

Hi Everyone,

In March, The Terry College Computer & Information Resources Committee, the Office of Information Technology, and I asked you to complete a brief survey to help us better understand your data and resource needs. Below, we have provided responses to your comments.

My thanks to the CIR Committee, OIT, and those faculty (N=60; 33%) who completed the survey.

Mike

Office of Information Technology (Jim Metcalf, Executive Director)

Terry OIT seeks to provide a secure, legal, and performant computing environment that respects the privacy of its users and data. (<https://goterry.atlassian.net/wiki/spaces/BC/overview>)

Responses to Survey FAQs

- 1. Data backup directions:** CrashPlan is OIT's endpoint backup solution that can be run on any Terry-owned workstation or laptop. By default, all of your documents and settings are backed up. Users can work with OIT to backup additional directories if needed. Once CrashPlan has been installed, users can restore files themselves for trivial deletions, or OIT can restore your profile and documents to a new location in the event of a disaster. Please open a ticket at help@terry.uga.edu if you would like a seat or have questions.
- 2. Dropbox:** Several of you requested a college-level Dropbox license. Unfortunately, UGA does not offer support for file sharing outside of OneDrive and GDrive. For example, this means that our users can't share files using their MyID username and password. However, please see point 3 for Google Drive access.
- 3. Google Drive:** Google Workspace, also known as G Suite at UGA, offers eligible students, faculty, and staff access to Google Drive and other popular Google collaborative tools. To access your UGA Google Drive, login here: <http://gdrive.uga.edu/>

More information can be found here:
https://eits.uga.edu/hardware_and_software/software/google_workspace/
- 4. Room technology:** Thank you for bringing this to our attention. OIT is aware of needed upgrades across the BLC, especially in Correll. Room technology in Correll will be a focus of next year's STF budget.
- 5. Computer updates:** We are working with the College and Departments to ensure department-level budgets to assist with replacing/updating computer hardware.
- 6. DUO Dual Authentication:** We understand your frustrations, but this is a USG-level policy. From VP Tim Chester's Feb 5, 2024 memo to the University: "ArchPass is UGA's two-step login solution, powered by Duo. ArchPass protects against data breaches by preventing

compromised passwords from being used to hack into systems. University System of Georgia policy now requires two-step logins for all IT systems.”

7. **MAC use:** We are working with Undergrad Student Services and Admissions to make new Terry students aware of the challenges of using a Mac to access many of our college-level data sources, programs, etc. Additional guidance for students can be found on the Terry website: <https://www.terry.uga.edu/undergraduate/computers/>
8. **Scraping APIs:** OIT does not have specific capabilities interfacing with scraping APIs. API access pricing has dramatically increased over the last year and are typically cost prohibitive for nontrivial scrapes: A good discussion can be found here: <https://mashable.com/article/social-media-paid-api-internet-future>
9. **SPSS:** OIT is researching the cost associated with upgrading our current subscription.
10. **Overleaf:** OIT has worked with the Business Office to determine that we are eligible for a bulk discount. We are in the process of getting a college-level subscription.
11. **Chat GPT:** We are currently not at the stage of getting a subscription. However, please see the next point.
12. **Copilot:** Microsoft Copilot with Commercial Data Protection is free to all students, faculty, and staff with their Microsoft Office 365 license. For access, visit the Copilot website (<https://copilot.microsoft.com/>) and log in with your MyID (myid@uga.edu) and password. Copilot with Commercial Data Protection Microsoft does not retain the prompts or responses issued by the user and they are not used to train large language models. It does not have access to organizational resources or content within UGA’s Microsoft 365 tenant, such as documents in OneDrive or emails.
13. **Gartner:** We no longer have access.

From Tim Chester’s Sept. 2020 memo to the University: “*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.”

14. **JupyterHub:** We currently have no plans to integrate this, but we will monitor.
15. **Websites:** UGA EITS promotes using [Google Sites](#) for faculty, staff, and student websites that support the mission of UGA. Prebuilt templates are available that follow [UGA brand guidelines](#). OMC can provide additional guidance on branding and other available resources such as logos, colors, and custom URLs.
16. **Personal updating capabilities:** We are finalizing allowing for greater access for individuals to update software (e.g., Stata) and other items. See Intune discussion below.

17. **Ivanti:** We are transitioning from Ivanti to InTune. Microsoft Intune, the cloud-based endpoint management solution from Microsoft, is now available to UGA departments, free of charge. OIT currently uses a mix of tools such as Ivanti and JAMF to accomplish endpoint management. We were one of the first units on campus to use an end point solution and our old implementation is not supported at the University level. InTune will allow us to standardize to the University and is generally simpler to manage. Our migration should be complete sometime during the Summer of 24.

18. **Polling App for Large classes:** We are researching better tools.

Data, Software, and Research Needs

Thank you for your several suggestions on which data, software, and other research resources you'd like to acquire. OIT and OMC publish Terry's complete list of datasets on the Terry website: <https://www.terry.uga.edu/research/research-data> . We routinely work to update the list.

Please contact your department head and me if you wish to acquire something new. I routinely work with faculty and departments to determine the most effective ways to acquire resources.

Computer Security

OIT wants to minimize inconvenience for uncommon threats and balance it for threats that we are likely to see. Terry's most significant cybersecurity threats are malware and ransomware that are installed via phishing attempts or open remote desktop endpoints. Frustration around administrator access and software installations often are a function of our mitigation efforts.

Our two mitigation tools, Duo authentication and the Ivanti software portal, strike a balance between security and inconvenience. Duo blocks unauthorized logins and alerts a user of a potential breach. The Ivanti software portal allows users to install know-safe versions of software without administrative privileges.

<https://goterry.atlassian.net/wiki/spaces/BC/pages/1709735937/Ivanti+Software+Portal>

Research Computing Service Expansion

OIT has purchased a dedicated slice (32 cores) for Terry's use in GACRC. GACRC can install Terry-specific software (Linux-based) on this resource. Please create a service ticket to gain access or to inquire about installing software (<https://www.terry.uga.edu/contact-us/help>).

User and Data Privacy

Please note that OIT does not collect logs or activity on any platform.

To further protect your data and privacy, we have removed the ability of student workers to access to a faculty machine. We also perform background checks on all students who could be potential exposed to sensitive data.

Workstation Hardware

Workstation hardware purchases are often outside OIT's control. Computer budgets are set by departments and vary. OIT strongly suggests that all computer purchases include a maximum warranty to avoid unusable hardware and asking for repair funds from the department.

Some hardware issues in the survey are tied to software challenges. Most software vendors are moving to a subscription-based license agreement. Some faculty have software under old perpetual agreements that expire when the hardware is exhausted or no longer supported. Often, OIT can migrate old software during a hardware upgrade. Please ask for assistance.