

# IT PROS **IT UPDATE**

January 2025 Newsletter | Technology Services

## Reminders



### **New Students Greeted at New Student Conference**

Technology Services hosted New Student Conference resource tables on Jan. 8 and 9, and an estimated 60 students and their families visited. The resource tables provide incoming students with valuable information about the technology resources available to them. This week, pop-up Help Desk Central resource tables are taking place from 12:30 to 4 p.m. in the following locations:

- Jan. 27 - Sterling C. Evans Library
- Jan. 28 - Gibb Gilchrist Bldg.
- Jan. 29 - The Commons
- Jan. 30 - General Services Complex (GSC)

In February:

- Feb. 17 - Zachry Engineering Education Complex Lobby
- Feb. 18 - Kleberg Animal and Food Sciences Center Lobby
- Feb. 19 - Veterinary Medical Diagnostic Laboratory
- Feb. 20 - Memorial Student Center (MSC), 12th Man Hall, 1st floor

Let your peers know about these resources if they need help on the go!

## New & Noteworthy



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### Strategic Plan Ready for Release

Thank you for providing feedback on Technology Services' strategic plan. The **updated version is now available** and will be shared with campus stakeholders over the coming months. Our executive leadership team will also outline specific tasks and key performance indicators (KPIs) to support implementation.

### AI Services Hub

We've launched a new webpage highlighting Texas A&M University's available artificial intelligence (AI) services, as well as those under consideration. Check it out on Technology Services' **AI Services with Protection page**.

### The Cyber Clean-Up Has Begun! Patch, Manage, Secure

Mr. Cyber Clean is calling all information technology professionals to take a proactive approach to Texas A&M's cybersecurity. The **Cyber Clean-Up** campaign is a strategic initiative designed to bolster our cybersecurity posture and ensure we continue to protect our university's digital resources. As part of this effort, we will be focusing on three key areas: proactive patch management, 1Password for credential management, and asset lifecycle management. Our top-tier university deserves top-tier cyber defense! Be on the lookout for more communication about the campaign.

### HotSpot Audit Savings

Technology Services worked with campus departments to identify and disconnect little-to-no-usage hotspots purchased through our department. The initiative resulted in the disconnection of 294 hotspots, saving campus departments \$152,450 per year.

# Project Progress



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## Coming Soon: A New Home for Departmental Software

We're streamlining the purchasing experience for work software by moving our departmental software catalog from ServiceNow to a new website by the end of February. The website will be built on the BigCommerce platform and will use the successful TechHub framework to deliver an improved, user-friendly shopping experience. As part of this update, we're also simplifying Texas A&M's software-related websites to make it easier to distinguish between work and personal software options.

This enhancement will provide a more modern, intuitive interface for accessing and purchasing departmental software tools.

## TechHub Receives Updated Design, New Features

The TechHub website recently received a new and improved design to enhance the user experience. Along with design changes, additional features to assist in searching for items and purchasing were added.

The newest features include:

- **Quoting** - Customers can shop the site, add items to their cart and save the cart as a PDF quote that can then be sent to your teams to make the purchase.
- **Compatibility Guide** - Identify the technology and accessories that work best together.
- **Filtering** - Narrow your search with various filtering options, including filtering by brand.
- **Product Selection Page** - View products that are under consideration, undergoing the vetting process, awaiting approval and coming soon to the TechHub store.

Since implementation, TechHub has been used for 1,411 purchases with a total of 1,925 computers and 4,038 accessories delivered, and has saved the university \$2.32 million over retail. Visit the [TechHub website](#) to view recent enhancements and take advantage of TechHub's newest features.

## ITxT Transformation Project Moves on Service Catalog

The updated TeamDynamix service catalog, featuring approximately 220 service offerings, will be published in early February. It will continue to be fine-tuned as feedback is gathered. A special session of the Operational and Advisory Committees for catalog review will take place on Jan. 24, followed by a presentation and feedback opportunity for all IT Pros at the Jan. 30 Town Hall. In the coming months, key activities include refining incident processes,

continuing Change Management discussions and phasing out legacy systems. The ITxT Operational and Advisory Committees will begin meeting in February.

## Next Generation Aggie Network Progress Continues

The **Next Generation Aggie Network** project continues to make significant strides, with this month marking the successful completion of 44% of WiFi building upgrades across campus. These enhancements are set to improve connectivity, speed and overall performance for students, faculty and staff, ensuring a more robust and reliable digital infrastructure across campus. The team is also working with Residence Life to improve WiFi connectivity for all on-campus residents.

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### *Follow Technology Services*



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