



## 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 fall 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. Technical and support staff will use a dedicated Skype phone bridge and MS Teams channel to quickly resolve any 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 spring, UIT has improved several services to enhance the availability, stability, and security of IT resources, including:

- A redesign of the wireless network at seven campus buildings, including the new Gardner Commons, the Student Union, and the University Campus Store, to improve users' overall WiFi experience
- The addition of more IP addresses to prepare for 45,000+ simultaneously-connected devices during peak hours
- The use of JMeter to load-test IT applications, including the My Classes CIS integration with Canvas, to ensure smooth and stable access
- The Google Search Appliance has been replaced by the Google Custom Search Engine, which provides better search results that are now displayed within the university's website instead of on a separate web page

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**.



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