September 2016

New & Noteworthy

- WebEx and Google Hangouts videoconferencing is now available to Texas A&M faculty and staff. Meet anytime, anywhere, from any device. Try out WebEx or Google Hangouts at your next meeting.

- From August 21 to September 9, Help Desk Central Pop-Up Stations are available in the MSC (1st floor near Chase Bank) and SCC (1st floor center desk). HDC staff will troubleshoot issues with NetIDs, wireless, software and mobile devices. Computer hardware issues should be taken to Help Desk Central located in the Computing Services Addition (CSA) of the Teague Complex.

- The Computing Services Center (CSC) is closed for renovation to Help Desk Central and nearby services. The renovation is projected to last nine months and access to the building will be limited. The Teague Data Center will still be accessible to those with equipment in the room.

- Texas A&M IT is upgrading the campus Internet connection from 20G to 30G at the end of the month. This upgrade will help us stay ahead of the increase in internet traffic we see every semester.

- New Cisco VoIP campus customers include the Texas A&M University System offices and Veterinary Medicine & Biomedical Sciences.

- A new Texas A&M Information Security Controls Catalog has been established at cio.tamu.edu/controlcatalog. The state recently revised Texas Administrative Code (TAC), Chapter 202, Information Security Standards, to include a Control Standards Catalog that aligns with Federal standards (NIST). To meet these new requirements, we are transitioning away from existing Security SAPs. Additional information will be sent out in the coming weeks, and a dedicated website for the Controls Catalog is being designed

- Microsoft 2016 and Windows 10 are now available for $5 each at software.tamu.edu. This software is available to employees for personal use for participating departments.

- Help Desk Central is now the first point-of-contact for all Telecommunications support requests. Customers are then filtered to the Telecommunications team, as needed. For support, call (979) 845-8300 or email helpdesk@tamu.edu.

Project Progress

- Infoblox is now in production for campus DHCP. DHCP for campus wireless and ResNet is being managed on the Infoblox system, and in the coming months, service networks (VoIP and wireless equipment) and department networks will be moved over. DNS caching has also been moved to the Infoblox system. This adds a DNS Firewall to detect and mitigate malware that uses DNS to communicate with Command and Control Servers (C&C) and Botnets.

- Starting in FY 2017, there will be no specific risk assessment reporting season as in previous years. Texas A&M IT will announce when all required procedures are due, and the college and division IT staff will be able to plan out their schedule in order to meet the due date. The FY17 risk assessment process will use SPECTRIM, a web-based tool provided by the State of Texas. Additional information on the assessment schedule and upcoming meetings and trainings will be sent out soon.

- ServiceNow was upgraded to Helsinki, which included improvements and updates to the banner frame, application navigator, application modules, system settings, form headers and more. For an overview of the new ServiceNow interface with screenshots, visit https://hi.service-now.com/kb_view.do?sysparm_article=KB0551835.

- Fiber and networking equipment, including wireless access points, have been installed in three new VetMed buildings. The Network and Installation Teams have experienced an extraordinary increase in the demands for their services due to the high numbers of new building and renovation projects on and around campus. This has been the busiest summer for WiFi installation to date, with over 600 access points installed or replaced. We now have over 6,340 TAMULink wireless access points covering 19 million of the 25 million square feet of campus buildings.

- The Teague Data Center is moving toward a completely redundant power system. There is a new, dedicated electric feed into Teague with its own circuit, mechanical room and generator. We are also adding another 250 kVA of UPS to our data center backup systems.

- The campus fiber mapping project is wrapping up, with 80% of the known fiber mapped to the new system. This project will bring the campus map up to date and will be invaluable for future campus fiber growth.

- Based on user feedback, changes were made to the TAMUDirect service on August 10, 2016. Changes include: all lists will be moderated by default, the instructor of record is the default list moderator, and anyone can send an email to the list (to be approved by a moderator before delivering).

- SPF DNS (sender policy framework domain name system) records will be implemented for tamu.edu email. These specify lists of authorized host names/IP addresses that mail can originate from for a given domain name. Texas A&M IT will reach out for lists of external services that should be whitelisted. The tentative go-live date is September 16.

CONTACT US

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