

# POSSIBILITIES

**SPRING 2015**

Texas A&amp;M Information Technology

## ABOUT THIS ISSUE

### Wanted: A Better Way to Decode IT

Looking for the right IT solution just became a whole lot simpler. Find what you need at the redesigned IT.tamu.edu website. Take a quick tour inside.

If you have any questions about an IT service, contact Help Desk Central at 979.845.8300 or [helpdesk@tamu.edu](mailto:helpdesk@tamu.edu).

Tell us what you think about this newsletter. Send us an email at [tamu-it@tamu.edu](mailto:tamu-it@tamu.edu).



## IT.tamu.edu Website Redesigned

We are proud of the IT.tamu.edu website's new look, but this redesign is much more than cosmetic. By consolidating information from Texas A&M IT's department sites, IT.tamu.edu provides a new way to learn about and request our services.

This comprehensive service catalog compiles all products Texas A&M IT offers. It includes contact points to request a service, resources to get help with a service and pricing information, if applicable. Our goal is to enhance your understanding of what we provide, making it easier for you to identify which services better support you in achieving your goals.

Look inside for a quick tour of the new IT.tamu.edu website.

## Check email while outdoors

Wi-Fi is now available at Rudder Fountain and the MSC bus stop!



# NEW it.tamu.edu Quick Tour



Search all Texas A&M IT sites

Get Help

Reliable and accessible IT services to elevate and enhance Texas A&M University

COMPLETE LIST OF SERVICES >

IT Alerts

How-To Docs

Request a Service

## SERVICE CATEGORIES

Accounts & ID Management

Audio, Visual & Telecommunication

Websites, Applications & Software

Email, Messaging & Collaboration

Data Center & Hardware Services

Security

Academics & Research

Network & Internet Access

Help & Consulting

Read about current IT service alerts and upcoming maintenance notices.

Go to the Help Desk Central website.

See the A-Z list to quickly locate specific services.

Go to documents that help you use our services.

Find what you need from listings of all Texas A&M IT services.



### IT for Students & Parents

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### IT for Faculty & Staff

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Visit pages designed specifically for you as faculty, staff, student or parent.

### IT News

ALL NEWS >

November 3, 2014

"Fight Back" Battle Results

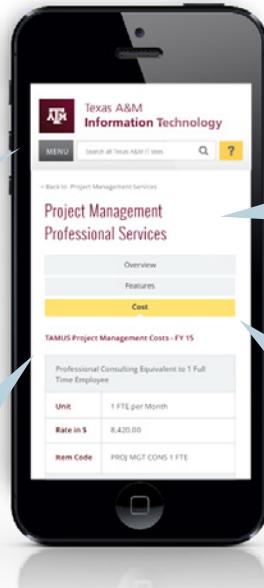
October 20, 2014

FIGHT BACK: Don't Let Security Threats Defeat You

October 14, 2014

Protect Yourself in "The Cloud"

Stay updated on what's happening with IT on campus.



Get to other service pages quickly and easily.

Learn about a service, how to request it, resources to get help and pricing information, if applicable.

Quickly see how to use or request a service.

Find out more by clicking these page tabs.

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## Information Technology Centered on You

IT.tamu.edu's service catalog is one component of the new way we serve Texas A&M. This more holistic approach focuses on delivering IT services, not systems, to maximize benefits to you, our customer.

### **This is the House that IT Built**

The familiar nursery rhyme, "This is the House that Jack Built," isn't about Jack or his house. It tells how the house is interlinked to a myriad of other people, things and events. The holistic approach takes into account relationships between the IT services, the resources needed to provide them, the support staff and the customers we serve. For example, when Help Desk Central receives a customer call, it is classified by service. This allows metrics for services to be analyzed, giving us insights to make improvements, leading to a change, correcting the issue, and so on. This results in more effective services that deliver what the customer expects.

# What's the Difference Between **Spyware** and a **Virus**?

*Spyware and viruses are both forms of malicious software, or "malware," which can damage your computer or cause you to lose important information.*

**Spyware** collects information about you or asserts control over your computer without your knowledge or consent.



**A computer virus** is software designed to spread from computer to computer and interferes with computer operation.

## **Keep e-waste** *from filling Aggieland*



In honor of Earth Day, Texas A&M IT and the Environmental Issues Committee are collecting old electronics to prevent toxic e-waste from ending up in local landfills. Drop off small batteries, CDs/DVDs, ink cartridges, cables, cell phones and Mp3 players from April 13 - April 23. Collection sites are located in the Student Computing Center, General Services Complex, and the West Campus Library, and Blocker computer labs. Be sure to clear personal information before recycling devices.

*\*Please do not drop off university-owned property.*

*\*Visit [u.tamu.edu/earthday](http://u.tamu.edu/earthday) for more information.*