

IT PROS IT UPDATE



August 2021

PARTNER SUCCESS

Thanks to the email migration teams from Texas A&M Galveston, Veterinary Medicine and Biomedical Sciences, Engineering, Architecture, Bush School and Geosciences - over 10,000 mailboxes have been moved to Microsoft 365 this summer! Their partnership and collaboration have strengthened and improved the migration process for the rest of campus.

Transportation Services transitioned over 260 cameras previously managed by the Division of IT to its Genetec system. The partnership streamlines a large portion of Texas A&M's camera systems, enabling more efficient service management. [Read more about this collaborative effort.](#)

The innovation and dedication of IT professionals from the [AIP Technical Working Group](#) has helped establish shared infrastructure and processes that significantly improve the efficiency with which the university community can access cloud services. [Learn more about how the AIP community is empowering innovation across campus.](#)

NEW AND NOTEWORTHY

The Division of IT converted PDF forms into new, [streamlined web forms](#) for popular Identity Management requests including Sponsored NetID, Shared NetID, Secondary NetID and Shared Forwarding Address. The forms include dynamic features, such as automatic checks to see if a preferred NetID is already taken and the ability to track the status of your request.

The Division of IT hosted a disaster planning meeting with the IT Advisory Committee (ITAC) to discuss lessons learned from COVID-19 and the unprecedented freeze in early 2021. The objective was to prepare for the future, review hybrid teaching models and discuss additional support that would be required for future disasters. The group will have a follow-up meeting at the end of August.

Campus IT leaders acted quickly to mitigate the recent Windows Print Spooler vulnerability.

The division kept all university IT directors informed of recommendations from Microsoft and created a “PrintNightmare Mitigation” site where Division Risk Assessment Coordinators (DRACs) could fill out forms detailing how they protected their systems against the threat.

Looking for more out of Microsoft 365? This fall, the Division of Information Technology hosts a series of training sessions. While the sessions are catered to Texas A&M faculty and researchers, all employees are welcome to attend. Each training will be hosted in Microsoft Teams and all sessions will be recorded and available online for later viewing. Learn more at it.tamu.edu/microsoft-365.

Campus members can now quickly compare Texas A&M’s storage solutions and compliance with FERPA and HIPAA laws. Not sure what your data should be classified as? [Answer a series of questions](#) and receive a curated report useful for grant applications or risk assessments.

Help Desk Central welcomes back students with three convenient pop-up locations hosted across campus during Howdy Week. Getting technology help is also easier for the entire campus community, thanks to HDC’s new website redesign at it.tamu.edu/help.

The division’s New Aggie TechList, which helps incoming students determine the appropriate tech gear to bring to campus, is featured on the EdScoop website. This comes after the site was highlighted by [Texas A&M Today](#).

Know any freshmen or sophomores interested in cybersecurity careers? The Division of IT’s Cybersecurity Apprenticeship Program (CAP) is BACK and accepting applications through September 13. For more details, visit u.tamu.edu/cap.

When the campus goes to sleep. We go to work! Check out our first story in a series of articles taking a behind-the-scenes look at how IT services and support are offered around the clock at Texas A&M. [The first installment](#) spotlights Incident & Operations Center manager, Ken Reinertson.

PROJECT PROGRESS

The migration to Microsoft 365 is well underway with seven campus units and over 10,000 mailboxes now in the cloud. Additional unit migrations and kick-off meetings are being scheduled. A [migration calendar](#) is available as well as [comprehensive help documentation for end-users](#). Thanks to the efforts of the campus IT community, we’re well on our way to modernizing email, enhancing security and improving collaboration at Texas A&M University!

Account requests for Aggie Innovation Platform (AIP) are now automated! Prospective customers can go to the [IT Service Catalog](#) and select their desired Cloud Service. The service request asks for some pertinent information (including billing information) and then a series of automated steps takes over. Ultimately, the customer receives an email with their access information and how to start using their new cloud resources!

The Syncplicity file sharing and synchronization service will be discontinued on October 1, 2021.

Current Syncplicity users were notified to move their data before that date. [Microsoft OneDrive](#) and [Sharepoint](#) are recommended services to replace Syncplicity. [Help documentation](#) and [video tutorials](#) for migration are available.

Billing migration to the PCR-360 system is complete. Customers can view billing in either “standard” or “full detail” view in the PCR-360 portal. Questions or concerns can be emailed to the billing department.

SECURITY SPOTLIGHT

Lead Security Analyst Gil Munoz will discuss “Cyber Security Integration 2.0 – Prioritizing Security” at Technically Speaking, September 9 at 9 a.m. The event will be held via Zoom. To receive the presentation link, please register in [TrainTraq](#). Munoz will spotlight the [Cyber Security Integration \(CSI\) system](#) the division built to integrate the security of campus IT infrastructure.

External Sender tags are now active on email accounts of all Division of IT employees, IT unit heads and campus leadership. Emails from outside the university contain a “Caution” message at the top of the email followed by the sender’s email address. The External Sender tag provides additional information to help campus members determine if a message should be trusted.

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CONTACT US

Please send feedback and questions to the Division of IT at tamu-it-coms@tamu.edu.