



IT PROS IT UPDATE

April 2024 Newsletter | Technology Services

Updates



Reducing Unwanted Email and Inbox Filtering

Email is often the main method of communication for Texas A&M University employees and can be a quick, effective way to manage your tasks. There are [healthy email management practices](#) that can help prevent employees and students from being overwhelmed by spam or missing important information. We encourage you to share these helpful tips with university community members experiencing issues managing their email.

Delinea Decommissioned May 30 for 1Password Manager

The Delinea Secret Server (formerly Thycotic) will be retired at the end of May. As part of this transition, we have introduced 1Password as the sole supported password management service moving forward. For assistance setting up a 1Password account, please contact password-management@tamu.edu to request an account.

Annual Review Process

Between April 15 and April 23, employees are encouraged to complete their self-evaluation in Workday. Reflect on your goals, submit your self-evaluation and evaluate your competencies. Next, meet with your manager to discuss the review by May 7. Managers will submit their reviews by May 14, and employees should acknowledge their reviews by May 21. Managers will then submit their acknowledgments by May 28. Click [here for the annual review presentation](#).

New & Noteworthy



Community Engagement Award

Technology Services celebrates Michael Phillips, Software Applications Developer III, for his recent [2024 Texas A&M University Community Engagement Award](#) for Staff. Michael's exceptional contributions stood out among a pool of remarkable nominations. His noteworthy leadership in raising funds for the Texas State Employee Charitable Campaign (SECC) and local charities, and his coordination of various initiatives, such as food drives, bake sales and online auctions, underscores his positive impact within the division and the broader community.

President's Meritorious Service Awards

The [President's Meritorious Service Award](#) recognizes a distinguished cohort of staff members, supervisors and teams at Texas A&M University. These exceptional individuals embody the Aggie core principles and are esteemed for their unwavering professionalism, dedication and significant contributions to the university. Technology Services congratulates [Jeffrey Pace, Software Applications Developer IV](#); [Priya Karthick, Enterprise IT Technologist](#); and [Kevin Bell, Software Applications Developer IV](#), for their outstanding achievements.



Automated Exchange Project Update

The Exchange Automated Provisioning Project streamlined the assignment of Exchange Online licenses for eligible users. This allows new employees to get their productivity tools up and running faster without waiting for a manual assignment and allows students to have a better experience collaborating with those using M365. The project team has changed the license assignment process to provide a license to all eligible users with M365 accounts in the Texas A&M tenant. Unit administrators are still strongly encouraged to submit mailbox claims for their users for administrative purposes. Gateway has also been updated to give users more control over how they show up in the Exchange directory.

VoIP Phone Service Upgrade

Phase two of the [VoIP phone service upgrade project](#) is underway. The proposed implementation order for the remaining buildings is available online. The BroadSoft/Polycom phone platform is the focus and is going to be retired along with the BroadSoft server hosting Centrex voicemail. The overall project remains on schedule for completion before 2026 with 50% of the targeted phone lines either upgraded or identified for disconnect to date.

ITxT: IT Experience Transformation Project

The [IT Experience Transformation \(ITxT\) project to implement TeamDynamix](#) will soft launch this spring. The pilot includes onboarding IT employees from the School of Performance, Visualization and Fine Arts, the Division of Human Resources and Organizational Effectiveness, and the Division of Finance and Business Services. Employees supporting enterprise services will also be onboarded. Training details will be sent to IT employees participating in the pilot soon, and additional details regarding the pilot will be provided to all IT employees in the coming weeks. A sandbox mirroring production is under development and will be available to all IT employees in early May. Plans are also underway to gather feedback from campus members on the portal's design, service catalog, etc.

TechHub

TechHub has completed onboarding for four units and is currently onboarding employees in 11 units responsible for hardware purchasing for its [new TechHub platform](#). [The full onboarding schedule is available online](#). The platform provides discounted computers and accessories for departmental use. Once a unit is onboarded, employees can browse the hardware available and work with their unit's IT team to place orders through TechHub. Centralized hardware purchasing has resulted in cost savings for the university.

Google Storage Changes

Google recently changed how data storage is handled for higher education institutions and moved away from free, unlimited storage. Technology Services worked with IT professionals, the Faculty Senate, the Council of Deans, university leadership and the university community to develop a strategy to address the storage needs of a variety of account owners and quotas were set with storage sustainability in mind. The [Google Workspace Sustainability Project website](#) is now live. Quotas will be implemented for all groups on May 18. A series of emails to university members with their specific quota and how to find their current storage usage began April 18. Quotas will be set for Technology Services Google accounts prior to May 18 as a pilot. Review the Knowledge Base articles for information on [current storage](#) and data management, and the project website for reporting processes that will be in place going into the fall.

Windows Device Management Unification Project

The Microsoft Intune system will function as the endpoint management system for Windows and Android devices. This will streamline the management of university-owned Windows and Android devices within a unified framework. Technology Services' distributed IT teams can seamlessly continue to support their customers within this unified system. Additionally, we are concluding the planning phase, during which we will engage with department leaders, project stakeholders and

distributed IT teams in the coming weeks. More targeted communications with a unification schedule will be shared with university leadership, project stakeholders and the distributed IT teams across the units soon.

Microsoft Stream

Microsoft Stream (Classic) was disabled on April 15. All active Stream videos were migrated to Microsoft Stream (SharePoint) and video owners were notified. Those videos saved in Stream (Classic) that had no owner — meaning no NetID attached — were archived. Additional details are [posted in the Stream Knowledge Base article](#).

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