2025

TECHNOLOGY SERVICES ANNUAL REPORT
TEXAS A&M UNIVERSITY

CONTENTS

Texas A&M Technology Services empowers innovation, security and efficiency across campus. The annual report highlights transformative initiatives undertaken in 2025 including TAMUS AI Chat, the VISION supercomputer, Cisco VoIP and the Next-Gen Aggie Network, along with customer-driven enhancements and technology-driven efficiencies. These achievements demonstrate a commitment to robust, future-ready technology for the Texas A&M community.

TAMUS AI CHAT BRINGS MULTI-MODEL AI RESOURCES TO CAMPUS

TAMUS AI Chat is an intuitive, secure platform that gives members of The Texas A&M University System streamlined access to multiple leading artificial intelligence (AI) models. System community members can interact with state-of-the-art tools, including OpenAI's GPT, Anthropic's Claude, and Google's Gemini, in one protected environment, with the ability to compare and combine model outputs as needed.

Across the Texas A&M System, TAMUS AI Chat is supporting a wide range of innovative applications:

- **Instructional Support:** Assisting faculty in preparing lecture outlines, presentations and other teaching materials

- **Research Productivity:** Streamlining research workflows by transforming raw data directly into well-structured, publishable content

- **Document Analysis:** Analyzing and summarizing content from lengthy and complex documents

- **Programming Assistance:** Writing and debugging code for complex research projects

- **Model Exploration:** Providing students with experience on multiple AI models from leading vendors

The platform's robust API capabilities allow users to connect TAMUS AI Chat with external interfaces and tools, ensuring secure data handling while enhancing workflow flexibility.
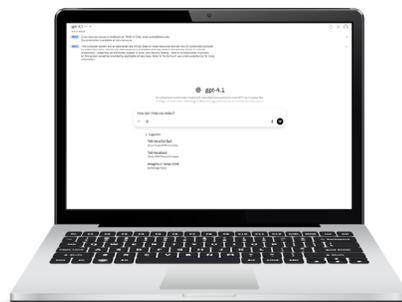
For example, users can automatically process large volumes of files using their own custom-created scripts or code (e.g., Python scripts) with TAMUS AI Chat.

TAMUS AI Chat also allows the building of custom models to provide more specific benefits to the campus. Custom models made specifically for Texas A&M, including Study Mode and SAPs, are currently in pilot testing.

Development continues on a "pro" version of TAMUS AI Chat, which will maintain existing functionality while offering greater flexibility and customized usage quotas. Further enhancements include expanded tool/function calling through both the web interface and API, as well as the integration of open-source and Texas A&M–developed AI models as the TAMUS NVIDIA SuperPOD (VISION) comes online in Spring.

Technology Services remains committed to continuously evaluating emerging technologies to enhance performance and introduce new features, thereby supporting The A&M System's mission of technological innovation and excellence.

Access TAMUS AI Chat

TEXAS A&M SYSTEM TRIPLES SUPERCOMPUTING CAPACITY

The Texas A&M University System will be home to what is expected to be one of the highest-performance AI supercomputers at any North American university — an NVIDIA DGX SuperPOD that will triple the university's supercomputing capacity.

Under an agreement with World Wide Technology, Inc., an NVIDIA channel partner, the A&M System has acquired the NVIDIA DGX SuperPOD with DGX H200 systems for $45 million. This investment will make Texas A&M one of the world's premier destinations for students and faculty looking to develop state-of-the-art AI skills and conduct cutting-edge research.

Learn more about the NVIDIA DGX SuperPOD

Technology Services will host the SuperPOD in its West Campus Data Center and is currently making the necessary facility upgrades. Once complete, the system — officially named the VISION cluster — will feature a total of 760 NVIDIA Hopper GPUs scaled with NVIDIA Quantum-2 InfiniBand networking.

More information about the VISION cluster is available at **vision.tamus.edu**. The resource is expected to be available to all Texas A&M System members in May 2026.

The first pieces of the VISION cluster arrive for assembly, configuration and testing
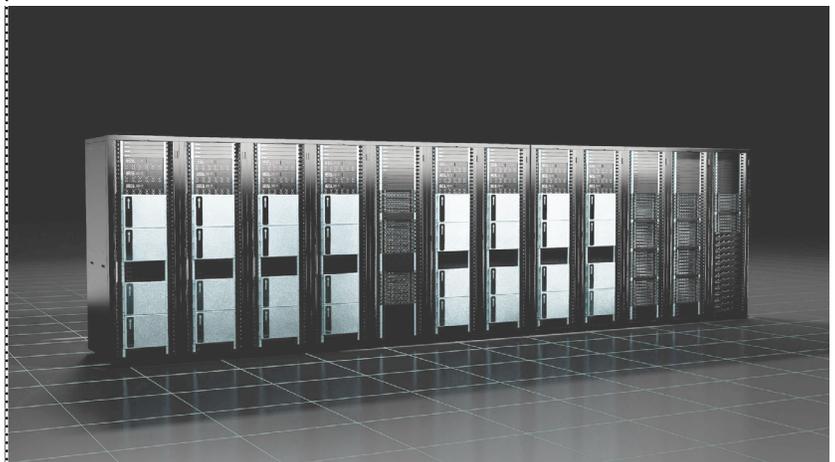
Rendering of the VISION cluster provided by NVIDIA

NEXT-GEN AGGIE NETWORK CONTINUES TO STRENGTHEN CONNECTIONS

The Next-Gen Aggie Network project continues to improve wired networks, wireless access and security across campus. For wired networking, the switch upgrade phase has been completed, with further upgrades planned for end-of-life equipment. The wireless upgrade is approximately 70% complete, with this summer's successful installation of 1,400 access points in 21 residence halls. In addition, the implementation of the NSO and Nautobot platforms enhances efficiency by allowing for the automation and remote performance of certain tasks. The Networking team's work has earned special recognition — a 12th Man jersey was presented to acknowledge their work on the Kyle Field network upgrade and the broader Next-Gen initiative.

Learn more about the Next-Gen Aggie Network

OPEN ACCESS LABS TEAM RECOGNIZED FOR SUPPORT OF STUDENT ATHLETES

The Texas A&M University athletics department gifted Technology Services' Open Access Labs (OAL) team with a framed 12th Man jersey. The OAL team relocated computers and printers out of Kyle Field prior to each home game and returned them to Kyle Field on Sunday after the game to accommodate student athletes. The dedicated work of the OAL team allowed student athletes to access computers and printers in close proximity to practice and training facilities.

Learn more about the team's work and this recognition

STRENGTHENING ACCOUNT SECURITY WITH DUO VERIFIED

Technology Services strengthened Texas A&M University's cybersecurity by rolling out Duo Verified Push as the new standard for multi-factor authentication (MFA). The initiative aims to transition all account holders to the secure Duo Mobile app while retiring text message and phone call options. Duo Verified Push enhances protection by requiring users to enter a short code to verify their login, reducing the risk of "MFA fatigue" and social-engineering attacks. A targeted communication campaign and on-site support through Duo Self-Service Kiosks helped users transition smoothly. Together, these efforts strengthen account protection, safeguard university data and align with Texas A&M System security standards.

THE IT SERVICE PORTAL IN 2025: STREAMLINED DESIGN AND INTUITIVE FEATURES

The IT Service Portal now features a simplified, intuitive design based on feedback from campus members and IT Professionals. Updates include streamlined request forms, new automated ticket routing, improved Service Catalog and Knowledge Base, and the new IT Status platform at **status.IT.tamu.edu**. As of October 2025, the platform has expedited 301,252 tickets, averaging 21,000 Technology Services tickets each month.

The TeamDynamix platform has since been used by Human Resources and Organizational Effectiveness, Finance and other key Enterprise Service Management partners to streamline service to campus members. Program Director for IT Enterprise Operations, Joshua Green, said, "Customers now have a single entry-point of service, and IT Professionals have been enabled to collaborate like never before."

NEW AI SERVICES WEB PAGE HIGHLIGHTS APPROVED AI TOOLS

Technology Services launched a new Artificial Intelligence (AI) Services web page, featuring information on the many protected AI services available and approved for the Texas A&M community. A more recent update provided new organization and clarity to the page, making it easier to find information on these services. Along with highlighting AI tools released this past year, such as NotebookLM and Google Gemini, the site features a comparison table to help campus members determine the best Texas A&M-approved tool for their needs.

View the AI Services web page

CISCO VOIP MODERNIZATION PROJECT

Technology Services completed the Cisco VoIP modernization project in 2025, a multi-year initiative to replace outdated voice infrastructure with a secure, reliable and future-ready communication system. The project touched more than 8,500 phone lines and supported over 120 departments through planning, transition and training. The move to Cisco VoIP will save over $300,000 per year. As part of the project, campus members also eliminated unneeded phone lines, saving an additional $625,613.73 per year. Close collaboration with campus partners ensured a smooth migration with minimal disruption, while updated documentation and support resources simplified the change. This modernization effort streamlines telephony services, reduces maintenance demands and strengthens the university's communication foundation for years to come.

## CUSTOMER FEEDBACK AND CONTINUOUS IMPROVEMENT INITIATIVE

Technology Services launched a continuous improvement initiative in 2025 based on direct feedback from the Fall 2024 campus survey. These efforts focus on enhancing communication, accelerating IT support response times, and improving access to essential technology resources for students, faculty and staff. Key initiatives included expanding campus printing visibility, reducing resolution times for priority service requests, strengthening communication with campus leadership, improving secure administrative access on university devices, and delivering clearer, more targeted IT outage alerts. By translating customer feedback into actionable improvements, Technology Services is creating a more responsive, efficient and user-centered technology environment that supports the evolving needs of the Texas A&M community.

Learn more about Continuous Improvement

TECHHUB EXPANDS PRODUCT OFFERINGS, SERVICE AND SAVINGS IN 2025

Launched in 2023 to centralize technology purchases and procurement, TechHub continues to reduce costs, decrease delivery times and adapt to address the university community's technology needs. The platform saved colleges and units $2.4 million in the 2025 fiscal year, with 2,200 orders placed for computers and accessories. With continued order and revenue growth, TechHub regularly expands its product offerings based on customer and advisory group feedback. In their ongoing pursuit of a better customer experience, the TechHub team is now focused on achieving a three-day average delivery (after AggieBuy approval), making TechHub available to Texas A&M University System members, and expanding to offer warranty and equipment repair services.

Visit TechHub
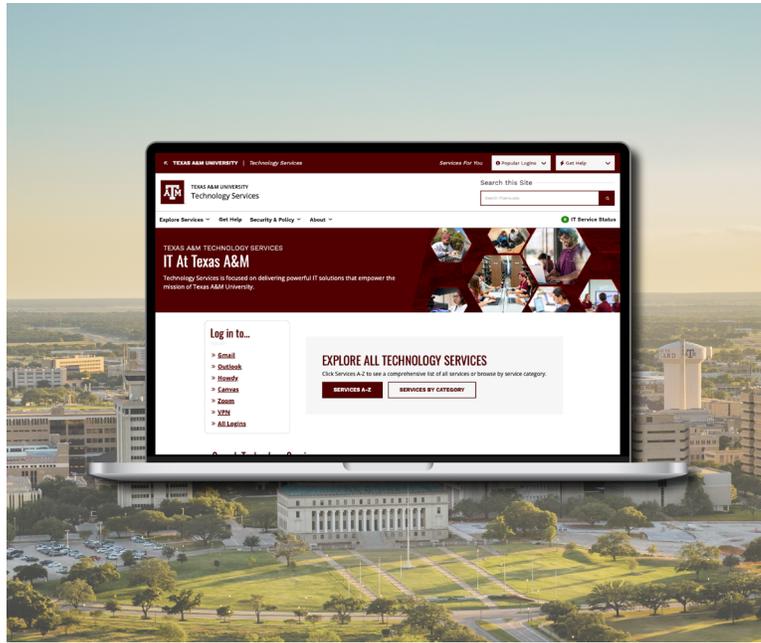
EXPLORE THE REDESIGNED IT.TAMU.EDU: A NEW LOOK AND A FASTER, SMARTER EXPERIENCE

Technology Services launched a redesigned **IT.tamu.edu**, offering a faster, more intuitive and mobile-friendly platform for students, faculty and staff. Built using site analytics, heatmaps and user feedback, the new site modernizes Texas A&M's technology hub with cleaner navigation, a streamlined design and standardized service pages. Role-specific pages, a consolidated login hub and an A–Z service list make it easier to find tools and resources, while deeper integration with the IT Service Portal allows users to request help, submit tickets and access support all in one place.

Help Desk Central now has a dedicated page linked throughout the site, providing quick access to troubleshooting resources and live assistance. These updates simplify how the Aggie community connects with technology, reduce barriers to support, and lay the foundation for continued improvement through future enhancements and user feedback.

NEW AGGIE ID CARD PROCESS AUTOMATES A TIME-CONSUMING PROCESS

Technology Services automated the complex, manual steps involved in processing Aggie ID cards for students and employees. By eliminating the manual aspects of this process, the new automated system, powered by Laserfiche, saves one minute per Aggie ID card request. It also saves one to two hours per month for billing and reduces the opportunity for human error. Between mid-May 2025 and the end of August 2025, 25,392 student ID card forms were processed, resulting in a total savings of 435 hours. In addition, the team recently launched a new integration for the Texas A&M onboarding process, which will automatically initiate the ID card form, saving time for Human Resources representatives.

AUTOMATED NOTIFICATIONS STREAMLINE TECHNOLOGY SETUP FOR NEW HIRES

Technology Services collaborated with Human Resources and Organizational Effectiveness (HROE) to enhance the onboarding experience for new hires and hiring supervisors. The new feature leverages HROE's Onboarding Process in Laserfiche to provide automated notifications to local Technology Services technicians. When a new hire begins onboarding, these notifications enable Technology Services to streamline the technology setup process, minimizing delays for new employees. This latest enhancement is part of Technology Services and HROE's broader efforts to improve efficiency and provide a better new employee experience.

RECOMMENDATION ENGINE PAIRS STUDENTS AND STUDENT ORGANIZATIONS

The new student organization recommendation engine pairs undergraduate students with over 1,300 student organizations. Machine learning and TAMU AI Chat identified initial activity and interest tags for each student and organization based on available data. Students and organizations can then add and remove these activities and interests from their profiles. These tags, along with the student's interactions with Get Involved, feed into a cloud-based AI service that trains a new model every other day, making even more accurate recommendations.

The recommendation engine was accessed by 21% of undergraduate students within the first 80 days, making more than 22,000 recommendations. Students who used the recommendation engine found the recommendations useful, stating that it was "very well organized" and made it "easy to explore the recommendations."

TECHNOLOGY SERVICES STANDARDIZES DEVICE PROTECTION TO ENHANCE SECURITY

Technology Services led a comprehensive campus-wide initiative to standardize endpoint protection across all Texas A&M computers. This effort required coordination with nearly every IT department and involved hands-on work to uninstall older security programs, install updated tools and confirm each device met the university's security requirements. To date, over 34,000 devices have been moved to the new standardized platform, with more being updated daily. This standardization improves Texas A&M's overall security by providing consistent protection, easier management and better visibility across all university devices. A key driver is to make sure Texas A&M University computers are aligned and sharing data with Texas A&M System security teams.

CYBER HYGIENE CAMPAIGN STRENGTHENS SECURITY AND IT ASSET MANAGEMENT

Technology Services coordinated a large-scale Cyber Hygiene Campaign, engaging every IT group on campus to strengthen three critical security areas: operating system patching, vulnerability remediation and asset inventory accuracy. The campaign featured the character "Mr. Cyber Clean" and multiple emails, virtual and in-person events. Through sustained collaboration and targeted efforts, the campaign achieved remarkable results, improving key metrics up to 40%, particularly in operating system patching. This initiative has significantly enhanced the university's overall security health by reducing vulnerabilities and improving the accuracy of IT asset tracking across campus.

SECURITY HACKATHON ENCOURAGES PRACTICAL SKILLS AND COLLABORATION

Technology Services partnered with leading security vendors to host an all-day security hackathon in the Kyle Field press box. Over 125 IT Professionals from across campus participated in this collaborative learning event, gaining valuable insights into university security initiatives and hands-on experience through an Elastic-hosted hackathon competition. The event fostered cross-departmental collaboration, enhanced security awareness and provided practical skills development in an engaging, competitive environment that brought the campus IT community together.

LEVERAGING TECHNOLOGY TO CUT COSTS AND BOOST EFFICIENCY AT TEXAS A&M

In addition to addressing campus needs and supporting new technologies, Technology Services continues to pursue new ways to reduce expenses and enhance efficiency. Many projects from 2025 demonstrate this dedication to economize and streamline processes using technology, including:

• Developing new features in Howdy eliminated more than $15,000 annually in outside support costs.

• Implementing a custom Operational Data Store (ODS) replacement that eliminates licensing and infrastructure costs, saving $25,000 per year, while significantly reducing the cycle time for the data refresh process.

• Leveraging an open-source library to replace Form Fusion for generating official transcript PDFs and 1098-T IRS tax forms, saving approximately $25,000 per year while reducing complexity and providing faster in-house maintenance.

• Migrating the International Ocean Discovery Program's (IODP) databases to the Oracle Exadata Computing System, providing secure, reliable and scalable storage while saving $140,000 per year.

Through these initiatives, Technology Services is driving meaningful cost savings and operational improvements that benefit the entire Texas A&M community.

TECHNOLOGY SERVICES RETIRES HSCIDS FOR ACCOUNT EFFICIENCY AND SECURITY

In 2025, Technology Services took its final step to retire the Health Science Center ID (HSCID) by transitioning office phones from HSCID to Texas A&M NetID. This change simplifies the way users log into their phones, eliminating the challenges of managing multiple logins to IT services and reducing account security risks. The long-anticipated standardization on NetID also provides a consistent experience to campus members, whether they are at an HSC location or on the main campus. With the retirement of HSCIDs for office phones, the Technology Services team transitioned approximately 2,000 phone IDs and optimized 50,000 address book contacts for faster lookup. The shift from HSCIDs supports Technology Services' ongoing efficiency initiatives and aligns with broader IT modernization goals.

NEW WEBSITES CENTRALIZE AND STREAMLINE SECURITY RESOURCES

Technology Services launched two new websites to streamline security resources for campus IT Professionals. **Tools.security.tamu.edu** consolidates previously scattered security tools into one accessible location, including the impact calculator, data classification calculator, cloud service calculator, identity security tools and operational security platform links. **Docs.security.tamu.edu** provides a unified repository for security documentation, including the Security Controls Catalog, email and endpoint security guidance and NetID information. These sites make it easier to find needed information to enhance security compliance.

NEW HOWDY PROVIDES MODERN LOOK AND ADVANCED FEATURES

The new Howdy officially went live this past May at **howdy.tamu.edu**. Used by students, parents, advisors and faculty, this portal for many essential tasks received a modern, clean look and updated features designed with users in mind. In addition to a redesigned dashboard that highlights popular tools and actions, the new Howdy offers a more powerful search and the ability to prioritize items, making it easier to access key services and information. Built and fully supported in-house, the updated portal saves the university $15,000 annually in support costs.