



# IT PROS IT UPDATE

September 2023 Newsletter | Technology Services

## Updates



The next **Technically Speaking session** will be held on **Oct. 24, 2023** and will be led by the Identity Security (formerly Identity Management) team. They are evolving their approach from basic user provisioning to a more holistic identity security strategy, adopting SailPoint to strengthen access governance across the enterprise and Entra ID (formerly Azure AD) for modern authentication. We will explore how purpose-built identity security solutions can unify identity processes, automate identity governance and apply advanced analytics and AI for adaptive policy enforcement. By taking an identity-first approach, the team aims to strike the right balance between security and usability as we enter the zero-trust landscape. [Register now.](#)

### New IT Governance Model and Invitation for Appointments

Technology Services recently published a new framework for IT Governance at <https://u.tamu.edu/ITG>. Invitations for governance appointments will be sent to campus leadership starting Sept. 28. If you have any questions about the ITG program please reach out to [it-governance@tamu.edu](mailto:it-governance@tamu.edu).

**Beginning Oct. 25, the [Texas A&M University Slack Workspace](#) will have Single Sign-On (SSO) enabled.** Slack member accounts can authenticate using their TAMU NetID credentials rather than using a Slack account consisting of an email address and password. To continue using Slack as a member of the Texas A&M University Slack Workspace after Nov. 15, all users must have a Texas A&M University NetID and log in via SSO. Members of the Texas A&M University Slack Workspace may request to have a user without a NetID invited as a [single channel guest](#) or through the use of [Slack Connect](#). For additional support, contact [helpdesk@tamu.edu](mailto:helpdesk@tamu.edu).

## New & Noteworthy



**Beginning Oct. 1, the service name for Microsoft Azure AD will change to Microsoft Entra ID.** Technology Services is currently working to update all website content and Knowledge Base articles; however, you will likely see both the current Azure AD name and the new Microsoft Entra ID name referenced by Microsoft support as well. Additional information about the name change is available on [Microsoft's product page for Azure AD](#).

### Pilot Test Best Practices

The product management team created a [guide that highlights best practices](#) for testing whether a product's settings/configuration, usability, documentation, support plan, communication plan and performance meet customer's needs before full-scale deployment. The guide provides information on how to best collect feedback, the benefits of a phased onboarding process and a case study conducted by the product management team. This resource is posted in

## Project Progress



### Texas A&M Health HSCID Retiring

Technology Services is retiring the HSCID and will be provisioning a NetID for all new HSC students and employees for authentication when signing onto their computers and applications. This is an important step in moving Texas A&M Health toward TAMU NetID authentication and consistency with the university. While this change is effective Oct. 1, existing HSCIDs will not be disabled or disrupted. Requests for an HSCID will be considered on a case-by-case basis to support unique circumstances related to access needs at Texas A&M Health.

### Software Center

Technology Services has worked to combine the traditional processes of department software ordering with customer service for units outside of IT. The goal is to assist with area or site licensing, bolster cooperation between units, reduce the variances in publisher/manufacturer for similar function application, and make the process and choices easier for all of campus. Currently, the team is assisting with licensing and procurement for Technology Services, as well as the Office of the Provost, AgriLife, College of Engineering and the Division of Academic and Strategic Collaborations. If you have questions about software, email [softwarecenter@tamu.edu](mailto:softwarecenter@tamu.edu).

### TeamDynamix and Huron Consulting

We are currently engaging with the university community through on-site and virtual focus group sessions to improve and strengthen the service delivery model. Through these discussions, redefined processes, elevated expectations and a single-entry point platform will emerge to better serve faculty, staff and students seeking technology-related support. Powered by [TeamDynamix \(TDX\)](#), the new ticketing solution anticipated to launch by spring 2024, these efforts align with the division-wide initiative to transform the customer experience, bringing improved interactions and streamlined service delivery. Project status updates are posted on the [project page](#) along with milestones.

## Security Spotlight



### Critical Risk Alert

A zero-day vulnerability has been identified in the libwebp package of WebP codec, which encodes and decodes images. This is commonly used in many applications, operating systems and nearly every internet browser. The vulnerability allows for potential remote code execution or denial of service and requires updates immediately. Please reference the notice distributed by the security team earlier today, Sept. 28, for detailed next steps. If you have questions, please contact the team directly at [security@tamu.edu](mailto:security@tamu.edu).

### 1Password Accounts

With cybersecurity awareness month starting soon, Technology Services is excited to announce that all [students will have access to free personal 1Password accounts](#). We will promote this service and cybersecurity best practices throughout October. 1Password will replace Technology Services' Thycotic service beginning in early 2024 and staff and faculty will also have access to free personal accounts at that time.

## Cisco VoIP Project

Phase one of the [Cisco VoIP project](#) to integrate independent phone services into a single system remains underway. Buildings most recently completed include the Honey Bee Lab, Beutel Health Center, Milner Hall, Adams Band Hall, Langford Architecture Center Building A and Biological Sciences Buildings East and West, Engineering Activities Buildings and Zachry Center. Data collection is in progress for Francis Hall, Scotas Hall, Fermier Hall and Computing Services Center. IT professionals join in kickoff meetings for each building prior to beginning data collection, including working with the respective facilities coordinator(s), to identify areas of specific concern or need. A key benefit of the consolidation is the elimination of unused lines resulting in significant cost savings to the university. Of 8,425 phone lines identified for upgrading, 27% have been completed with 887 lines having been disconnected.

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