



Tech News March 2022

Top News

Mission-Critical systems inventory begins this month: The University System of Georgia (USG) requires an inventory of “Mission-Critical” systems every fiscal year. The inventory process requires the assistance of UGA’s Departmental Network Liaisons (DNLs) in reviewing and identifying critical systems by marking them correctly in the IP Management System (proteus.uga.edu). The USG IT handbook defines a Mission-Critical system as “a system which contains confidential or sensitive data” or “serves a critical and necessary function for daily operations.” The inventory process will begin May 4. If you are a DNL, please review systems in Proteus to ensure you have accurate information. Please keep in mind any new systems you may have implemented or decommissioned in the past year. Please appropriately document those changes in Proteus. You must complete this process by May 27. For more information, please contact Ben Myers at bmyers@uga.edu.

IT Services in Action

Work begins on more than \$1M in campus wireless upgrades: Work is under way on more wireless upgrades in buildings across the Athens, Buckhead and Griffin campuses. These upgrades are part of EITS’s work to continuously improve wifi connectivity and coverage to support teaching, learning and student life. The \$1.2 million project, funded by Student Technology Fees, includes wireless refreshes and redesigns in many buildings. Work has been completed on access point replacements in HSC Wright Hall and CagTech. More access point replacements are also planned for HSC Russell Hall, CCRC, and Caldwell Hall. Technicians are also working on more improvements to outdoor wireless spaces north of Meigs Hall, along Herty Drive, and the greenspace on the north side of Grady College. Work is expected to be completed by June 2022. For more information, contact Chris Fleming at cflaming@uga.edu.

EITS offers advice, answers questions at new student orientation: We are excited to announce that for the first time since 2019 EITS will participate in UGA’s in-person new student orientation. We will be participating in both the Student Resources Fair and the Tech Showcase. At both of events we will be to answer questions and provide information to incoming students that will help them as they begin their journey at the University of Georgia. As well as being at orientation to speak directly with students and their guests we will have a multitude of informational materials to help guide them including the 2022-2023 Student Guide, Promotional Cards for ArchPass, Phishing, Getting Connected, the UGA Mobile App, Software, and instructions on how to get connected to the Wi-Fi while at orientation. For more information for new students, visit newtocampus.uga.edu.

Major network bandwidth expansion under way to improve connectivity: EITS networking staff are working on a multi-year project to upgrade building routers, increasing network bandwidth for research and allowing for 10G connectivity. The Building Edge Router Refresh project will upgrade the current building edge routers and cabling in 180 buildings to a new platform that connects buildings back to the university’s core network. Buildings completed in March and April include

Rivers Crossing, Aderhold Hall, the Journalism Building, the Auxiliary Services Annex, the Chemistry Building, the Research Stores Administration Building, Central Food Storage and the Bank of America Building. For more information, visit https://eits.uga.edu/network_and_phones/building_edge_router_project/.

Upcoming Changes and Maintenances

Annual MyID account clean-up kicks off in June: In June, EITS will begin notifying MyID account holders who are no longer eligible to keep their accounts, letting them know their MyID and UGAMail account information will be disabled and deleted in August. This includes former undergraduate, graduate and professional students who left UGA during the Spring 2021 or earlier; dependents who are no longer eligible for accounts; previous employees who haven't had their MyID disabled and a mailbox removed; other affiliate users who have not had their MyID disabled and a mailbox removed. The clean-up will encompass 36,072 users. Of these, 36,056 have a MyID and 18,502 have an email address. The 18,502 that have an email will receive notices. The clean-up process will include accounts of anyone who is forwarding their UGAMail to a third-party email account. Owners of accounts targeted for deletion will receive three notices advising them that their account will be deleted August 1. If users need to maintain MyID and access to UGAMail for UGA job duties, their UGA department can update the affiliation.

https://onesource.uga.edu/faculty_and_staff_guide/#Affiliates. More information about UGA's MyID clean-up process is available on the EITS website at https://eits.uga.edu/access_and_security/myid/myid_account_removal/.

Prepare for fall network maintenance: EITS plans to conduct a network maintenance on October 22. 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 questions, contact Rayid Tartir at rayid@uga.edu.

Zoom access not available in U.S. sanctioned countries: Effective immediately, users in the several countries or regions on the U.S. government's list of sanctioned countries are unable to access Zoom for regulatory reasons. Countries where access is restricted include Cuba, Iran, North Korea, Syria and the Crimea, Luhansk, Donetsk regions of Ukraine. If you are traveling to one of these countries or need to set up a virtual meeting with people in these countries, please use another virtual meeting software. More information on the U.S. government's list of sanctioned countries can be found here: <https://home.treasury.gov/policy-issues/financial-sanctions/sanctions-programs-and-country-information>.

Duo access restricted in U.S. sanctioned countries: Beginning May 5, Duo, the vendor behind ArchPass, UGA's two-step login solution, will restrict access in countries and regions on the U.S. government's list of sanctioned countries. After May 5, users in Cuba, North Korea, Iran, Sudan, Syria, and the Crimea, Donetsk, Luhansk and Sevastopol regions of Ukraine will not be able to use Duo to authenticate and log in to any UGA services. To assist users in sanctioned countries who need access to UGA services, the Office of Information Security has set up a limited use, full tunnel Virtual Private Network (VPN). Members of the UGA community in these countries will be able use this VPN to log in and access UGA services such as UGAMail, eLearning Commons, OneUSG Connect and more. Users should not use this VPN to access non-UGA services. UGA users who need access to the full tunnel VPN while traveling to sanctioned countries should contact the EITS Help

Desk at helpdesk@uga.edu for assistance. For more information on Duo's restricted access policy, visit https://help.duo.com/s/article/7544?language=en_US.

LinkedIn Learning clean-up planned: To ensure that the UGA LinkedIn Learning associated license count is current, it is necessary to periodically complete a user cleanup to remove users who are no longer associated with the university. EITS will conduct an account cleanup this spring with notices to affected users. The clean-up will be completed at the end of July 2022. For more information, contact itcla@uga.edu.

Microsoft Teams clean-up planned: Over the summer, the Systems Engineering team will conduct a clean-up of Microsoft Teams to remove teams that are no longer in use. This clean-up will be held to remove teams with no owner, or one owner and 0-1 members. There are currently 26 teams that do not have an owner and 287 teams that have 1 owner with 0-1 members. During the process, the team owner or a member will be notified that their team will be deleted soon. The teams that do not have an owner or a member to contact will be deleted as well. Team members or owners can request their team be reactivated up to 30 days after deletion. For more information, please reach out to Tiffany Amelio, tiffany.amelio@uga.edu.

Campus IT announcements

EITS to enable DKIM on email: In August, Domain Keys Identified Mail (DKIM) will be enabled on UGAMail. DKIM uses public key cryptography to digitally sign outgoing email and verify an email message is not spam. DKIM specifications can determine if a message originated from the domain listed in the header field and if the message was modified while traversing other mail servers. This improves spam filtering, helps ensure legitimate messages aren't marked as spam, and provides additional protection against spoofing. The changes in August should be transparent to end users. For more information, contact Ashley Henry at ashenry@uga.edu.

Tech Tips

New student guide available soon: At this summer's new student orientation, EITS will distribute a redesigned version of our New Student Technology guide. The updated guide features the same new streamlined look and feel while updating text and adding more information about UGA technology services. The newly added sections to the guide are the MYUGA Portal and the UGA Mobile App, both central applications that are assets to incoming students as they navigate their first months at UGA. The guide and a checklist for incoming students can also be found on the EITS website under the New to Campus section as the 'Getting Started at UGA: Technology Checklist.' To receive printed copies, please contact Allyssa Robinson at allyssa.robinson@uga.edu.