



## Semester Start Message for the IT Community

*You are receiving this email because you are subscribed to UIT's public email list.*

As the start of spring semester approaches, UIT has once again established a special monitoring and response team to swiftly address any core service degradation that may occur as students, faculty, instructors, and staff return to campus. Key technical and support staff will use a dedicated Skype phone bridge and MS Teams channel to support the rapid resolution of any identified service issues. While our system monitoring efforts will help detect many possible service issues, your assistance in reporting issues directly to the UIT Help Desk remains essential.

If you notice a UIT service problem, please first check our notification systems (listed below) to see if it's a known issue that we're already working on.

- <https://uofu.status.io/>
- <https://twitter.com/uofuitstatus>
- <https://status.it.utah.edu/> (access requires campus IP address)
- Sign up for **NotifyIT** alerts (SMS and/or email)

If you don't see the issue listed, we ask that you call the UIT Help Desk immediately to report it: **801-581-4000 option 1**.

Since last fall, UIT has improved several services to enhance the availability, stability, and security of IT resources, including:

- The wireless node and controllers have been replaced
- AnyCast technology has been installed to provide greater reliability and redundancy for Domain Name System (DNS) service
- The Short Term Loan student application was upgraded
- A new enhanced/combined student enrollment confirmation and scholarship acceptance application was released
- uAchieve, the web-based interactive audit system for students and advisors, was upgraded

In addition, to reduce the likelihood of unplanned IT outages during key periods this calendar year, moratoriums on IT system and service changes will be in place. [View upcoming UIT change moratorium dates](#).

The demand for network resources can outpace projections as people bring more network-connected devices to campus and as media-on-demand consumption increases. As with previous semester starts, in the event that network service becomes slow or otherwise degraded, we may need to temporarily reduce non-essential online service access. Services that could be limited include Netflix, Hulu, HBO Go/Now, ESPN, Amazon Instant Video, Twitch, and Valve.

If you have any questions, please call the UIT Help Desk at **801-581-4000 option 1**.



**Node 4 story idea? Email us:**  
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