



# IT Update

**November 2014**

## **New & Noteworthy**

- The Texas A&M IT Project Strategy & Communication Team has **developed a new, responsive website for the Office of the Associate Vice President and Chief Information Officer**, viewable at <http://cio.tamu.edu>.
- The Texas A&M IT Project Management Office (PMO) recently **delivered an Introduction to Project Management workshop to 80 employees of the Texas A&M University Libraries**, helping them jump-start their expanded project management efforts.
- **The National Center for Therapeutics Manufacturing** has hired ITSS and the Product Strategy and Communication Team to provide marketing support in the form of flyers, banners and posters, and support for their website, <http://nctm.tamu.edu>.
- **Texas A&M University - Kingsville** has also entered into the Laserfiche Document Management shared service. The customer upgraded to the shared service to take advantage of the newest versions of Workflow and QuickFields, as well as the new Laserfiche Forms and mobile tools.
- The Texas A&M IT PMO is **developing an organizational change management resource kit in collaboration with the new Texas A&M University System Program & Project Executive Director**. This kit will include training and templates for organizational change.
- **The TTVN Conference is now the Texas A&M University System Technology Summit**. The Summit will be held from February 10 - 13 at Moody Gardens in Galveston, Texas. Stay tuned for more information on new content, tracks and workshops!

---

## **Project Progress**

- **The December 3 IT Forum will feature presentations on a variety of topics**; including an introduction to the new Texas A&M Security Operations Center, how Texas A&M IT's transition to ServiceNow will impact you, and a keynote presentation on Helping You Help Others: Google Apps Tools for Faculty, Staff and IT.
- **The contract has been signed for Duo two-factor authentication and the deployment project is underway**. We will begin piloting Duo with internal users in December. If you would like updates on this project, please subscribe to the Listserv by sending an email to [tamus-duo-discuss+subscribe@lists.tamu.edu](mailto:tamus-duo-discuss+subscribe@lists.tamu.edu).

- CAS-DEV is now using the new InCommon RSA, SHA2-signed certificate. **Please test your applications against CAS-DEV and send your results to [identity@tamu.edu](mailto:identity@tamu.edu).** Your feedback will help us determine when CAS will begin to use a SHA2 certificate.

- **After December 1, Neo will be decommissioned and customers will no longer have access to any information in their old @neo.tamu.edu account.** When neo.tamu.edu is decommissioned, it will no longer accept any SMTP traffic. **If you have devices that need to send email, please point them at relay.tamu.edu port 25.** This will be the new home for applications and devices that need to send email, but can't talk to smtp-relay.tamu.edu.

- **Migrating remaining customers from hosted Zimbra to Texas A&M Exchange Email is nearing completion.** The Zimbra contract ends in December. Work continues to prepare Exchange 2013 to begin on-boarding customers in January.

- **Computing & Information Services and Networking & Information Security will begin using ServiceNow for service desk call and incident management on December 19.** Enterprise Information Systems, Instructional Media Services, Open Access Labs and Telecommunications will also begin using ServiceNow on this date.

---

## TAC Revisions

- **Proposed revisions to TAC 202 have been published in the Texas Register - <http://www.sos.state.tx.us/texreg/sos/index.html>.** The revisions include the requirement for DIR to develop minimum security standards. Comments will be accepted on the proposed revisions until December 7. **Please look at the proposed control catalog and provide comments and feedback to Jeff McCabe at [j-mccabe@tamu.edu](mailto:j-mccabe@tamu.edu).**

- TAC 216 is also up for review and a work group has been assigned to review the rule. **The PMO will hold three discussion sessions on the TAC 216 Rule Review to gather input from TAMUS stakeholders.** Input may also be provided by contacting the PMO at 979-458-1766 or [pmo@tamu.edu](mailto:pmo@tamu.edu). Additional information can be found at [http://pmo.tamu.edu/news/2014/12/Review\\_of\\_TAC\\_216\\_Project\\_Management\\_Practices.php](http://pmo.tamu.edu/news/2014/12/Review_of_TAC_216_Project_Management_Practices.php).

---

## CONTACT US

*Please send feedback and questions to Texas A&M IT Product Strategy and Communication at [tamu-it@tamu.edu](mailto:tamu-it@tamu.edu)*