



IT PROS IT UPDATE

December 2023 Newsletter | Technology Services

Updates



IT Governance Framework

Technology Services recently published [a new framework for IT Governance](#) (ITG) and extended invitations for governance appointments to campus leadership. As nominees accept their nominations, information will be posted online. Questions related to the new ITG model can be shared via email at it-governance@tamu.edu.

Mid-Year Review Reminder

All Technology Services employees will need to complete a mid-year career and goals discussion process with your manager by Jan. 19, 2024. This year you will use [Laserfiche to fill out and complete and submit a form](#) about your career and goals. Once complete, you will have a meeting with your manager to discuss your form and receive feedback and guidance. Final comments from your manager meeting will be shared in the final mid-year review document in Workday. You can contact the Human Resources and Organizational Effectiveness team at hr1@tamu.edu if you have any questions or issues.

New & Noteworthy



December and January Resource Tables

The Learning Management Support Team is kicking off its inaugural Canvas resource tables initiative in collaboration with the [Center for Teaching Excellence](#). Come by Mays Business School (Wehner Building) today, Dec. 6, from 2-4 p.m. to learn more about Canvas and ask any questions you may have.

In January 2024, Help Desk Central is again partnering with units to host more Technology Services resource tables across campus. Students, faculty and staff will have the opportunity to engage with local IT experts, access essential Technology Services information such as downloading Word or Photoshop, find support for tech needs and enter for a chance to win a grand prize. Stay tuned for updates on our social channels for locations and times. Join us in this commitment to partnership through service excellence!

Copilot for the Web (formerly Bing Chat Enterprise)

Microsoft recently announced that its protected AI chat for the web, [Bing Chat Enterprise](#), is now [Copilot for the Web](#). You may have noticed some changes if you logged into [Bing.com/chat](#) on or after Nov. 15, and the name change was fully implemented last Friday, Dec. 1. Copilot has the same capabilities and data protection to keep personal and work data safe. Cues that you are in the protected experience remain in place, such as the green “protected” tag and the “protected” text noted above the text box and underneath the icon.

New Teams Application

Technology Services staff are working on a plan to roll out the new Teams application on Mac and Windows devices. At this time, Microsoft is concurrently working on improving the launch experience and we are waiting to hear feedback.

M365 License Billing

Technology Services and the Division of Finance and Business Services are reviewing the timeline for billing respective units for automatically assigned Microsoft A5 licenses. This process uses a formula to identify all existing licenses for each academic and operational unit. Phase one for A5 renewals will occur in the spring semester. Also, with the forthcoming implementation of TeamDynamix, the online process for requesting additional Microsoft products will likely change. Additional product renewals occur in phase two which will be targeted for summer 2024. A communication specific to IT pros will be shared as details and processes are finalized in early January.

Project Progress



VoIP Phone Service Upgrade

Phase two of the [VoIP phone service upgrade project](#) is now underway and will continue throughout the summer. The project site will be updated to include the proposed implementation schedule for the remaining 320 buildings. In a separate but related project, Technology Services supported the migration of phone service for Texas A&M Engineering Experiment Station (TEES) employees on the RELLIS campus. Their phone system was approaching end of life, and the migration process was successfully completed on schedule.

ITxT: IT Experience Transformation Project

IT Experience Transformation (ITxT) is the new name for the TeamDynamix ([TDX](#)) project as we focus on the service experience in addition to a unified technology platform. The contract has been formally signed and the division is proceeding with the [implementation of TeamDynamix](#) to replace ServiceNow, including Knowledge Base. Communications for next steps will be shared with IT pros across the university detailing timelines and expected process changes to support the implementation.

TechHub

[TechHub is the centralized platform](#) for IT professionals to support their respective units in purchasing hardware. This project is in phase one and ready to begin onboarding colleges/schools and units to aid in computer technology procurement through collaborative pricing. To date, the university has saved more than \$750,000.

Cloud Storage Changes

The days of seemingly unlimited storage have ended. Google, Microsoft and many other cloud services have rolled out new storage and payment plans for their collaborative platforms. Technology Services is developing a plan to strategically manage the transition and ongoing operation of these services with minimal impact to campus. Presentations to key campus stakeholder groups are underway and changes to Google Workspace for Education will be announced in the spring.

Windows Endpoint Unification

The Windows Unified Device Management Project will kick off Dec. 12. This project parallels the recent migration of all Apple devices to a single management system and will include the migration of all Windows devices to a unified platform supporting improved consistency, efficiency and security of endpoint management.

Follow Technology Services



IT.tamu.edu | tamu-it-coms@tamu.edu



You are receiving this official university correspondence, *sent on behalf of Texas A&M University Technology Services*, because you are either an incoming, current or former student, affiliate, staff or faculty member of Texas A&M University.

This email was sent to .

3142 TAMU Texas A&M University | College Station, TX 77843-3142 US

[Subscribe](#) to our email list.