IT Update

Texas A&M Information Technology

April 2016

New & Noteworthy

- Texas A&M IT is excited to partner with the Office of the Provost, College of Engineering and the College of Nursing in piloting the Dell One identity management tool in their continuing education efforts. Enterprise identity management streamlines and standardizes student onboarding while simplifying access to services.

- Cisco WebEx videoconferencing launched to all students, faculty and staff this month. Now, anyone with a valid NetID can meet anytime from anywhere! Features include scheduling meetings, hosting videoconferences, sharing your screen and recording meetings from any device. Learn more at IT.tamu.edu.

- Microsoft Annual Enrollment for departments moves to the IT Self Service website for FY 2016-17. Enrollment dates will be announced in early May. Departments wishing to renew or sign a new agreement will have a two-week window to complete orders. For more information, see directions to finding and ordering software on the Knowledge Base and our Frequently Asked Questions for Software orders (https://u.tamu.edu/Order_Software and https://u.tamu.edu/KB0012142).

- The survey application Qualtrics switches to a new platform May 23.
Rebranded as the Qualtrics Insight Platform, application updates include: At-a-glance project metrics; Inline Email Questions; Global glance SMS Survey Invitations; and Response tagging. The new platform is available for testing at https://tamu.qualtrics.com and allows users to switch between the current and future systems through the pull-down menu in the top right side of the home page.

- The Texas A&M IT Security Team has launched a continuous scanning program on hosts with openings through the campus firewall. If you have services open through the firewall, expect to see them scanned every 45 - 60 days. If a high or critical vulnerability is identified, we will notify the owner and group members associated with the service (as listed in NIM) and give you two weeks to address the vulnerability before we close the firewall port.

- TAC 202 now includes an expanded requirement to identify all information system components that are within the university internet address space. IT Risk Management is currently working with IT staff from each college and division to identify all information resources. This information must be gathered by June 2, 2016. Questions or concerns about this process can be directed to CISO@tamu.edu.

- Texas A&M Laserfiche Shared Service Training Workshops will be held on site May 23 - 27, 2016 at the Hildebrand Equine Complex. This year's training will feature the new Laserfiche 10.1 release and will teach the latest features. The agenda and registration will be posted soon on http://laserfiche.tamu.edu.

Project Progress

- Texas A&M IT would like to have all mailboxes on Texas A&M Exchange Email migrated to Exchange 2013 by July 1, 2016. For more information, including client screenshots, please review our migration documentation https://u.tamu.edu/KB0011663. Once your department's mailboxes have been moved to Exchange 2013, you will be able to control mailbox permissions and have the ability to send mail as another user, shared mailbox, or distribution group all through the web interface.

- Switch to Infoblox for DNS/DHCP management is expected in June. The system will offer key upgrades including the ability to schedule or make immediate changes to the system and to manage DHCP configurations. Units have been asked to submit network information and select administrators to approve access. Questions? Email Dave Duchscher at dd@tamu.edu.

- Texas A&M employees can use their NetID or their SSO account to log on to the SSO website..To ensure the safety of important personal information, **if you are required to have two-factor authentication on your SSO account, you will also be required to have two-factor authentication on your NetID.** This requirement will be put in effect on May 17, and affected employees have been notified.

- Work has begun on the Texas A&M Information Technology Data Center that will more than double current data center space and IT infrastructure capacity. The former Fred W. Dollar Food Commissary building is being repurposed for the facility. A shared service infrastructure will allow for a private cloud, server and storage asset consolidation and improved security. It will support an integrated, A&M System-wide technology initiative to create efficiencies, improve availability, reduce risk and enhance the security of services.

- Renovation to create a more modern Help Desk Central and Software Store is underway. During renovations, HDC is located in Room 104 of the DPC/Computing Services Annex and the Software Center is in Room 112. The renovations are expected to take 9 to 12 months, with a grand opening spring 2017.

- Deployment of Cisco VoIP phones to Texas A&M IT is complete. For general VoIP questions, including information about securing additional phones and for support using the phones, email VoIP@tamu.edu. If you need technical support (your phone is not turning on, making or receiving calls, etc.), please email the details to VoIP-trouble@tamu.edu.

- On May 20, the new TAMUDirect - https://tamudirect.tamu.edu **- officially replaces the classic version and Howdy Class Lists.** Howdy class roster email links will no longer be available for Summer 2016. eCampus will not be affected in the switch. Powered by Google Groups, TAMUDirect maintains current class member rosters through the university's registration system and performs updates nightly. Step-by-step instructions are available in the Knowledge Base

CONTACT US

Please send feedback and questions to Texas A&M IT Product Strategy and Communication at tamu-it@tamu.edu.