



TEXAS A&M UNIVERSITY

Technology Services

EMPOWERING EXCELLENCE

TECHNOLOGY SERVICES // // // // 2024 ANNUAL REPORT

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HOWDY,

From CIO Ed Pierson

Texas A&M University stands among the nation's largest premier universities, both in campus size and student population. As the technological backbone of this vibrant community with over \$1.25 billion in research expenditures, we are dedicated to delivering innovative, efficient and cutting-edge solutions.

In 2024, we dedicated ourselves to building a solid foundation for an enterprise-class IT operation that meets high standards of scalability, reliability, security and customer service — values that are fundamental to our mission. We are focused on delivering technology solutions that Texas A&M University requires to achieve its strategic goals. Our vision, as outlined in our strategic plan, is not just a guiding principle but a commitment to elevate our performance and enhance the customer experience across campus.

This year, we made significant progress in elevating our service, delivering solutions that are highly available, redundant, secure and user-friendly. The unification of platforms like VoIP, device management and room scheduling further streamlined university operations, resulting in significant cost savings and enhancing the overall user experience. In addition, Technology Services' implementation of the TeamDynamix (TDX) service management tool has streamlined support processes, providing campus members with a unified platform for technical assistance and eliminating the need to navigate multiple systems.

At the core of our work is empowering the success of our partners, colleagues and campus members. A key example is Texas A&M's new private cellular network, which supports innovative applications in academic research, unmanned vehicle control, hazardous environment studies and large-scale event management, positioning Texas A&M as a leader in higher education technology. Our collaborations, such as with Student Affairs, have helped enhance the student experience, from Corps of Cadets orientation to supporting student organizations. We have supported the Veterinary Emergency Team's (VET) efforts to deliver animal care throughout Texas and assisted with emergency response during the wildfires in the Texas Panhandle. Additionally, we contributed to the Virtual Production Institute's advancements in extended reality.



As technology becomes increasingly integrated with the university's core operations, we are excited about future opportunities to partner with departments across campus to make a meaningful impact.

Innovation is central to our strategic vision, particularly in how we are building for the future. A major theme this year was the exploration of AI applications in higher education, administration and operations. From enhancing personalized learning to automating tasks, AI is revolutionizing how we work, discover and learn. We are actively integrating AI-driven solutions like Microsoft Copilot for M365 and HoloLens to increase productivity and rethink workflows, while also beginning to develop a custom AI platform to provide an AI foundation for the Texas A&M community.

The expansion of the multi-million dollar Next-Generation Aggie Network has modernized the campus with over 18,000 wireless access points, providing faster, more reliable internet access, including upgrades to athletic facilities like Kyle Field and satellite locations like the Bush School of Government & Public Service in Washington, D.C. This, along with substantial improvements to our security infrastructure, has strengthened both performance and protection, positioning Texas A&M with a resilient network and a secure, innovative IT environment.

This year has been a pivotal step in building the foundation for an enterprise-class IT operation at Texas A&M University, with a focus on driving innovation, improving operational efficiency and ensuring the security and resilience of our systems. By prioritizing customer service, understanding our campus community's expectations and delivering highly available, secure and redundant IT resources, Technology Services has enhanced the customer and student experience while supporting future growth. As we continue to innovate, our commitment to collaboration across departments and to the development of our staff will drive ongoing success. We remain dedicated to leveraging emerging technologies, strengthening our infrastructure and continuously learning to ensure that Texas A&M stays at the forefront of higher education technology.

Sincerely,

ED PIERSON

Vice President for Information Technology
and Chief Information Officer
Texas A&M University



ELEVATING OUR SERVICE

Selfless Service · Excellence

Technology Services has elevated its service delivery while aligning its strategic goals with Texas A&M's core values of service, respect and integrity. By delivering enterprise-class solutions that enhance scalability, security and support, Technology Services is improving operational efficiency and fostering a culture of excellence and accountability.

TECHNOLOGY SERVICES' STRATEGIC DRIVE TO ENTERPRISE-CLASS PRODUCTS AND SUPPORT

Over the past year, Technology Services has dedicated itself to building and delivering **enterprise-class technology services** — solutions designed to meet the high standards of scalability, reliability, security and comprehensive support that Texas A&M University requires. This approach ensures that every department benefits from “enterprise class” technology products and services. By operating IT at scale, the division provides a consistent, high-quality experience across the university while advancing Texas A&M's strategic goals and maintaining a competitive edge.

UNIFICATION AND SCALE

Technology Services continued unifying core operational platforms, with the multi-year VoIP phone service project set for completion by Summer 2025, yielding substantial cost savings. A key part of this project was decommissioning the Broadsoft platform, saving an estimated \$300,000. In addition, departments have saved over \$500,000 per year by removing unneeded phone lines as part of this effort. To enhance security and save time, Technology Services has standardized the tools used to manage university-issued devices. Previously, each department managed its own software and configurations. Now, with an enterprise-wide solution, Technology Services can streamline tasks like applying patches and security updates across all devices in a single step. This also ensures that support staff can provide

better assistance since all campus devices share a uniform process. Looking ahead, Technology Services aims to offer pre-installed management software on devices sold through the central TechHub store, further simplifying the experience for users and reducing time technicians spend managing devices.

RESOURCE MANAGEMENT

Efficiencies were gained through the expansion of ScheduleSource. Used at Texas A&M's Help Desk Central (HDC) for over seven years, ScheduleSource now supports ten teams and 360+ accounts, including Student Affairs. It enhances workforce management with features like attendance tracking, forecasting, scheduling and metrics reporting, helping align staffing with operational goals and student work-life balance.



Technology Services also migrated room scheduling at Texas A&M Health from Room Traq to Ad Astra. This platform optimizes room utilization, reduces scheduling conflicts and provides real-time availability and data analytics for better resource planning. It now manages 210 rooms for Texas A&M Health.

Other key projects include expanding Rubrik centralized storage and securing a collective PollEverywhere agreement.

The division's ongoing commitment to enterprise-class technology services has driven improvements in operational efficiency and resource management at Texas A&M. By unifying platforms like VoIP, device management and room scheduling, Technology Services is enhancing user experiences and achieving time and cost savings. Looking ahead, the division will continue to offer enterprise-class services and streamline processes to meet the evolving needs of the university.

IT GOVERNANCE: PROMOTING COLLABORATION AND FAST-TRACKING INNOVATION

Restructured last year, the university-wide Information Technology (IT) governance committees bring efficiency and unity to managing technology and related activities. The updated framework fosters collaboration and transparency while addressing the complex, enterprise-class needs of the organization. The updated structure ensures alignment of

IT funding and project prioritization with the university's strategic goals. Since its initiation, the committees have met regularly to discuss academic, research and emerging technologies, as well as data governance. Members range from administrators, to faculty, to executives providing a broad range of perspectives on each committee.

The Health Technologies Committee (HTC) reflects the active advantages of the IT governance committees. A recent restructuring increased the participation of senior employees,

improving problem identification and awareness, enhancing communication and expediting decision-making. These benefits resulted in the Health Technology Committee's ability to quickly address several improvement opportunities that were highlighted by a recent audit.

Notably, the committee developed a shared hardware management policy for the organization, improved the accuracy of inventory cataloging and tracking and defined clearer strategies for maintenance and replacement of inactive or aging equipment, keeping data preservation top-of-mind. Olga Rodriguez, Associate Vice President and Chief of Staff for Texas A&M Health, said, "One of the key variables to the early high-level impact of the work of the Health Technologies Committee was the frequent and close troubleshooting jointly with key members of Texas A&M Health and Texas A&M University IT. This allowed options for Texas A&M Health faculty and staff to consider how to address IT issues that would not impact their work, as well as enhance how they maximize their work in the classroom and labs." Many of the systems developed by the Health Technologies Committee for these projects are expected to be replicated across the university community.

As the university looks to 2025 and beyond, the governance framework ensures that technology management can adapt and grow along with the university. With simplified decision-making, the governance committees can ensure that IT services and tools meet the needs of all Texas A&M University groups well into the future.



ELEVATING CUSTOMER SERVICE IN TECHNOLOGY

Technology Services is making significant strides to improve service delivery for students, faculty and staff through the implementation of a unified customer service portal powered by TeamDynamix. This IT service management tool centralizes support processes, enabling campus members to access a single platform for all technical assistance needs. The platform offers features like easy request submission, a comprehensive Knowledge Base, browsing IT services and ticket status tracking — all in one location. By consolidating 17 disparate systems, TeamDynamix improves accessibility and issue resolution, allowing Technology Services to monitor global response times and identify major pain points.

In 2024, the multi-year Information Technology Experience Transformation (ITxT) project had notable successes, including a successful soft launch of the platform, the establishment of its support model, technician training and the ticketing tool going live.

In addition to the implementation of TeamDynamix, Technology Services is actively engaged in various initiatives aimed at elevating the support experience.

- Help Desk Central now handles night and weekend support for the Texas A&M School of Law, The Texas A&M College of Veterinary Medicine & Biomedical Sciences (VMBS) and Texas A&M University Division of Student Affairs (DSA) ensuring that campus members can reach a live person rather than navigating voicemail, facilitating immediate issue resolution or proper escalation.
- Technology Services hosts resource tables in campus buildings throughout each semester, demonstrating a commitment to providing information on available technology resources and offering on-the-spot technical support.

By fostering these connections and enhancing the overall service experience, Technology Services is dedicated to creating a supportive and efficient environment that meets the diverse needs of the university community.



EMPOWERING SUCCESS

////// *Loyalty · Respect*

Technology Services empowers the campus community by aiding operations such as enhancing the student experience, equipping cutting-edge labs and classrooms and ensuring seamless emergency response.

TEXAS A&M'S PRIVATE NETWORK FUELS RESEARCH, EVENTS, & OPERATIONS

Texas A&M University's new private cellular network is transforming both academic research and campus operations. Using a licensed 2.5GHz spectrum, the network operates independently from traditional cellular carriers, providing dedicated, high-speed coverage over a 1-2 mile radius. This infrastructure is already proving valuable in three key areas: academic research, autonomous vehicle technology and large-scale event management.



1. SUPPORTING LARGE-SCALE EVENTS SUCH AS THE GEORGE STRAIT CONCERT

The network has also proven valuable for managing large-scale events. During the George Strait concert at Kyle Field, which hosted over 110,000 attendees, the private network was used to streamline logistics and improve operations. It facilitated everything from transportation to ticket scanning, ensuring a smooth experience for concert-goers. This illustrates the network's adaptability for large events, where reliable connectivity is essential.

2. ADVANCING RESEARCH WITH AUTONOMOUS VEHICLES

One of the most significant applications of the network is supporting research in autonomous vehicles. These vehicles rely on on-board sensors to detect their surroundings, but their range is limited. By integrating smart infrastructure — such as light pole-mounted cameras and cutting edge computing systems — the network extends sensor coverage and improves situational awareness. This setup helps vehicles avoid obstacles and pedestrians, enhancing safety and enabling real-time incident avoidance. The network's low latency and high bandwidth are essential for the successful operation of these autonomous systems.

3. ENABLING REMOTE CONTROL OF UNMANNED GROUND VEHICLES

Another innovative use of the network involves remote control of unmanned ground vehicles (UGVs). For example, during a recent experiment, a Jackal UGV was controlled from the Wisenbaker Engineering Building, a mile away from its test site. The network enabled operators to receive real-time video and laser

scan data, allowing precise navigation and obstacle avoidance. This setup demonstrates the network's ability to support low-latency, high-bandwidth applications crucial for responsive UGV operations, utilizing a licensed private network to enable seamless communication between the UGV and the control center at Texas A&M.

Dr. Srinivas Shakkottai, who leads the efforts on Connected Intelligence at Texas A&M's Department of Electrical and Computer Engineering, emphasized the demo's significance, "Our private cellular network's capability to enable low-latency, high-reliability remote vehicle operation is a game-changer. This technology paves the way for advancements in hazardous environment operations and efficient transportation systems, significantly enhancing both research and practical applications."

Looking ahead, Texas A&M's private cellular network promises to drive further advancements in research, operations and event management, positioning the university as a leader in higher education technology.

FOSTERING COLLABORATION AND INNOVATION: TECHNOLOGY SERVICES' IMPACT ON CORPS FRESHMAN ORIENTATION AND STUDENT DEVELOPMENT

Technology Services worked with the Division of Student Affairs to support Freshman Orientation Week (FOW) for the Corps of Cadets. The successful events, held on Aug. 7 and 10, welcomed new cadets to campus and provided them with a seamless introduction to the university's technology, showcasing the power of cross-departmental collaboration and a commitment to enhancing the student experience.

STREAMLINING CHECK-IN WITH SEAMLESS TECHNOLOGY INTEGRATION

FOW events rely on several key applications to manage cadet check-ins, track cadet movements through the organization and ensure smooth operations. Technology Services facilitated the deployment of four essential tools: the FOW

application, Get Involved, Corps Apps and StarRez. The FOW application manages cadet check-ins, tracks their status at various stations and provides real-time updates. As cadets complete check-in, their data is transferred to Corps Apps, which manages cadet information throughout their time at Texas A&M. Corps Apps

tracks cadet rank, organization, fitness metrics and discipline, supporting cadets beyond orientation. StarRez, a housing management tool, integrates with the FOW system to update housing assignments in real time, accommodating last-minute changes. These tools helped efficiently manage cadet data, track progress and enable real-time communication. For the first time, the check-in process was fully student-led, underscoring the importance of student empowerment and technology's role in facilitating it.

FURTHER ENHANCING STUDENT ENGAGEMENT WITH GET INVOLVED

Another critical tool is Get Involved, which allows students and the Division of Student Affairs to manage student organizations. Technology Services successfully transitioned 1,243 student organizations to the new platform, saving the university \$50,000 annually by replacing MaroonLink and StuAct Online. The upgraded platform offers enhanced features, such as real-time event analytics and demographic reports, with plans for further enhancements like an AI-based student organization recommendation engine and integration with travel and leadership tools.

DEDICATED TO A GREATER PURPOSE

These accomplishments reflect the ongoing collaboration across departments to integrate technology into campus events and services. This teamwork, which emphasizes knowledge-sharing and student-focused solutions, creates a lasting impact on Texas A&M students. From Corps Orientation to ongoing engagement initiatives, these efforts foster a connected and empowered campus community, advancing the university's commitment to a world-class experience.

CORPS APPS

FOW APPLICATION



GET INVOLVED

STARREZ

ENHANCING DISASTER RESPONSE PREPAREDNESS FROM WILDFIRES TO BORDER HEALTH

Technology Services supported Texas A&M's Veterinary Emergency Team (VET) during the annual Operation Border Health Preparedness (OBHP) event, held July 22-26, 2024, in Raymondville, Texas. As the state's largest disaster preparedness exercise, OBHP brought together emergency response teams statewide. The VET team provided essential veterinary care to underserved communities, treating 950 pets and delivering over 4,500 services.

Mobile internet solutions installed in VET's trailers allowed veterinarians to access necessary tools and equipment, ensuring efficient operations and high-quality care.

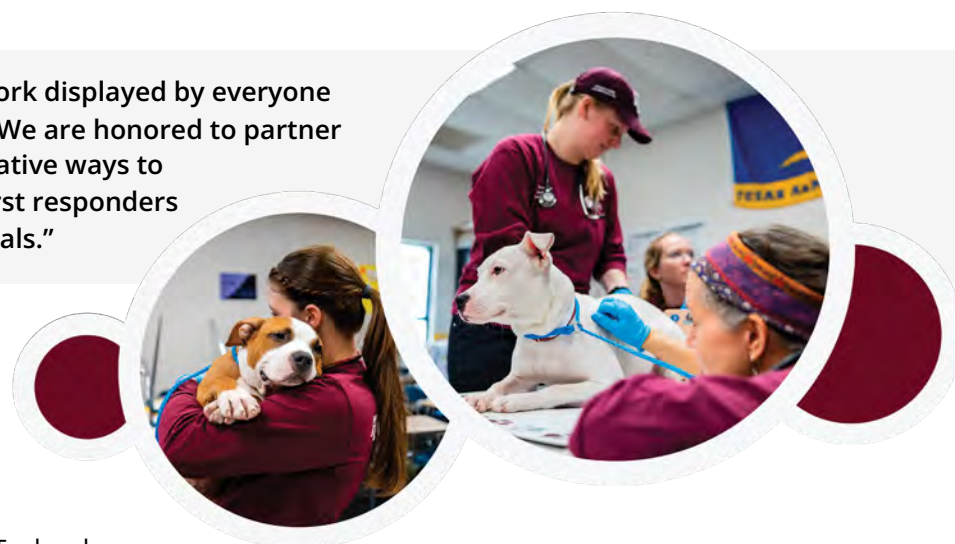
Reflecting on the collaborative success, Mitch Wittneben, Assistant Vice President for IT Academic Operations, said,

“ The dedication and teamwork displayed by everyone involved were truly inspiring. We are honored to partner with VetMed to explore innovative ways to enhance service delivery to first responders and disaster-affected individuals.”

“The VET's partnerships with professional staff like the Technology Services team is vital to our success in serving communities in need,” said Dr. Deb Zoran, VET director. “The mobile internet solutions that Technology Services installed allowed our team to work more efficiently, which ultimately made our efforts more effective at OBHP. We cannot thank Technology Services enough for their support of the VET and our service mission.”

Technology Services and VET IT teams also assisted critical response teams by ensuring technology readiness during Texas' largest wildfire in history which burned more than 1,500 square miles of rangeland in the Panhandle northeast of Amarillo in February and March 2024. They prepared essential laptops by reimaging and testing them, making sure they were set up with the necessary applications for deployment in the field. Team members provided on-site IT support during the wildfire response by setting up network equipment,

including switches, routers and Starlink satellite systems, marking the first use of Starlink, providing reliable connectivity in remote areas. They also reconfigured the operating system of the laptops, enabling local logins through Intune, allowing responders who were not affiliated with the university or hospital such as volunteers or local providers to access and use the necessary technology for coordination and response. These collaborative efforts ensured that the disaster response teams had the tools needed to manage the situation effectively, even in remote, resource-limited environments. Dr. John R. August, the Carl B. King Dean of Veterinary Medicine, extended his gratitude to Technology Services for their role in enhancing their operational capabilities at the most critical moments.



BUILDING FOR THE FUTURE

///// *Leadership · Integrity*

Technology Services is exploring the future of work, leveraging AI to shape smarter, more dynamic and more collaborative ways of working, teaching and learning, both now and in the years to come.

USING AI TO REVOLUTIONIZE LEARNING AND OPERATIONS AT TEXAS A&M

Artificial intelligence (AI) is becoming increasingly more prevalent in higher education, as universities and colleges explore its potential to enhance learning, streamline operations, and foster innovation. The rise of AI in academia is transforming not only the way courses are taught and research is conducted but also how administrative tasks are managed, how students interact with universities and how faculty and staff collaborate. Key areas where AI is having a significant impact in higher education include personalized and adaptive learning, automating administrative tasks, research and data analysis, project management tools and plagiarism detection. In the realm of technology, AI is enabling the rethinking of traditional workflows, empowering teams to boost productivity and achieve greater outcomes.

Innovation is at the heart of Technology Services' Strategic Plan — ensuring the organization not only keeps pace with technological advancements but also leads the way in researching and applying AI to higher education and learning. By leveraging cutting-edge tools such as HoloLens, Copilot for Microsoft 365 (M365) and exploring a wide range of AI-driven solutions, Technology Services is laying the foundation for a future where technology and human talent work seamlessly together.

INNOVATION IN ACTION: AI EXPLORATION

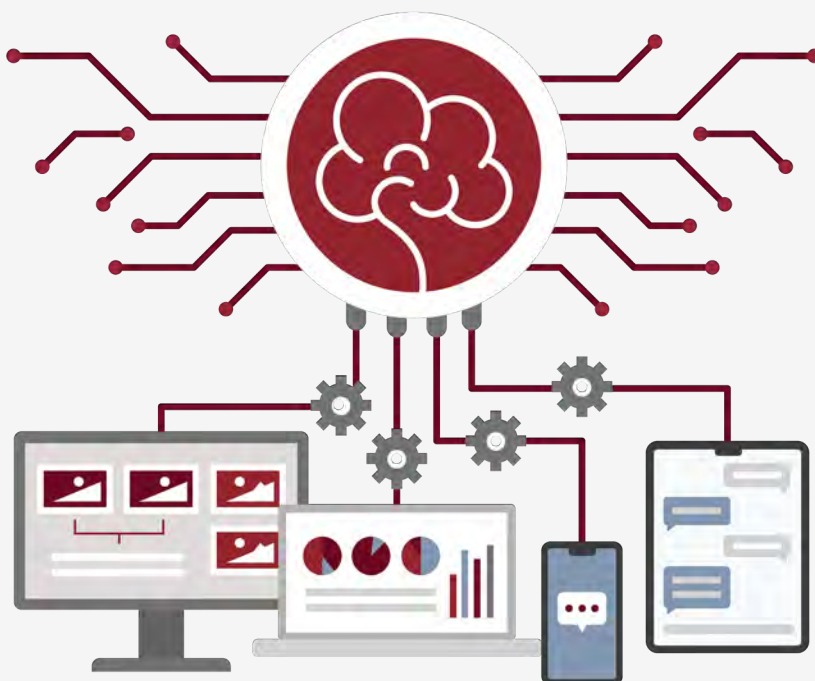
Ed Pierson, Texas A&M University's Chief Information Officer (CIO), recently shared insights into Technology Services' plans to develop a custom artificial intelligence (AI) platform during the inaugural Texas A&M University AI Summit. This platform is designed to provide campus members access to a broad range of AI models, enabling them to test and identify the models that best meet their needs. The development of this custom AI platform represents a significant strategic advancement in Texas A&M's efforts to integrate AI into academics and technology. By offering a flexible and tailored resource for testing and applying various AI models, the platform will

empower faculty, students and researchers across disciplines to explore new AI applications, accelerating research. The platform will also foster interdisciplinary collaboration, expanding to include fields ranging from engineering to agriculture. Ultimately, this initiative holds immense potential to enhance Texas A&M's academic ecosystem and its standing in technology and innovation.

ENHANCING LEARNING: HOLOLENS

The College of Medicine tested an innovative AI-driven teaching tool with support from Technology Services. HoloLens, which combines mixed reality with AI tracking models, allows users to view interactive holograms in their real-world environment. In a pilot project,

the College of Medicine used HoloLens software, HoloAnatomy, which enables students to navigate, magnify and explore layers of a three-dimensional human body model. As part of the College of Medicine's initial exploration into virtual and mixed reality technologies, HoloAnatomy has helped raise awareness of the educational benefits of these advanced tools. The pilot program has sparked further discussions about the best ways to integrate and scale new technologies within the College of Medicine's curriculum and beyond.



STREAMLINING OPERATIONS: COPILOT FOR M365

In the spring of 2024, Microsoft launched Copilot for M365, an AI-powered feature integrated into apps such as Word, Excel, PowerPoint, Outlook and Teams. Copilot assists with tasks like writing, editing, summarizing, data visualization and managing communications. By automating repetitive tasks and offering real-time suggestions, it helps users work more efficiently and creatively. Technology Services sought to explore the potential of generative AI to enhance productivity and streamline workflows across campus by piloting Copilot with a diverse group of campus employees. The goal was to identify various use cases for AI tools and assess how they could improve collaboration, boost creativity and simplify everyday tasks for the university community.

The pilot program revealed that most participants saved between 1 to 3 hours of work per week, with some saving as much as 5 to 10 hours. Administrative and support roles, project management, research and development and marketing and communications teams reported the greatest benefits from using Copilot.

NEXT-GEN NETWORK ON TRACK TO BECOME MOST RESILIENT AND MODERN HIGHER EDUCATION CAMPUS NETWORK

Texas A&M University is continuing its transformative, multi-million-dollar initiative to modernize the flagship campus with state-of-the-art 6E wireless technology. The **Next-Generation Aggie Network** (Next-Gen Network) is focused on enhancing the digital experience for students, faculty, staff and visitors by delivering faster, more reliable and consistent internet access across the university's expansive 5,200-acre campus. This ambitious project is paving the way for a smarter, more connected campus as it progresses through its multi-year rollout.

The project, which began in 2021, aims to improve campus connectivity by expanding Wi-Fi coverage in high-traffic outdoor areas, supporting data-intensive research efforts and upgrading the network infrastructure at key locations. The completion of the full project is expected by 2026, with significant progress already achieved.

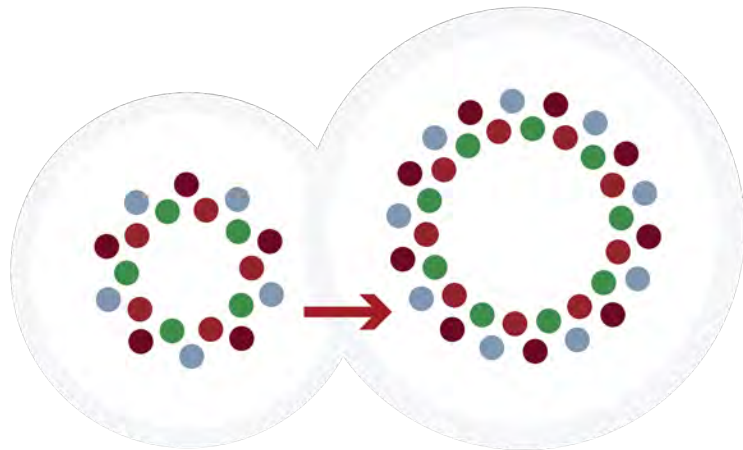
As of fall 2024, the Next-Gen Network team has made tremendous strides in its rollout.

FIBER OPTIC INFRASTRUCTURE:

Completed 100% of necessary fiber upgrades across campus, providing a consistent, high-speed, fiber-optic backbone for robust connectivity within each building.

WIRELESS ACCESS POINTS:

The number of installed wireless access points has surged significantly. Over **18,000** access points are now active across campus, a **75% increase** compared to the previous year. This expansion is a key part of the goal to increase the total number of access points to nearly **23,000** by the time the project is completed in 2026.



75% *increase in* **1 YR.**
access points in

ATHLETICS NETWORK UPGRADE:

The network also extends to athletic facilities, with a major passive optical network (PON) upgrade at Kyle Field, ensuring seamless connectivity for fans, staff and athletes alike. The triple-play IPTV system, which combines internet, television and voice services, has been installed at the indoor track and field facility. This upgraded system delivers television programming through the university's enhanced network instead of traditional cable or satellite. It also improves media and streaming capabilities.

SATELLITE NETWORK IMPROVEMENTS:

Remote site networking activity has also expanded, including the installation of new circuits to Washington, D.C.'s Bush School of Government and Public Service and improvements to more than 1,100 wireless access points at remote sites of Texas A&M Health, further extending the reach of the project beyond the main campus.

The Next-Gen Network is a highly collaborative effort among Technology Services, Facilities and Energy Services and various campus partners, all working together to improve the digital experience for the entire Texas A&M community. Once completed, Texas A&M will have one of the most resilient and modern higher education campus networks in the country.

For more information and to track the progress of the project, visit it.tamu.edu/nextgen.

EMPLOYEE FOCUS

Supporting Professional Growth and Recognizing Achievements within Technology Services

Technology Services is proud to celebrate the 2024 achievements of several employees who have recently earned prestigious awards, exemplifying the values of excellence, leadership and selfless service that are central to Texas A&M.

★ MICHAEL PHILLIPS

Software Applications Developer III

Honored with the 2024 Community Engagement Award for Staff for his outstanding leadership in organizing fundraising events and community service initiatives

★ PRIYA KARTHICK

Enterprise IT Technologist

Honored with the President's Meritorious Service Award for her work with Laserfiche technology and her leadership in process improvements

★ KEVIN BELL

Software Applications Developer IV

Honored with the President's Meritorious Service Award for his 15 years of service, during which he developed systems like the tuition calculator and Epay, impacting thousands

★ JEFFREY PACE

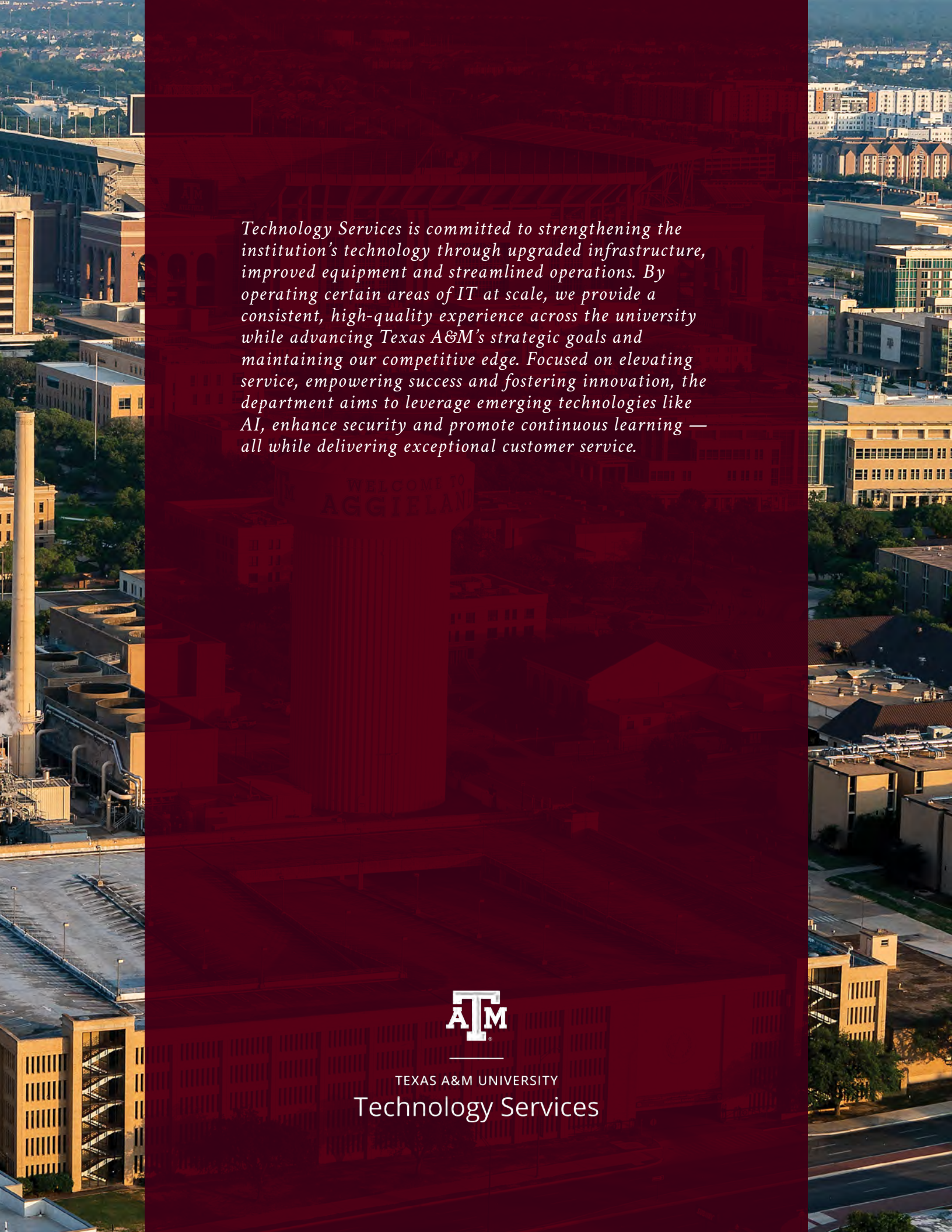
Software Applications Developer IV

Honored with the President's Meritorious Service Award for his leadership on critical projects such as CrimeLog and ORCA, as well as his mentorship of colleagues

The success and professional growth of employees are central to the organization's mission. Technology Services is committed to fostering an environment where continuous learning and development are not only encouraged but integrated into daily operations. Collaboration opportunities abound, such as the Communities of Practice, which enrich staff by bringing together IT professionals with shared interests to share insights and learn from one another. New Communities of Practice are considered as the technology industry evolves.

The department also offers a range of professional development opportunities for student workers and staff to support career growth and ongoing learning. Programs like the Student IT Experience and Cybersecurity Apprenticeship Program provide hands-on experience and industry certifications. For staff, initiatives such as the Technically Speaking

series bring in experts to share insights on IT topics, while the Professional Development Enhancement Program (PDEP) requires employees to complete four activities annually, including courses on platforms like LinkedIn Learning. These efforts foster continuous growth and a culture of lifelong learning.

An aerial photograph of the Texas A&M University campus, featuring various academic buildings, a large stadium, and a tall smokestack. The image is overlaid with a semi-transparent red filter. In the center, there is a block of white text. At the bottom, the Texas A&M logo and the name of the department are displayed in white.

Technology Services is committed to strengthening the institution's technology through upgraded infrastructure, improved equipment and streamlined operations. By operating certain areas of IT at scale, we provide a consistent, high-quality experience across the university while advancing Texas A&M's strategic goals and maintaining our competitive edge. Focused on elevating service, empowering success and fostering innovation, the department aims to leverage emerging technologies like AI, enhance security and promote continuous learning — all while delivering exceptional customer service.



TEXAS A&M UNIVERSITY
Technology Services