IT Update

Texas A&M Information Technology

June 2016

New & Noteworthy

- **Texas A&M IT is purchasing hardware to upgrade the campus and departmental firewalls.** The proposed solution will replace the existing campus firewall with a connected, centrally managed network of next-generation firewalls and intrusion protection devices. The new system will support 100GB deep packet inspection at the campus edge, give us a more holistic views of risks and threats on campus, and enable us to take corrective actions quicker. Planning has started with a goal of full implementation by winter break.

- **Help Desk Central launched a new Check-In Kiosk** at the walk up counter. The Kiosk captures all walk ups in ServiceNow, creating an online record of interactions, help needs and services provided.

- **Texas A&M IT will be the featured presenter for an EDUCAUSE web design clinic - a summer collaboration between the ITComm and Web constituent groups.** The session will include general information on web design best practices as well as fixing dense content.

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Feedback Needed

- **Texas A&M IT is seeking input from campus IT administrators to determine the level of interest in a centralized mirror server hosting the most popular Linux distributions such as Fedora, CentOS and Red Hat.** If you're interested in providing feedback, please email brm@tamu.edu.

- **Texas A&M IT is working with campus admins to collect feedback on current anti-virus solutions and deficiencies in order to identify possible tools for a campus-wide contract.** A survey to assess departmental use and needs will be sent out soon.

- **Texas A&M IT is preparing a Request for Proposal for services to be offered in the new Texas A&M Data Center.** A survey is being developed to gather requirements from campus IT Directors, and the results will guide the specifications included in the RFP.

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Project Progress

- **The Dell One identity management project is on track.** The schema migration is complete, data is being loaded, and an early fall launch is planned. This project will modernize the core infrastructure related to account and credential management, and offer an improved ability to extend provisioning, de-provisioning and security group management into college and division Active Directory infrastructure.

- **The SPECTRIM/Archer pilot is progressing, and we are preparing for the FY17 full-campus implementation.** We are hosting a forum on July 7th, for newly-appointed division coordinators (D-RACs) to provide an overview of the project.

- **Texas A&M IT purchased Mobile Reach Splitware for ServiceNow.** The solution allows organizations to streamline ServiceNow IT operations with process-driven mobile apps - supporting mobile workflows and extending Asset Management to technicians' devices and leveraging barcode scanning to provide faster service and immediate updates to the back-end system.

- **Upgrade to the Maestro email system is coming this August.** New features include support for touch devices, responsive HTML templates, custom HTML templates and improved tracking reports.

- **Progress continues as campus wireless access points are upgraded to 802.11ac.** Recently upgraded buildings include the Pavilion, Langford, Harrington and Cushing Library.

- **IPTV is expanding this fall to additional Residence Halls.** In coordination with the Corps Dorm Renovation, Dorms 1-8; Spence, Kiest, Briggs, Fountain, Gainer, Lacy, Leonard, and Harrell will go live with IPTV in August.

CONTACT US

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