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Technology Services

# IT PROS **IT UPDATE**



[New & Noteworthy](#)

[Project Progress](#)

[Security Spotlight](#)

October 2022

## NEW & NOTEWORTHY

**Technology Services recently introduced [Duo Universal Prompt](#).** This new look and functionality makes logging into Texas A&M systems simpler and more secure by prompting you to use the most secure or last used authentication method.

**Google and Texas A&M signed a HIPAA BAA (business associate agreement) making Google Workspace a suitable location to store HIPAA data.** Previously, this was not allowed.

**Technology Services is strengthening Apple device management across campus through the [utilization of Jamf management software](#).** Level 200 introductory courses were held in August; Level 300 in September and Level 400 will be held this spring.

**Technology Services is reviewing three vendors for campus digital signage solutions.** The target date to have a new vendor is November.

**[Tracy Persky and Ashish Ausekar were recently](#) featured in "[Plant Direct](#)."** They worked with Jeanmarie Vermarie Verchot, Ph.D., a professor in the Department of Plant Pathology and Microbiology, to design a website offering direct links to information and databases of genes and proteins across various plant species.

**All Texas A&M University part 02 faculty and staff (including TEES and College of Dentistry) now have access to Adobe Acrobat and Adobe Creative Cloud.** To access your account, visit [adobe.com](https://adobe.com) and sign into your “Company or School Account” using your NetID.

**Technology Services - IT Research Technologies outlined a new initiative to develop a technology plan that aligns with the Division of Research’s comprehensive strategic plan.** A working group of technology and research leaders will visit each school, college or branch campus to identify the technology needs of the research community. The plan will be used to prioritize major technology initiatives that will benefit the research community.

**[Technology Services donated 442 pounds of food in the 12th Can food drive!](#)** The impressive donation was one of the largest this year and will be matched in dollars by the Technology Services leadership team.

## PROJECT PROGRESS

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**The enhanced GitHub Cloud service is gaining popularity across campus.** In its first month, the new service saw 550 faculty, staff and students join and create 92 new repositories and 51 teams. Get help migrating to the new cloud service by contacting [github@tamu.edu](mailto:github@tamu.edu) or visiting our support site at [support.cloud.tamu.edu/github/](https://support.cloud.tamu.edu/github/). The on-premise service will be decommissioned in 2024.

**Texas A&M University selected Emma for its mass email system.** The Division of Marketing & Communications and the Technology Services’ Product Management & Communications team will move to Emma in October. Onboarding for the remaining colleges and departments will occur throughout the fall and spring.

**The first milestone of the Unified Ticketing System, “Define requirements,” is complete.** The team is now focused on evaluating tools currently used on campus with the gathered requirements. A short list of platforms will be presented to IT executive leadership for selection. In addition, the process team is working on a common incident and request process that will be used across Technology Services.

**The [IoT wireless network](#) was successfully expanded to all residence halls, and over 3,400 devices are currently registered to the network.** Next steps include increasing the number of devices students may connect to the network.

The [IT accessibility team offers training by request](#) for procurement of **Electronic and Information Resources (EIR)**. The sessions provide a background of laws, policies and standards as well as the specific steps involved in EIR accessibility compliance reviews.

## SECURITY SPOTLIGHT

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[In honor of National Cybersecurity Awareness Month, Technology Services is launching a campus awareness campaign.](#) The campaign will promote cybersecurity best practices on social media, email and other platforms throughout October.

*Back to top*

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## CONTACT US

Please send feedback and questions to the Technology Services at [tamu-it-coms@tamu.edu](mailto:tamu-it-coms@tamu.edu).

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## Follow Technology Services



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[IT.tamu.edu](http://IT.tamu.edu) | [tamu-it-coms@tamu.edu](mailto:tamu-it-coms@tamu.edu)

