



UNITED

2015 ANNUAL HIGHLIGHTS



Texas A&M Information Technology

Annual Highlights **2015**

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Texas A&M Information Technology delivers the tools that drive Texas A&M University's digital life. We are committed to providing quality, cost-effective services to support the university's mission. Our core services include email, wired and wireless Internet, data centers, a 24-hour help desk, telecommunications, videoconferencing and IT security.

In 2015, the unit strengthened its commitment to relevant, secure and innovative solutions. Under the leadership of Interim Associate Vice President and Chief Information Officer Scott Honea, Texas A&M IT formulated a five-year strategic plan and streamlined operations.

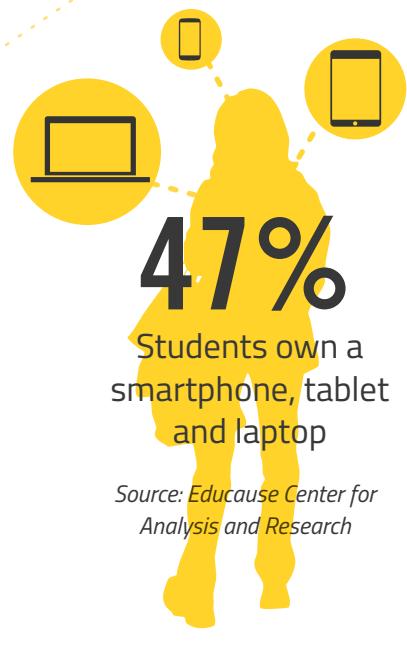
Implementation of the strategic plan is under way with a focus on five core themes:

- *Attain security excellence and enhance privacy.*
- *Improve core IT services that strengthen and support the university's mission.*
- *Enhance communication channels and intentionally build customer relationships.*
- *Foster an IT culture of service, collaboration and accountability.*
- *Offer cost-effective IT solutions and an intuitive funding model.*

In addition, Five Pillars of Excellence were adopted to guide decision making centered on building strong customer relationships and innovative solutions based upon best practices, collaboration and accountability. An IT Service Excellence team, with representatives from each department, was established to help implement the pillars.



Improving the customer experience



Streamlining operations and the customer experience, multiple departments unified into a single organization — Texas A&M IT. An Executive Leadership Team with representation from each area was developed to increase collaboration and effective delivery of services.

IT.tamu.edu

Content formerly housed on 11 individual websites was consolidated into a new Texas A&M IT flagship website. The five-month effort resulted in a single point of information for technology services where customers can quickly find service details and costs without browsing multiple websites.

The site follows the unit's standard for responsive web design, giving customers a consistent experience on any device. In addition, IT.tamu.edu earned top honors, Best of Category — from the national organization Special Interest Group on University and College Computing Services (SIGUCCS).

itservice.tamu.edu

Users are further empowered to solve tech problems, monitor service issues and receive help from technicians through the ServiceNow platform, an enterprise-level, cloud-based IT service management system.

At ITSelfService.tamu.edu:

- The Knowledge Base serves as a repository for thousands of help documents that can be searched with key terms.
- IT Alerts provides planned maintenance details, up-to-date service outage information and an alert history.
- A Service Catalog/Request Management system will soon automate service requests and allow for online department purchases.

Wireless growth

Texas A&M IT broke down walls for Internet use when launching its outdoor wireless plans in September 2014. The project resulted in a total of 5,641 access points across the campus — not including those at Kyle Field — and the number continues to grow. Outdoor wireless coverage along bus line routes came to fruition through a partnership with Transportation Services, which resulted in using traffic gate arms to send wireless signals.

Texas A&M Information Technology continues developing its infrastructure to handle the explosion of mobile device use. An increasing number of wearables and Internet of Things devices are joining the smartphones, tablets, laptops and desktops that connect to the nextwork.



WiFi Usage Snapshot

Comparing April 2015 to April 2016, Texas A&M IT saw a substantial increase in both clients and usage for the campus wireless system.

40%

increase in the average number of wifi users

46%

increase in average data consumed on campus wireless

Streamlining internal processes

Several ServiceNow modules were launched to assist with internal operations for Texas A&M IT and other participating units.

- **Asset and Configuration Management** debuted in October 2015 and is being implemented in participating units. The program helps control inventory, reduce costs, manage asset lifecycle, meet compliance needs and more. Continued data source integration will allow for more extensive use of the module.
- **Change Management** went live in December 2015 and helps participating units strategically approach change processes while minimizing the risk to service disruptions. As changes are requested, the program assigns tasks to team members and tracks the tasks until they are closed.
- **Survey Management** kicked off in November 2015 with a project that collects customer input on Help Desk Central service interactions. The automated survey will be received by one-third of HDC customers and be used to monitor customer satisfaction and to identify HDC staff training needs.

ServiceNow service management software is boosting the quality and efficiency of IT service delivery through a 3-phase implementation.

Emphasizing security

Protecting the university's resources is Texas A&M IT's number one priority. This past year, the security team developed multiple tools to secure the university's technology infrastructure. In the coming year, the security team will expand in size and scope to enhance the university's security posture and build additional customer solutions. Efforts are focused on integrating security into daily business processes and dispelling the notion that security is a mere "add on" or afterthought.

Infoblox

Texas A&M IT laid the groundwork to replace its current DNS and DHCP services — Internet addressing systems — with an Infoblox solution. The powerful infrastructure component, expected to arrive in Spring 2016, will be strategically integrated with key campus security systems.

Benefits of Infoblox include:

- Secure access
- Web-based interface
- High Availability for DHCP and DNS
- Support for IPv6
- Removes current lag time for reflecting changes

Campus Intrusion Detection Tools

The Texas A&M IT security team further protected the university by developing a series of tools to detect malware on the network and notify individuals when the malware is detected. The team also created a dashboard to display real-time network usage statistics, top security threats by filename and malware trends for the campus community to view (<http://ITsec-metrics.tamu.edu>). More features will be added to the site in 2016.



\$4.2 Million
DEDICATED TO
IT SECURITY FOR FY2016

Duo - Two Factor Authentication

NetIDs and passwords received another layer of security with two-factor authentication.

Powered by Duo Security, the system asks users to acknowledge an alert, which is sent to another device like a landline or mobile device, to complete the login process. It prevents an intruder from logging into an account, even if they have an employee's NetID and password. Duo enrollment became available in Fall 2015 and will be rolled out to all Texas A&M IT employees in spring 2016.

Dell One

Another future IT security enhancement was set into motion as work began on Dell One. The third-party program will give the university's colleges and divisions a way to centrally control who accesses IT resources and extend single-sign-on capabilities to more applications. The project timeline expects for the associated tools to be delivered to colleges and divisions in Fall 2016.

Incident and Operations Center

Texas A&M IT will upgrade its Service Desk and create an Incident & Operations Center that will leverage new technologies for threat response mitigation and visualization of IT facility, system, network and security assets.



Sharing knowledge

Second Annual Tech Summit

The 2015 Texas A&M University System Technology Summit brought together IT professionals from across The System to share knowledge and exchange ideas on common problems. The conference featured 32 interactive sessions in four tracks. Participants chose from presentations on General IT, Learning Technologies, Web and Shared Services.

The second annual event, February 16-18, 2016, add two additional tracks — IT Leadership/Human Factors and Project Management.

TTVN

From the "Reading Discovery with First Lady Barbara Bush" to "Fulbright Scholar Workshop," TTVN helped bring some of the university's largest presentations to the outside world. In all, TTVN connected 2,488 video conferences and 1,615 WebMeeting live events for classes, meetings and special events during the previous year.

The group provides a wide area data and interactive communications network that serves the campuses and agencies of the Texas A&M System. It also serves a number of affiliated colleges and universities, school districts, and state agencies. Among its services are enterprise-class commodity Internet, Internet2 and Texas Intranet data services.

SHARING KNOWLEDGE THROUGH VIDEO



Expanding opportunities for growth

Texas A&M Information Technology plans to more than double its current data center and IT infrastructure capacity with an on-premise data center at the site of the former Fred W. Dollar Food Commissary. The shared service infrastructure will include a private cloud infrastructure, and will facilitate server and storage asset consolidation and improved security. The data center will serve as the foundation of an integrated, A&M System-wide initiative to create efficiencies, improve availability, reduce risk and enhance the security of services. The TAMU Data Center is scheduled to be completed in Summer 2017.

Expenditure Summary

