

Vice President for Information Technology Status and Activity Report for November 2020

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

1. Key Items for Faculty and Staff Meetings

- *G Suite at UGA available for faculty, staff, students this month:* Active UGA faculty, staff and students will soon have access to a suite of Google services through their UGA MyID account. G Suite at UGA allows you to securely share and collaborate on your UGA-related documents using four major Google tools: Google Drive, Google Docs, Google Sheets and Google Slides. Faculty and staff will gain access to G Suite at UGA on November 16; students will be granted access on November 30. After these dates, visit <https://gdrive.uga.edu> and log in with your MyID, password and ArchPass to access Google tools with your MyID. Employees and students who currently have a Google account registered with their UGAMail address (myid@uga.edu) should expect communications about transferring personal documents and migrating their account to UGA's G Suite domain. For more information on G Suite offerings and to promote G Suite in your department, visit google.uga.edu.
- *Zoom Best Practices for virtual special events:* In order to help decrease the risk of Zoombombing, 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:
 - 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.
 - Use the waiting room function to control when participants can join the meeting. Designate multiple hosts who will help manage the waiting room and eject participants who disrupt the meeting.
 - Disable the "join before host" feature and limit screen sharing to the host.
 - Consider requiring MyID authentication for the meeting, so only those with UGA MyID accounts can attend.

Additional details on how to set up these measures are available at zoom.uga.edu.

- *EITS Help Desk customer satisfaction remains positive despite increase in calls:* Our Help Desk has seen a marked increase in requests for assistance this spring and summer, since the University pivoted to a hybrid model of in-person and online instruction. Despite these changes, our customer satisfaction remains positive. Overall, EITS saw a 10 percent increase in incidents from March 2020 to August 2020, compared with the same time period last year. This equates to about 57,000 calls, tickets, and chats. Our most popular requests continue to be MyID account and password help, UGAMail assistance, ArchPass device assistance, and Sendfiles assistance. During this time period, customer satisfaction remained positive, with 93 percent of respondents reporting they were satisfied with our service. Our Help Desk can be reached by email at helpdesk@uga.edu, via chat at hd.support.uga.edu or by phone at 706-542-3106. For hours and a link to our knowledge base, visit eitshelpdesk.uga.edu.

2. Services for Students

- *Study spaces map added to UGA Mobile App:* A new “Study Spaces” module, hosted by the Office of University Architects, has been added to the Official UGA Mobile App. In this new module, users will be able to search for indoor and outdoor study spaces, as well as indoor and outdoor supplemental dining spaces. These locations will be searchable by distance from a specific building, and results can be filtered to help the user find their optimal study space. We continue to collaborate with the Student Government Association to improve features within the app. The Official UGA Mobile App is the best of the Bulldog Nation in one central mobile app for students, visitors, parents, faculty and staff – available on iOS and Android devices. Download it now by visiting <https://mobileapps.uga.edu>.

3. Support for Teaching Faculty

- *Updates to course scheduling in Banner for spring semester:* To promote social distancing, EITS and the Office of the Registrar have increased the time between classes for the Spring 2021 semester from 15 minutes to 20 minutes. This update occurred in Athena/Banner on Thursday, October 8. AdAstra, a classroom scheduling tool, was updated to reflect these changes on Friday, October 9. To view an updated list of class times, please visit: <https://reg.uga.edu/general-information/daily-class-schedule/>. If you have any questions, contact Ilir Hasko, ihasko@uga.edu.
- *Updated look and feel coming to Banner, Athena:* UGA uses Banner, launched in 2014, for its Student Information System. Over the next academic year, EITS and Student Administrative Departments will deliver incremental major updates to the system. The changes will include a fresh look and feel, a more streamlined user experience, new modules and feature enhancements. As changes are developed, information will be shared with the university community, including faculty, staff and advisors via the ConnectUGA website, <https://connectuga.uga.edu/>.
- *New Zoom admin feature ensures greater security:* Beginning November 2020, Zoom will introduce a new admin feature to increase meeting security. This new admin feature will be “Off” by default, but it is highly recommended that [Zoom Unit Administrators](#) enable it. Enabling this feature will ensure all meetings have applied at least one of the following security settings: a Passcode, a Waiting Room, or an option where “Only authenticated users can join.” Enabling one or more of these settings ensures greater security for your Zoom sessions and helps prevent unwanted users from joining your meetings. For more information, contact Wes Johnson at wesjo6@uga.edu.
- *Classroom technology enhancements planned for Spring Semester:* In preparation for the Spring Semester, 31 classrooms will have additional cameras and microphones installed to support synchronous instruction. The videoconferencing kits will allow more effective collaboration among those participating in-person and online. These enhancements are being funded from Student Technology Fees. For additional information, please contact Bill Vencill at wvencill@uga.edu.

- *Blackboard Collaborate to be decommissioned, replaced by Zoom:* 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 who 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. Saved recordings of Blackboard Collaborate sessions will also not be available for viewing or download after December 31. Users are encouraged to download saved recordings from Collaborate and upload them to Kaltura for sharing or long-term storage. For more information and project updates visit our information page: https://eits.uga.edu/learning_and_training/collaborate_decomm/.

4. Support for Researchers

- *New workload manager available for GACRC users:* In October, the Georgia Advanced Computing Resource Center (GACRC) migrated Sapelo2's workflow manager to a more advanced and capable one called Slurm. GACRC staff have prepared training videos to help familiarize users with the new manager, available on the GACRC's Kaltura channel at <https://kaltura.uga.edu/channel/GACRC/176125031> (log in with MyID and password is required). Migration training workshops are also available on the GACRC wiki at <https://wiki.gacrc.uga.edu/wiki/Training>. Documentation facilitating the Slurm transition is also available on the GACRC wiki. For more information, contact Dr. Guy Cormier at gcormier@uga.edu.

5. Support for Staff and Administrators

- *Upgrade to listserv services expected in 2021:* EITS is in the planning stages of upgrading the university's listserv service. Once the upgrade is completed in summer 2021, list owners can expect changes to the look, feel and features of the listserv service. More details will be available at a later date.
- *Prepare for UGA SSO biannual maintenance and upgrade:* Our single sign-on service, UGA SSO, will undergo a scheduled maintenance February 6, 2021. This maintenance is necessary to move the service to the latest version, 6.2.4, 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 to 6.2.4 does not affect their applications. A dev environment is available for testing now, and a stage environment will be available for testing December 14. Once the new stage environment is live in December, EITS will not move any new applications to UGA SSO until after the upgrade is complete in February. Moving forward, EITS will apply updates to UGA SSO twice a year, in February and September. For more information, contact Shannon Marable at shannon.marable@uga.edu.
- *Update your Mac to Mojave to continue receiving Office 365 updates:* As of the November 2020 Office 365 for Mac update, macOS 10.14 Mojave or later is required to receive updates to Word, Excel, PowerPoint, Outlook and OneNote. If you continue with an older version of macOS, your Office apps will continue to work but you will no longer receive any updates, including security updates. To continue receiving the most up-to-date Office 365 features on Mac, make sure you are running one of the three most recent versions of macOS. If you have questions, please contact Ashley Henry, ashenry@uga.edu.

- Verify and claim your Departmental MyID accounts by November 24:* EITS conducts an annual verification of all Departmental MyID accounts. Departmental MyID accounts are often used by units, colleges and departments for running automated processes and to establish a contact email for a department or program. We conduct an annual verification to ensure all accounts have a current owner who is classified by central HR as a full-time faculty or staff member. This verification also ensures other important information connected to the Departmental MyID is still correct. The 2020 Departmental MyID verification process began on October 27 and will conclude on November 24. All owners of Departmental MyID accounts should receive an email from EITS Access Services asking them to complete the verification process through TeamDynamix. The verification process must be completed by November 24. Account owners will receive several reminders until the process is complete. Accounts that are not verified by November 24 will be disabled. For more information, please contact Gary Pitman at gpitjr@uga.edu.
- Changes coming to Microsoft Teams recording settings:* During the first half of November, Microsoft is rolling out a change to all of their environments that will set the default save location for recorded meetings to be the recorder's Microsoft OneDrive. You will still have the option in your recording settings at that time to select other save locations. In early 2021, Microsoft will permanently remove the ability to save Microsoft Teams recordings into the Microsoft Stream service; new recordings at that time will automatically save to the recorder's Microsoft OneDrive. For more information, contact Jonathan Hardy at jhardy66@uga.edu.
- Update your iOS to receive updates to Outlook on your iPhone or tablet:* With the release of iOS14 for iPhones and iPads, Microsoft is changing the minimum iOS system requirements for updates to Outlook for iOS and watchOS. Outlook for iOS is supported on the two most recent versions of iOS, and Microsoft is preparing to remove support for older versions. This means that phones older than an iPhone 6s and any iOS devices running iOS 12 or older will no longer receive Outlook app updates. Additionally, Microsoft will remove support for watchOS 4 and 5. WatchOS 6 and 7 will be the only supported versions for Apple Watch. At this time, customers will be able to continue using older versions of the app. Over time, Outlook for iOS on iOS 12 devices will eventually stop synchronizing email and calendar data, unless they have a supported version of iOS. This change does not affect anyone using Outlook for iOS on iOS 13 or above, or Android users. For questions, contact Ashley Henry at ashenry@uga.edu.
- Financial Management System Annual Upgrade planned for November:* The annual PeopleSoft Upgrade Manager (PUM) will be applied on Saturday, November 7. The UGA Financial Management System will be unavailable starting at 6 p.m. on Friday, November 6. The system is expected to be back online Monday morning, November 9. Included in this year's updates will be a refreshed look and feel that more closely resembles the Fluid user interface across all pages. Page navigation will remain the same and will be intuitive to follow.
- OneUSG Connect update coming December 8:* OneUSG Connect will undergo a number of changes during the weekend of December 4 beginning at 6:00 p.m. through 7:00 a.m. December 8, 2020. Full release notes including a list of expected changes can be found on the University System of Georgia's website. During this downtime, biweekly employees will need to record time manually. Employees taking leave will need to enter requests

outside of the hours noted above and supervisors will need to approve time and absences outside of this time. If you have any questions, please reach out to oneusgsupport@uga.edu.

6. Other General Services

- *Simpler Decommission:* In recent years, there has been a strategic effort to make the UGA Data Warehouse the source for institutional reporting. This strategy will help UGA focus resources to help ensure steady progress in enhancing our reporting infrastructure. As a continuation of this effort, the Simpler/EDU reporting tool will be decommissioned at the end of May 2021 and the UGA Data Warehouse/Tableau reports will replace the functionality provided by Simpler. Numerous discussions and meetings will occur with Simpler users to identify any remaining gaps and ensure solutions are in place before Simpler is decommissioned.
- *MyID accounts with noncompliant passwords to be reset in December:* As part of the UGA community, it is our duty to have strong passwords for our UGA accounts. Strong passwords keep you and everyone at UGA safer from cyber criminals trying to steal information. The UGA password standard is 10 or more characters, including complex numbers and characters (capital and lower case). About 850 UGA MyID accounts have passwords which do not follow this standard, and another 100 accounts have passwords that are too common or easily guessed. Owners for these accounts will receive several notices this semester asking them to update to a password. Account owners will have until December 21, 2020 to update their password. After this date, any accounts with noncompliant passwords or passwords that are easily guessed will undergo a forced reset. You can also check if your password has been compromised in a data breach here: <https://haveibeenpwned.com/Passwords>. For more information, please contact Lance Peiper at lpeiper@uga.edu.

7. Did You Know

- *Virtual breakout rooms coming to Microsoft Teams:* By the end of November, Microsoft will enable a new breakout room feature in Microsoft Teams, allowing meeting organizers to split main meetings into smaller sessions for focused discussions. To see the breakout rooms option, meeting organizers and participants must turn on the new Teams meeting experience. This can be done by clicking on your profile image within Teams, selecting Settings, checking “Turn on new meeting experience,” and then restarting your Teams client. All meeting organizers and participants must have the new meeting experience turned on for the virtual breakout rooms to work. After they join the meeting, meeting organizers can set up breakout rooms via a Teams desktop client and assign participants to each room. For more information on Teams or to request a Team, visit teams.uga.edu.

University of Georgia students, faculty, and staff, as well as interested others, may subscribe to this monthly report by sending an email to listserv@listserv.uga.edu with the phrase subscribe upit-news as the body of the message.