 31, Blackboard Collaborate will no longer be available and Zoom will be the supported web conferencing tool within eLC. For more information and project updates visit our information page [here](#).

#### 4. Support for Researchers

- *GACRC assisting in undergraduate research experience:* The Georgia Advanced Computing Resource Center (GACRC) is providing computational resources to a group of undergraduate researchers taking part virtually in the National Science Foundation-funded Biomedicine REU Site @ UGA. Led by Professor Jonathan Arnold from the UGA Genetics department and 10 faculty mentors, 13 students from across the country will participate in this 10-week research experience. Additionally, Professor Arnold has obtained a supplemental NSF award allowing four of these students to work on COVID-19-related research projects. As part of their research activities, the students and their mentors will have access to the Sapelo2 HPC cluster, its associated high-performance storage and will receive support and training from the GACRC Help Desk and Support Team.
- *GACRC preparing for major update to workload manager:* The Georgia Advanced Computing Resources Center (GACRC) is preparing to migrate to a new, more advanced workflow manager on the Sapelo2 cluster. GACRC staff will work to migrate the cluster from using the legacy Torque resource manager and Moab scheduler to the more advanced Slurm workload manager. Slurm has many features that can better support the various computational requirements of GACRC's research community. Before

bringing Slurm in full production on Sapelo2 later this year, GACRC will make available a test environment for users and groups to adapt, if necessary, their submission scripts and workflows to the new cluster environment. More information about accessing the Slurm test cluster will be available shortly. In the meantime, GACRC users can review documentation on the transition on the wiki [here](#). Additional documentation and more hands-on training materials are under development for upcoming workshops.

## 5. Support for Staff and Administrators

- *Annual account clean-up to kick off soon:* Later this month, many former students, employees and affiliates will receive notice that EITS will disable their MyIDs and delete their UGAMail account information in August. EITS performs these account clean-ups annually to help prevent unauthorized access to UGA systems and services. This summer's clean-up will include about 81,000 records of people formerly associated with UGA, including undergraduate and graduate students who left UGA during Spring 2019 or earlier, and dependents, previous employees, and other affiliates who are no longer eligible for an account. Of these 81,000, 9,000 still have UGAMail email addresses, so they will receive three notices that EITS will disable their account August 3. Those who need to maintain MyID and access to UGAMail for UGA job duties can have their affiliation updated. More information on this process can be found in the [OneSource Faculty and Staff Guide](#). More information about account clean-ups, including how to archive old emails and contacts can be found on our [MyID Account Removal page](#). For questions, contact Kristi Wall at [kristi.wall@uga.edu](mailto:kristi.wall@uga.edu).
- *Upgrade to Argos reporting server:* The Argos production server will be upgraded this month. The server will be upgraded to improve performance and keep it current with Microsoft Support. The upgrade is tentatively scheduled for June 13. The system will be unavailable during the maintenance period, from 8 a.m. to noon for the migration. For more information, please contact [reports@uga.edu](mailto:reports@uga.edu).
- *LinkedIn Internet Explorer changes:* Due to low usage and to ensure an optimal product experience for all members and customers, LinkedIn Learning will no longer support Internet Explorer 11 across all products beginning July 1. This means that LinkedIn Learning will no longer develop for IE11 or address IE11-specific bugs. Site issues or bugs that cause core product functionality to be unstable will still be addressed through January 2021. To learn more about this change, visit the EITS [software site](#).
- *EITS cleaning up old listservs:* EITS is cleaning up inactive listservs. Listserv owners who own lists that have had no activity in the past two years should receive notices that EITS will deactivate their list in September. Owners who want to keep a list should make a post to that list to keep it active. Listserv owners will have until September 21, 2020 to complete this process, after which, listservs with no activity will be deactivated. For more information, contact Wes Johnson at [wesjo6@uga.edu](mailto:wesjo6@uga.edu).
- *Cost Recovery services forms available in Team Dynamix:* EITS has moved the front-end Cost Recovery service and licensing client request process from a manual process to tickets submitted online through TeamDynamix. This will allow for standardization of the way campus Cost Recovery clients request most of EITS Cost Recovery services, allowing for a more efficient process with added transparency, since the status of a request can be tracked in TeamDynamix. The new forms will also give EITS Finance and Business Services the information needed to create a Memorandum of Understanding (MOU). The forms are now available online on our cost recovery pages [here](#).

- *IDM upgrade set for June:* Our current IDM system, OneIdentity, is on limited support and in need of an upgrade before the end of the year. EITS will upgrade the system June 5-7. With this upgrade, employees accessing the IDM Portal will experience a new look and feel to the system. During this upgrade, there will be no impact for those using their MyID to get into campus systems. Please contact Shannon Marable at [shannon.marable@uga.edu](mailto:shannon.marable@uga.edu) with your questions.
- *Endpoint Security Audit planned for July:* The University System of Georgia (USG) Office of Internal Audit (OIA) will review endpoint security in July. This review will focus specifically on the security of University laptops and desktops. Servers will not be included in the scope of the review. Auditors with UGA Internal Audit Division (IAD) will randomly sample laptops and desktops in select University units and test for basic security controls including device inventory, configuration management, patch management, antivirus protection and control of administrator privileges. For more information, please contact Steven Hofferbert at [shoff@uga.edu](mailto:shoff@uga.edu).

## 6. Other General Services

- *Weekly meetings between VPIT and IT leadership while working remote:* While most University employees are working remote, the Vice President for Information Technology has organized a weekly online meeting with IT professionals in UGA's schools and colleges. The meetings are held every Wednesday at 4 p.m. via Zoom, and are open to anyone in ITMF, UGANet and EITS. During the meetings, the Vice President is available to discuss questions and concerns about IT projects and operations across the colleges during this unique time. Regular official visits with the schools and colleges will continue when the University resumes normal operations.
- *Changes to fiscal year-end approaches:* The State of Georgia Office of Planning & Budget (OPB) and the University System of Georgia (USG) have released a set of Fiscal Year-End 2020 instructions that will require changes in the way the fiscal year-end is typically approached. Detailed information can be found in the [Administrative Memo](#) posted as a [Business Continuity News Item](#).
- *OneUSG Connect Careers Assessment:* The Careers module is an applicant tracking system (ATS) within OneUSG Connect which would provide similar functionality to the current UGAJobs system. You may be aware that a UGA readiness assessment was planned for Fall 2020. This assessment has been postponed, as there is not a set date for the University to transition to the Careers module. We are working with USG to determine next steps for our institution. More information will be distributed when available.

## 7. Did You Know

- Need to collaborate one-on-one or with a group? Try out Microsoft Teams, an online collaboration tool that makes it easy to call, chat and meet from anywhere. Teams of 10 or 10,000 can meet online anytime, wherever they are. You can send gifs, stickers and emojis in a group chat or one-on-one. You can also access, share and edit Word docs, PowerPoint and Excel files in real time. To get a Team set up, submit a [Teams Request form](#).

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