

# IT PROS IT UPDATE



July 2018

## New & Noteworthy

- **All incoming students are required to sign up for [Duo](#) by October 15 and the entire campus will be using two-factor authentication by December 31, 2019.** Incoming students receive emails right before and after their conferences reminding them to sign up for Duo. A rolling communication campaign will begin this fall to encourage faculty and staff to enroll in Duo before their respective deadlines. The following campus groups will be Duo-required by the dates indicated:

October 15, 2018: All incoming students (regardless of classification)

October 30, 2018: All campus IT professionals

May 15, 2019: All Texas A&M University employees

December 31, 2019: All remaining students

To learn more about enrolling in Duo, visit [duo.tamu.edu](http://duo.tamu.edu).

- **Dee Childs, Vice President for Information Technology at Texas A&M University, is featured in the cover story for the [latest issue of Toggle magazine](#).** The article, entitled "IT expertise is her philosophy," highlights Childs' undergraduate interest in philosophy and how she changed directions to information management and software design. *Toggle* is a quarterly trade journal that highlights the vital role technology plays in a variety of companies and organizations.
- **The Texas A&M University System [Technology Summit 2019](#) is scheduled for February 25-27.** [The 2018 highlight video](#) is now on YouTube.
- **Business Relationship Manager Jana McDonald is featured in the [#IAmBRM spotlight](#) through the BRM Institute.** Earlier this year, McDonald was named one of the "[2018 Top BRMs](#)" by the institute.

## Project Progress

- **The Division of Information Technology has completed onboarding to change management and the process is now in operation.** Additional services will be added to change management as necessary. All service requests currently under the process can be found at <https://u.tamu.edu/KB0013917>.
- **Those who subscribed to Code Maroon text notifications using Twitter's Fast Follow feature should test their subscription due to changes in Twitter's operating**

**procedures.** Previously, anyone could use Fast Follow even if they did not have a Twitter account. A Twitter account verified by a mobile phone number is now required. To test whether your “Fast Follow” notifications are still working, text “follow TAMUCodeMaroon” for Texas A&M, or “follow TAMUCM\_LAW” for Texas A&M School of Law, to 40404. You will either receive a success message or an error stating the “follow command is no longer supported.” If you received the latter, you will need to sign up for a Twitter account at <https://twitter.com/>. If you already have a Twitter account, log in and add your phone number to the “mobile” properties under “settings and privacy.”

- **Installation of 48 additional racks is underway at the West Campus Data Center (WCDC) tenant data hall.** The expansion will accommodate new requests from Texas A&M and other customers who want the power, cooling, security and convenience afforded by the WCDC. To tour the facility or request cabinet space, contact Jana McDonald at [brm@tamu.edu](mailto:brm@tamu.edu).
- **The Division of IT's social media engagement regarding cyber security increased 90 percent compared to security posts in 2017.** This was done by creating a streamlined list of security topics indicated as intriguing and relevant during interviews with students across multiple majors and class years.
- **Google is unveiling a new look and feel for all Google accounts, including Texas A&M Gmail.** Updates will include advanced security features, new Google artificial intelligence applications and a redesign of the Gmail web interface. A firm date has not been announced, but accounts should automatically be switched to the new version in August or September.

## **CONTACT US**

*Please send feedback and questions to [tamu-it-coms@tamu.edu](mailto:tamu-it-coms@tamu.edu).*