IT Update

Texas A&M Information Technology

February 2016

New & Noteworthy

- **Texas A&M Information Technology will replace our current identity management system with Dell ONE Identity Manager by the end of the summer.** This flexible, responsive and extensible tool will replace our locally developed system and will allow us to focus more on integrating identity data into campus workflows. Future phases will include delegating the provisioning of accounts.

- **Texas A&M IT is replacing the current DNS and DHCP management system, NIM, with Infoblox.** Infoblox will provide more layers of protection and increased management capabilities. IT system engineers are targeting summer 2016 for the official switch from NIM to Infoblox.

- **The Texas A&M IT Security Team has launched a tool that allows campus members to see up-to-date information on malware and other campus security threats.** Limited access to the data is available at http://itsec-metrics.tamu.edu/. IT Pros can also request expanded access on the website.

- **The Texas A&M IT Strategy Office is adding a Business Relationship Management (BRM) role** to enhance communication channels and build customer relationships. Robert Cheyne and Jana McDonald have been assigned to this new role and are creating an implementation plan in collaboration with the IT Executive Leadership Team, and with input from the IT Advisory Committee and other stakeholders.

- **A new TAMUDirect — https:TAMUDirect.tamu.edu — debuted for class list emails in December and now is available for organization lists.** The retooled application gives users more control. All users decide who sends email, whether to have moderation, and who approves messages for distribution. Powered by Google Groups, TAMUDirect maintains current member rosters through university data and performs nightly updates.

- **The March 2 IT Forum will feature updates on new services and initiatives from Texas A&M IT and how they will affect you.** Want to hear more about Infoblox, Dell One or the Dollar Data Center? Curious to know more about the business relationship managers or changes to the Project Management Office? Make plans to attend! The forum will be hosted in Rudder 601 and cookies and refreshments will be served.

- **The University Libraries recently launched new websites in a cooperative effort with Texas A&M IT.** The project included a central libraries site — http://library.tamu.edu — and

sites for each location. Texas A&M IT worked with the libraries team to design and build the infrastructure within the Hannon Hill Cascade Server.

_____

Project Progress

- **The Texas A&M University System Board of Regents has approved the project scope and budget for the new Dollar Data Center.** The data center, slated to open in 2017, will be owned and operated by Texas A&M University and will give us increased space and capability.

- **Help Desk Central's call system switched to the Cisco Unified Contact Center Express (UCCX) platform on February 2.** The system enables stronger customer relationships through features including ServiceNow integration, intelligent call routing, real-time reporting and enhanced quality assurance.

- **Progress continues as campus wireless access points are upgraded to 802.11ac.** Recently upgraded buildings include Rudder Tower, West Campus Library, MSC, Law School Expansion, YMCA building and Thomson Hall.

- **The IT Self-Service website now PUSHES availability messages about major Texas A&M-provided IT services and sends updates when a status changes.**
- IT Alerts indicates anytime a system is not functioning or only partially functioning. By clicking "Notify Me when Resolved," IT Alerts sends a message when the service returns. IT Change notices indicate when maintenance or upgrades will be performed.
- IT Status History provides five days of maintenance history, allows users to subscribe to alerts for an entire service, and sends notices anytime the status changes.

_____

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