

IT PROS IT UPDATE



July 2019

NEW & NOTEWORTHY

The Division of Information Technology upgraded email protection services for the university to Proofpoint on Demand. Use of the cloud-based service reduces costs, lessens the risk of email outages and decreases the number of servers and platforms that must be managed.

Voice over Internet Protocol (VoIP) customers will now have domestic long distance and international long distance charges included in the existing rate. Centrex customers will still have a per-minute charge.

The Division of Information Technology [won a "Best of Texas" award](#) for Innovation in Gamification for its 2018 cybersecurity awareness campaign. The award, presented by the Center for Digital Government, annually highlights IT professionals and local government organizations for their contributions and dedication to advancing information technology.

"Technically Speaking TV," a new show from the Division of IT, will air its inaugural episode in August on KAMU-TV. The series will highlight the important work campus members are doing in technology and cybersecurity.

Phillip Guillen joined the Division of Information Technology as director of IT Finance July 15. He will oversee Business Support Services, Financial Management and Human Resources for the division. Guillen has worked for Texas A&M University for 11 years, and served most recently as executive director of the Department Accounting Services (DAS) in the Division of Finance and Operations.

The Division of Information Technology offers a wide array of database services to the campus community, from database conversion and shared database servers to contract database administration. Working with Information Technology Solutions and Support's (ITSS) team of database administrators and developers can reduce costs and enhance security. For more information, [email ITSS](#) or call 979.847.4877.

A new mailing list and Slack channel are available to inform the Texas A&M University community about IT-related changes to Standard Administrative Procedures (SAPs) and the Information Security

Catalog. To join the list, sign in to your [Texas A&M Google Account](#), go to the [group page](#) and click the “join group” button. To join the Slack channel, use the Slack app or go to tamu.slack.com and search for #it-policy.

Three Texas A&M Division of IT employees are working with the Texas Apiary Inspection Service to develop an application and online database. This database will help streamline administrative procedures, improve efficiency for TAIS inspectors and better safeguard the apiary industry.

Environmental Health and Safety won a 2019 Campus Safety, Health and Environmental Management Association (CSHEMA) Innovation Award for the Radiological Safety group’s DocuSign/Laserfische implementation. The group was assisted with the implementation by IT Solutions & Support.

PROJECT PROGRESS

Texas A&M Health Science Center Microsoft Exchange email is being consolidated with the Texas A&M University Exchange instance. The move will be complete September 8 and result in an improved email experience for HSC members with the reduction of unwanted spam messages. More information can be found at the [HSC Exchange Email Migration webpage](#).

Lynda.tamu.edu upgrades to LinkedIn Learning on August 8. Accounts will not be accessible that day as all learning history, certifications and data will be transferred. Current links to videos and courses will redirect until March 31, 2020, but [should be updated](#) by that date. More information can be found at u.tamu.edu/LiLFAQ.

All documents stored in Laserfiche will soon be protected by the Vormetric Transparent Encryption tool. The tool should be installed by September 30.

The integrated Health Science Center IT and Division of IT organizations collaborated to deliver three strategic outcomes across over 3,000 endpoint devices using a new Endpoint Management (EM) Tool known as ManageEngine. Using a rapid agile project management approach, known as a tiger team, specialists worked together on specific EM components to enable an efficient process, ensure security and compliance of endpoint devices, and establish a pathway for the consolidation of EM-related tools.

The production and sub-production instances of ServiceNow have been upgraded to the Madrid release. This version offers greater functionality in IT Service Management.

IT GOVERNANCE

IT Governance assures technology aligns with the outcomes required by Texas A&M University for successful fulfillment of its mission.



Architecture & Infrastructure Committee

- The Office 365 Task Force presented its recommendation report to the Enterprise Application Committee. The report will be presented to the Strategic IT Committee in August.
- The AIC is creating Technology Standards for the campus.
- The Next Generation Aggie Network sub-committee is gathering data for its recommendation report.



Information Risk, Policy & Security Committee

- The committee is using the BoardEffect software to vote on revisions of Standard Administration Procedures (SAPs) and Controls. Ten SAPs or Controls have been revised or retired since March 2019.
- The committee is developing a new SAP for Cloud Computing that will produce a list of approved providers. This will increase the overall IT security posture of the university.



Enterprise Applications Committee

- The Procurement Process Recommendation Task Force has completed its report, which will be presented to the Strategic IT Committee on August 9, 2019.
- The EAC has created a Service Catalog Task Force that is identifying enterprise level services being offered across the campus. The task force distributed a survey to IT professionals across the campus to identify current services. The task force is evaluating the data collected and should present the findings in a report to the primary committee in August.
- A Software Inventory Task Force was created to identify software being used across campus. The task force is currently collecting software procurement data for review.



Research & Innovative Technologies Committee

The RITC formed a Task Force to analyze and develop long-term storage solutions to share and store research data in a streamlined and cost-effective method to enable research grant competitiveness.



Teaching & Transformational Learning Technologies Committee

- The Learning Management System (LMS) sub-committee submitted a recommendation report for the LMS Review. The report has been distributed to the Strategic IT Committee and the Executive IT Council.
- A task force reviewed the online proctoring tools being used on campus: Examity and ProctorU. The committee has prepared a report of its findings. The report has been distributed to the Strategic IT Committee and the Executive IT Council.
- The TTLTC will begin analyzing Peerceptiv peer review software due to contract expiration. The committee recommendation will depend on the selected LMS, as all of the proposed systems have a peer review tool in their feature set.



Strategic Liaisons to the CIO

- The Strategic Liaisons committee recommended the creation of an IT mentoring program to increase retention and advancement in IT. The committee is working with Career Services to use Chronus software to match mentors and mentees. The first mentoring partnerships should be in place by the fall.
- The committee is working with Dr. Sherecce Fields to identify methods to partner with Prairie View A&M.

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CONTACT US

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