

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

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

1. Key Items for Faculty and Staff Meetings

- *Fall cybersecurity training required by October 30:* University System of Georgia employees must complete fall cybersecurity awareness training by October 30. This required training takes place twice a year in April and October per USG policy and is a directive by the executive order of Governor Brian Kemp. The cybersecurity training takes about 20 minutes to complete and is available through the Professional Education Portal (PEP). Cybersecurity awareness training is a critical tool in the University System's efforts to help keep critical data and sensitive information safe and secure. Faculty, staff and student employees who have questions about accessing the USG Cybersecurity Awareness Training in the PEP should contact the Human Resources Service Desk at (706) 542-2222 or e-mail at hrweb@uga.edu. For more information, contact Ben Myers at bmyers@uga.edu.
- *Use DawgCheck, UGA's COVID-19 symptom reporting tool, every weekday:* The University has implemented a tool which gives members of the campus community the ability to self-monitor COVID-19 symptoms and exposure, and facilitates the sharing of information internally and with the Georgia Department of Public Health. DawgCheck helps provide a quick response when there is a confirmed case of COVID-19 at UGA, expediting cleaning and sanitizing processes. DawgCheck consists of a Qualtrics form, available at dawgcheck.uga.edu, which prompts all faculty, staff and students to perform a quick symptom check each weekday. While the symptom check is strongly encouraged, anyone with a positive test is required to report the test in DawgCheck. Notification of a positive test by a student will alert the Student Care and Outreach team, whose members will reach out to help coordinate medical assistance, meal delivery, housing while in isolation, notifications to professors, and other assistance. Notification of a positive test by an employee will alert their supervisor. An automatic notification also will be sent to Facilities Management to signal the need for disinfection of specific areas. Finally—and very importantly—those reporting are asked to recall their contacts, and this information will be shared safely and securely with the Georgia Department of Public Health to help facilitate contact tracing. DawgCheck is also available in the iOS version of the UGA Mobile App and should be available in the Android version of the app soon. For more information, visit dawgcheck.uga.edu.
- *Technology resources for social distancing and working safely:* To assist students, faculty and staff in teaching, learning and working while practicing good social distancing, EITS has compiled a list of Critical IT Services for Business Continuity. Resources include DawgCheck, UGA's COVID-19 symptom reporting tool, Zoom, Microsoft Teams, eLC, the UGA Mobile App and more. The page also includes information on sanitizing devices, social distancing in computer labs and revised operating procedures for our Help Desks. A list of these resources can be found at <https://eits.uga.edu/continuity/>.
- *Fall network maintenance scheduled for October 24:* EITS plans to conduct a network maintenance on October 24, 2020. 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. Additional details will be provided at a later date. For questions, contact Jeff Farese at jeffrey.farese@uga.edu.

2. Services for Students

- *Touchless printing available at wepa print kiosks:* The latest version of the wepa Print App comes with touchless printing called wepa Express. This new feature allows you to print documents from one of the kiosks on campus without touching the print kiosk screen. Currently, fifty of UGA's 63 print kiosk stations are equipped with Near Field Communication (NFC) tags, enabling this fast and safe way to print, including kiosks in the Miller Learning Center, Science Learning Center, Main Library, Science Library, Law Library, residence halls and dining halls. The remaining kiosks will be equipped with NFC tags in the coming weeks. Android phones that support Google Pay/Samsung pay, and iPhones that support Apple Pay are compatible with the NFC tags. To use touchless printing, tap the wepa app in your phone or swipe your UGA card (if your phone isn't compatible with the NFC tags) to release your documents. To learn more about printing on campus, visit printkiosk.uga.edu. Also, don't forget to download the wepa Print App by visiting wepanow.com/software.
- *Network upgrades performed during campus closure:* Though much of campus was closed during the spring and summer semesters, the EITS Network Operations Center (NOC) was able to perform a wide range of maintenance and upgrade tasks to the network remotely. A total of 650 network switches were upgraded to the latest code to improve security and stability, and another 525 switches were migrated to a new isolated environment to improve security and manageability. The EITS NOC also facilitated in the moves of several departments across campus, including the Small Business Development Center, the Innovation Gateway and the OneSource Help Desk, in addition to installing networking equipment into the recently renovated Brumby Hall. The EITS NOC also worked with campus units to bring the COVID-19 testing site at Legion Pool and Auxiliary Services' new campus food trailers online. We continue to provide support to users at those locations.
- *Use the UGA Mobile App for walking directions on campus:* To encourage social distancing, UGA buses are operating at limited capacity this fall. Use the Map & Directions feature in the UGA Mobile App to find walking directions to your next location, instead of riding a bus. To find walking directions in the app, open the Map & Directions module, then click Directions at the top, enter your Departure and Destination locations, and choose Walk. If you choose to take a bus, you can also use the bus tracker in the app to find a bus near you; the tracker has been updated with the latest changes to UGA bus routes. The Official UGA Mobile App is the best of the Bulldog Nation right at your fingertips. It's available to download for iOS and Android devices. Learn more at mobileapps.uga.edu.

3. Support for Teaching Faculty

- *Zoom hosting tips for meetings, webinars:* Whether you are hosting a meeting, class or webinar, Zoom offers a variety of documentation on its support website. Documentation includes information on meetings roles vs. webinar roles, how to enable and participate in breakout rooms, how to manage participants in a webinar and more. Learn more about hosting meetings and webinars here: <https://support.zoom.us/hc/en-us/categories/201146643-Meetings-Webinars>. Zoom is an online meeting tool that allows

for video or audio conferencing from desktops or mobile devices. It is free to all UGA students, faculty and staff. To get your Zoom account set up under UGA's license for Zoom, visit zoom.uga.edu, and click "Sign In – Configure your account."

- *Online teaching training and tips available for faculty:* The Center for Teaching and Learning (CTL) and the Office of Online Learning offer many resources for faculty teaching online or hybrid courses this fall. The Office of Online Learning's website includes guides for designing online courses, teaching online courses, engaging students online and assessing students online. More information can be found in the office's Faculty Resource Portal here: <https://faculty.online.uga.edu/faculty/>. CTL offers online guides for faculty doing face-to-face and remote synchronous instruction, assessment during COVID, and fostering connections with students when teaching hybrid or online courses. These guides can be found at <https://ctl.uga.edu/faculty/teaching-resources/>. In addition, CTL will offer an online course via Zoom on remote proctoring of online tests. The workshop will cover strategies for positive uses of proctoring tools and include a brief demo of Respondus Monitor, the proctoring tool within eLC. The workshop will be held September 12 at 2:30 p.m. via Zoom. To sign up, visit the following link: https://ugeorgia.ca1.qualtrics.com/jfe/form/SV_0v7pebb7srDd7zT.
- *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 begin to deliver incremental major updates to the system. The changes will include a new 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.
- *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

- *GACRC preparing for major update to workload manager:* As was previously announced, the Georgia Advanced Computing Resource Center (GACRC) is working to migrate Sapelo2's workflow manager to a more advanced and capable one called Slurm. In order to prepare our user community for this migration, which will affect how they submit their compute jobs and any associated workflows, we will make available a test cluster for a period of no less than two months. The test cluster was made accessible to all current

GACRC users in August, and training workshops are under way. Further instructions will be sent directly to users. GACRC users can also review documentation on the transition on the wiki: https://wiki.gacrc.uga.edu/wiki/Migrating_from_Torque_to_Slurm. For more information, contact Dr. Guy Cormier at gcormier@uga.edu.

- *GACRC teaching cluster in use for fall semester:* The Georgia Advanced Computing Resource Center currently has five courses using its high-performance computing cluster devoted to teaching this fall. The courses include Bioinformatics Algorithms, Special Topics in Organic Chemistry, Laboratory in Genetic Modeling, Applied Genome Analysis and Concepts in Bioinformatics and Omics. The classes are using large-scale computational approaches to solve scientific problems in the fields of bioinformatics and computational chemistry. The teaching cluster is available to faculty each semester and is supported by the GACRC. 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.
- *Drone research service available:* The Drone Research Service is a new service launched in 2020. This service provides access to and assistance with drone platforms, understanding UGA liability insurance, assisting with the preparation of FAA waivers and Certificate of Authorization and Waiver paperwork. The service also provides technical expertise in study design, safety, data collection, processing, management and interpretation. For more information about this service, contact Michael Lucas at mlucas@uga.edu.

5. Support for Staff and Administrators

- *Qualtrics research survey data transfer authorization and process:* UGA researchers who utilize Qualtrics to conduct research are reminded to ensure any research data has been appropriately transferred to another UGA faculty or staff member prior to leaving the university. Additional information about the transfer process is available at qualtrics.uga.edu.
- *Annual account clean-up completed:* EITS performs account clean-ups annually to help prevent unauthorized access to UGA systems and services. This summer, EITS cleaned up about 63,000 identity records and disabled nearly 8,000 inactive MyIDs. Owners of these accounts with email addresses received multiple notices in June and July before accounts were disabled. Information about account clean-ups is available on our MyID account removal page: https://eits.uga.edu/access_and_security/myid/myid_account_removal/. For questions, contact Kristi Wall at kristi.wall@uga.edu.
- *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 this month. 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 to complete this process, after which, listservs with no activity will be deactivated. For more information, contact Wes Johnson at wesjo6@uga.edu.
- *New classroom scheduling tool coming in 2021:* The EITS Student Information Systems team, the Registrar's Office and Student Affairs recently collaborated to acquire 25Live, a new classroom scheduling and event management system. The 25Live system will replace the current, unsupported Ad Astra system, and will provide the Registrar's Office and

Student Affairs with an upgraded tool to manage classroom scheduling and event space planning. EITS will provide system support with an intended go-live date set for early next year.

6. Other General Services

- *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.
- *UGA Budget Management behind SSO beginning Sept 19:* The UGA Budget Management system will be placed behind UGA's Single Sign-On (SSO) and will no longer require 02 Restricted VPN for on-campus access beginning on September 19. This change will allow authorized users to access the Budget Management system in the same way they currently access the Financial Management system.
- *Gartner services no longer available:* Due to a budget review, EITS and UGA no longer subscribe to Gartner services. This means that effective August 1, 2020, UGA students, faculty and staff no longer have access to Gartner services, including training and basic articles. Gartner is a global research and advisory firm providing information, advice, and tools for leaders in IT, finance, HR, customer service and support, communications, legal and compliance, marketing, sales and supply chain functions. For questions, please contact the Vice President of Information Technology, Timothy M. Chester at accidentalcio@uga.edu.

7. Did You Know

- *Use of Microsoft Teams continues to grow:* Over the last six months, EITS has seen significant growth in the utilization of Microsoft Teams, an online collaboration tool. To date, UGA has 795 teams with 101,851 total users, with 93,445 of those being internal users and 8,406 being guest users. Teams makes it easy to collaborate with classmates and co-workers while social distancing. It is deeply integrated with Office 365, making it easy to chat, work on documents and conduct meetings. Teams is free to all UGA students, faculty and staff. Learn how to request a Team here: <https://confluence.eits.uga.edu/display/HK/How+to+request+a+Microsoft+Team>.

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