IT Update

Texas A&M Information Technology

November 2015

New & Noteworthy

- **For National Cyber Security Awareness Month, Texas A&M IT put on one of the largest cyber security campaigns in America!** In its two week run, The Game of Aggie LIFE accumulated almost 10,000 players who made their way through a virtual Aggieland and answered identity protection questions.

- Did you know? **Texas A&M IT partnered with the Division of Marketing & Communications to redesign the new www.tamu.edu website**, assisting in user interface design and development, as well as user and accessibility testing.

- **Starting this month, one-third of all Texas A&M University Help Desk Central customers will receive an automated survey request** asking for input on their service experience. Results will be used to monitor customer satisfaction and identify training needs for HDC staff.

- **The December 2 IT Forum will feature a presentation by Cynthia Kauder, EIR Accessibility Coordinator for Texas A&M University.** Find out why accessibility is important, experience a demonstration of assistive technology, learn how you can provide accessible Electronic and Information Resources (EIR) and how campus stakeholders are working together to make universal access a reality.

- **Don't miss early-bird pricing for the 2016 Texas A&M University System Technology Summit!** Save by registering before Dec. 31 at http://techsummit.tamu.edu. During the two-day event on Galveston Island, tech enthusiasts from around the state will learn from the savviest, most passionate experts around. Reserve your spot today.

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Project Progress

- The campus VPN service was upgraded to use version 4.2 of the Cisco AnyConnect Secure Mobility Client. **Versions of the Cisco AnyConnect Secure Mobility Client prior to 4.2 are no longer supported by the vendor and will be unable to connect to http://connect.tamu.edu/ after December 22, 2015.**

- **ServiceNow IT Alerts and Status History launched in October 2015.** Visit http://italerts.tamu.edu to see the availability of major tech services during the past week and 90-day maintenance histories.

- **A redesigned Help Desk Central website, http://hdc.tamu.edu, went into service October 15 as part of the Texas A&M IT Self-Service transition.** Support documentation formerly located on the HDC website is now located in the new Knowledge Base at http://ITSelfService.tamu.edu. The HDC website continues to provide contact information and details on help and repair services.

- **Help Desk Central's call system is switching from an existing Nortel BCM IP 400 Key System to the Cisco UCCX platform.** The new Cisco UCCX platform, which will be integrated with ServiceNow, could be commissioned as early as Dec. 28. An exact deployment date is dependent upon the procurement process.

Pilot Projects

- **An upgraded TAMUDirect email service will debut in December.** Based on Google Groups, the service gives anytime access to customizable class or organizational email lists from any web browser, as well as the ability to decide who can send messages to the list. The new TAMUDirect will run concurrently with the current version and Howdy's class roster lists through the spring semester. Both older applications will retire in May 2016. eCampus email lists will not be affected.

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