

# IT PROS **IT UPDATE**

January 2024 Newsletter | Technology Services

## Updates



### **IT Governance: Committee Members**

Recently, the updated framework and a majority of the IT governance committee members were formally announced to our entire university community. Read more about the university's new [IT Governance model](#) and [see when the committees meet](#).

### **Technology Services Resource Tables: A Joint Venture**

This semester marked a significant collaborative effort involving several key groups on campus: Help Desk Central, the School of Architecture, Student Affairs, Mays Business School, the School of Education and Human Development, and the Learning Management System team. Together, they have been instrumental in organizing and managing resource tables to inform the Texas A&M community about the extensive range of technology services available and to provide technical support when and where people need it most.

The initiative has garnered remarkable success, highlighted by its presence at the New Faculty and New Graduate Student Orientation and engagement with nearly 300 students, faculty and staff so far. Resource tables will continue to be available for a week each month across campus.

### **New Microsoft Teams**

Microsoft recently rolled out a new version of Microsoft Teams, New Teams. This new experience affects the desktop client as well as the web version. Technology Services is changing the M365 policy to New Teams by default on Feb. 22 for the university. We encourage Technology Services employees to use the New Teams app on Mac and Windows. Microsoft will be changing all M365 tenants to the New Teams experience effective March 31. Campus members will still be able to switch back to Classic Teams until March 31. The more people who upgrade before March 31, the less disruptive the automatic upgrade will be. Microsoft is concurrently working on improving the customer transition experience and waiting for feedback on the tickets submitted to Microsoft. Lastly, there is no need for anyone to do anything to upgrade their mobile app on mobile phones or tablets.

### **M365 License Billing**

Technology Services and the Division of Finance and Business Services have established the timeline for billing respective units for automatically assigned Microsoft A5 licenses. The initial license count will take place on Jan. 31, and the financial leads in the colleges/divisions will have until Feb. 29 to review their counts and provide an account number to bill. The billing for the A5 licenses will take place on March 31. Additional product renewals occur in phase two, which will be targeted for later this summer. A communication specific to IT professionals will be shared as details and processes are finalized.



## Help Desk Central: Celebrating Service Excellence

[Help Desk Central \(HDC\) at Texas A&M University has received the HDI Team-Certified Pinnacle of Excellence Award](#), granted by HDI, a service and support training leader. HDC comprises six full-time staff and 55 student employees who offer frontline technical support to the Texas A&M community. They adeptly identify technical issues, provide essential troubleshooting solutions and escalate complex problems as necessary, maintaining high customer service standards. The full-time HDC staff, alongside 34 additional Technology Services employees, achievement of the HDI certification underscores their commitment to service excellence. Two members of Technology Services have also stepped into the role of HDI trainers themselves, reinforcing their expertise and ensuring that the principles and practices of HDI are continuously imparted within the organization. HDC's role in fostering a culture of excellence and continuous learning in technical support is a testament to their dedication and skill in the field.

## Managers' Minutes

Are you a manager? The Division of Human Resources and Organizational Effectiveness hosts biweekly Zoom sessions every other Thursday. The next meeting will be a Deep Dive on Thursday, Feb. 15 from 2:30-4:30 p.m. and ChallengeWorks will be presenting on interpersonal effectiveness. Visit [tx.ag/ManagersMinutes](https://tx.ag/ManagersMinutes) to sign up for the email distribution list, register for the upcoming session or suggest a session topic.

## Project Progress



### VoIP Phone Service Upgrade

Phase two of the [VoIP phone service upgrade project](#) is underway and will continue through 2025, with the first subset of buildings completed this May. The project website has been updated to include the proposed implementation schedule for the remaining 320 buildings.

### ITxT: IT Experience Transformation Project

The [IT Experience Transformation \(ITxT\) to implement TeamDynamix project](#) will soft launch in an agile and progressive fashion this spring. The project's advisory committee has identified the top 10 services that will be included in the first iteration, which will account for approximately 70-75% of the support tickets Technology Services receives. The mapping of these first 10 services is underway, including a new service catalog and outlining incident, request, knowledge and change management processes. The project team will be hosting a Technically Speaking event in February for IT professionals interested in learning more about the ITxT project and the soft launch set for this spring.

### TechHub

The university has saved more than \$974,000 through the first phase of the TechHub launch. [TechHub is the centralized platform](#) for IT professionals to support their respective units in purchasing computer hardware and accessories. This project has formally begun onboarding colleges, schools and units to benefit from collaborative pricing and in-stock standard options.

### Cloud Storage Changes

Executive leadership within Technology Services is meeting with fellow university leaders, including faculty, staff and student groups, to provide an overview of next steps. As a reminder, Google formally announced higher education institutions will no longer have access to free data storage. Internally, discussions to review storage capacities necessary for incoming students and employees, and develop a strategy to address the storage needs of unique user groups and

researchers, have been completed and baselines developed. Projects related to analyzing the usage of Google and Microsoft offerings are taking place.

### **Windows Unified Device Management Project**

The Windows Unified Device Management Project is in the early phases of planning, and timelines and processes for this project are underway.

### **Microsoft Stream**

Microsoft will disable Microsoft Stream (Classic) on April 15. Videos in Stream (Classic) will be migrated for active customers and once migrated, videos will be stored in the corresponding NetID's Microsoft OneDrive or via SharePoint for shared videos. Those currently saved in Stream (Classic) that have no owner will be archived. Now through March 5, university community members [can access their videos on Microsoft Stream](#) (Classic) to determine if any content needs to be deleted. Additional details are [posted in the KB article](#).

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