Texas A&M Information Technology

IT Update

July 2017

New & Noteworthy

- **An Open House for IT professionals will be held at the new [West Campus Data Center](#) on August 24, 2017, from 9 a.m. until noon.** The first phase of the facility, scheduled to open in the fall, includes two data halls with 10,000 square feet of computing space and supports 1.5 megawatts of IT infrastructure. Future expansion will allow up to 30,000 square feet of computing space and six megawatts of infrastructure. The facility boasts power and cooling redundancy, armed security, and pervasive monitoring and intrusion detection.

- **Texas A&M Information Technology has launched new [IT Policy](#) and [Risk Management](#) content on [CIO.tamu.edu](#).** With a full-featured [IT Security Control Catalog](#) and an expanded [risk assessment checklist](#), the site provides IT professionals with easier access to important policy and risk management information. Later this year, sections for Cybersecurity Incident Response, IT Continuity of Operations, and E-Discovery will be added.

- **File sharing is more streamlined with [Texas A&M Google Team Drive](#).** Unlike Google Drive, which is still available, files in Team Drive belong to the group rather than an individual. This ensures files will remain in the shared location, even when the creator of a file leaves Texas A&M or transfers departments. [TAMUDirect](#) was also updated to incorporate Team Drive and allow faculty to more seamlessly share course material with students.

- **Help Desk Central received HDI's Pinnacle of Excellence Award after all employees completed training and passed their certification exam.** HDI is the premier professional association for the technical support industry and recognizes organizations with exceptional customer service. The Pinnacle of Excellence Award honors Help Desk Central as having demonstrated maturity, innovation and initiative to provide excellent IT support to the Texas A&M campus. This certification is an acknowledgement of HDC's ability to provide technical and desktop support, problem management and support coaching.

- **Texas A&M IT now alerts email users when a potentially malicious message is delivered.** All Texas A&M email is protected by numerous security systems; however, some messages containing threats manage to get through the initial scanning process. When additional analytics discover a threat may have been delivered, users are notified to immediately delete the email or contact Help Desk Central if the message was opened.

- **Texas A&M IT, in partnership with Academic Services IT, has completed a comprehensive framework for the university-wide governance of Information Technology.** The framework of [34 stakeholder requests](#) was submitted to the President and approved. An IT Governance event is being planned to operationally establish the framework in September. The CIO.tamu.edu website contains an [updated framework](#), and an official announcement was sent to the university community.

- **To ensure Texas A&M University stays competitive for research grant funding that necessitates a highly-secured environment, a team of Texas A&M and Texas A&M System leaders is working to establish a secure enclave.** The team traveled to the University of Florida (UF) in June to tour the UF Secure Enclave. They gained valuable information to support the establishment of policies and procedures in support of DFARS requirements via [NIST 800-171](#).

- **Texas A&M IT's [Project Management Office](#) will offer a project management professional (PMP) prep boot camp August 14-18 with Michael Airauidi of PM Mentors.** For pricing information and questions, email the PMO office.

Project Progress

- **[Tenable's Security Center](#) is scheduled to be available this fall.** After great feedback during the early adopter phase, Texas A&M IT made significant architecture changes to increase performance. Improvements were made to dashboard navigation and resources are being fine-tuned for ingesting scans.

- **Texas A&M IT saved almost $131,000 in labor costs since May 2016 after implementing Schedule Source software.** The tool allowed the hiring and student employee schedule management efforts of Help Desk Central to be consolidated, reducing the number of hours required to meet scheduling needs.

- **Networking is on schedule to replace all first-generation Aruba AP-125 802.11n access points by the end of the year.** Only 20 buildings still use the AP-125, which will reach End-of-Life in 2018. They will be replaced by 802.11ac Wave 2 access points. There are currently 6,665 access points deployed across campus.

CONTACT US

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