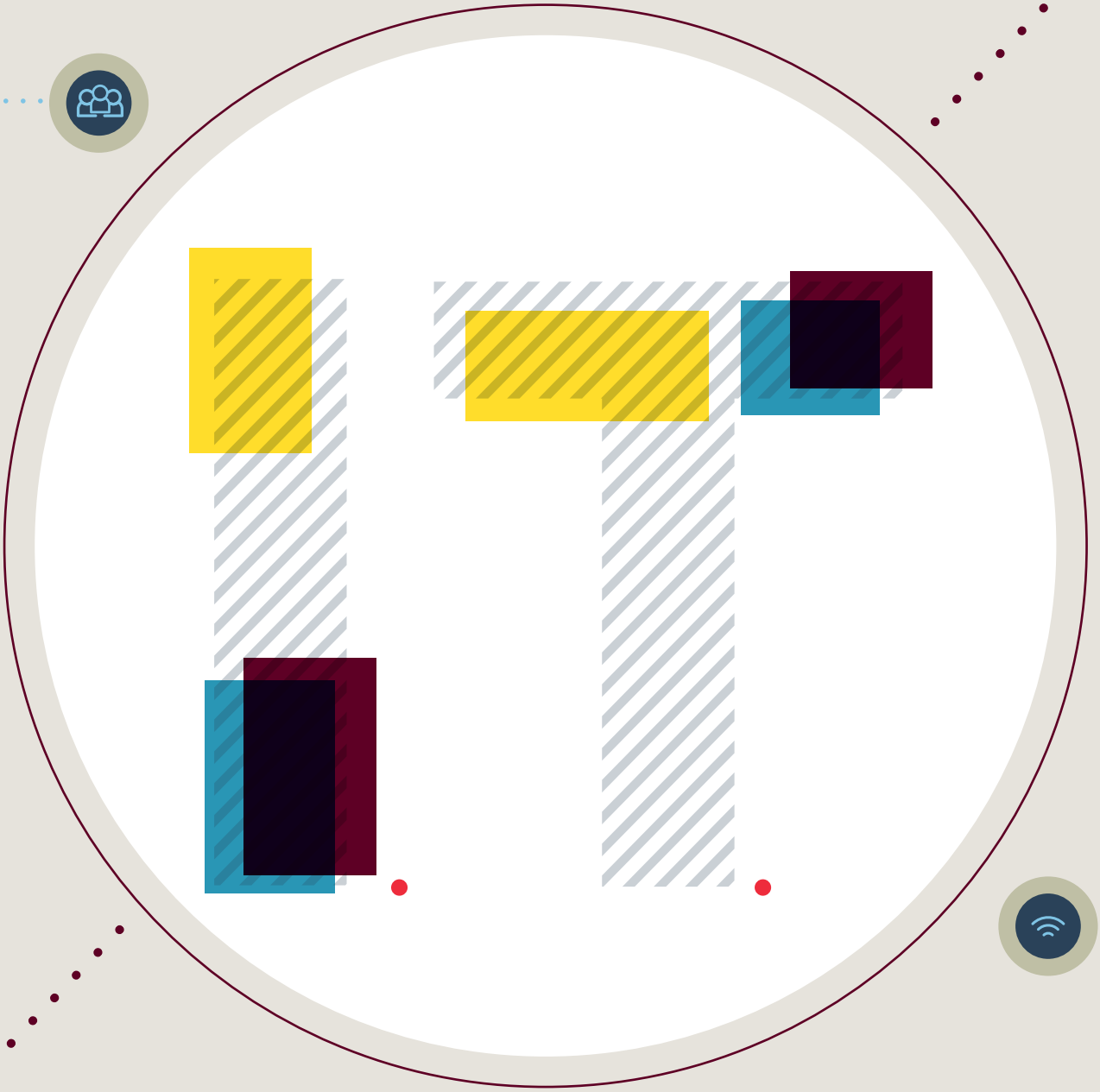
TEXAS A&M UNIVERSITY
Technology Services

ANNUAL REPORT 2023

>TRANSFORMING IT



TEXAS A&M UNIVERSITY
Technology Services

CONTENTS

HOWDY

FROM CIO ED PIERSON >

Texas A&M University is one of the largest higher education campuses in the nation, both in geographic size and student population. Serving as the technological backbone, our university community entrusts us with deploying innovative, efficient and groundbreaking solutions.

In 2023, we continued to integrate ourselves into the new framework of Texas A&M as one of the core operational services, a unified technology services division. Our five drivers this year were investing in our people, innovating the campus connection, fortifying our security, strengthening partnerships and maximizing return on investment (ROI).

We remain committed to our faculty, staff, students and visitors with a focused effort to support and empower our team. After the successful implementation of the IT project management office, we sought ways to ensure success for completion of projects and the management of those projects. To support those seeking a career in cybersecurity, the apprenticeship program prepared 26 participants this year with the necessary foundation to pursue opportunities in this field. We keep this momentum moving forward as we continue to invest in staff development and identify training opportunities.

Smart, modern campuses are only as strong as the data connection. One of the largest network upgrades ever launched at Texas A&M, the Next-Generation Aggie Network, continues on schedule with its completion anticipated in fiscal year 2026. By design, the Next-Gen Aggie Network will transform the digital experience on our main campus by providing faster, more reliable wireless internet access by utilizing 6E technology and expanding coverage in high-traffic outdoor areas. Once completed, Texas A&M will boast one of the most modern higher education Wi-Fi networks in the country.

Customer service and support have always been a priority and are now formally outlined through an updated IT governance framework to garner feedback and support from academic and administrative units across the university. On a day-to-day support level, the dedicated team at Help Desk Central and dedicated IT support teams across campus provide faculty, staff and students with access to informed technical assistance. With the development of a unified ticketing system and support model, and phased implementation of TechHub, a centralized store for hardware purchases, the service and support segment of Technology Services remains customer-focused.

Cyberattacks remain one of the largest threats to an organization of Texas A&M's magnitude as a Tier 1 research institution. The cybersecurity team proactively ensures access to various platforms and software is supported by modern authentication. Notable projects last year include updating Duo two-factor authentication ahead of schedule and implementing the new Microsoft 365 and Teams platforms, both heavily used tools across the university.

WE CONTINUE TO FOCUS ON BUILDING RELATIONSHIPS ACROSS THE TEXAS A&M UNIVERSITY SYSTEM, STATE AGENCIES AND ACADEMIC UNITS.

Looking forward, we will renew our focus on empowering the Texas A&M research community by expanding access to research cyberinfrastructure, software, laboratory solutions, facilities support and technology-based community engagement programs. Our key partnership with the Vice President of Research's office will expand the division's capability to assist in accelerating research teams initiating new research projects more quickly and effectively.

Technology Services is an organization focused on the success of our university community, and our approach remains steadfast in further supporting Texas A&M's mission of teaching, research and service. I am proud to lead a unified team of technology professionals as we build a better tomorrow.

ED PIERSON
Vice President for Information Technology
and Chief Information Officer
Texas A&M University

TEXAS A&M UNIVERSITY
Technology Services

DRIVERS IN 2023

INVESTING IN OUR PEOPLE

INNOVATING THE CAMPUS CONNECTION

FORTIFYING OUR SECURITY

STRENGTHENING PARTNERSHIPS

MAXIMIZING RETURN ON INVESTMENT (ROI)

The cybersecurity team proactively ensures access to various platforms and software is supported by **modern authentication.**

One of the largest network upgrades ever launched at Texas A&M, the Next-Generation Aggie Network, **continues on schedule.**

6E

Next-Gen Aggie Network will transform the digital experience on our main campus by providing faster, more reliable wireless internet access by utilizing 6E.

HELP DESK

With the development of a unified ticketing system and support model, and phased implementation of TechHub, a centralized store for hardware purchases, the service and support segment of Technology Services remains **customer focused.**

Looking forward, we will renew our focus on empowering the **Texas A&M research community.**

CAREERS

> PRIORITIZING CAREER PATHS

Technology Services is dedicated to the success and career growth of its employees. Last year, the division launched a rigorous initiative to expand career opportunities for staff and create entry-level positions for students by addressing three objectives:

- **Create professional titles that better reflect the evolving IT landscape;**
- **Establish defined career paths for all employees; and**
- **Establish entry-level positions for student workers to be hired upon graduation.**

Developing successful employees is a top priority, with strategies being developed and implemented to retain current talent. The division demonstrated commitment to this initiative by conducting comprehensive research and comparison of IT titles in the industry, engaging more than 65 individuals in six primary working groups and two focus groups. Through collaborative efforts, the initial 63 proposed titles were consolidated down to 10, aiming to streamline and refine the titles for better clarity and effectiveness. As part of this same initiative, Technology Services also introduced mid-year reviews, which differ from the annual reviews as they are targeted to the employees' personal development and career goals. The division is helping employees reach those goals by identifying what areas and teams within the organization they are interested in and working with the university's Division of Human Resources and Organizational Effectiveness on a seamless transition.

Additionally, Technology Services increased training opportunities available to employees and made it a goal to send more employees to training and conferences this year. Technology Services also hosted an Amazon Web Services (AWS) event that was open to all employees within the division.

To assist with the larger portfolio of projects that Technology Services manages since the unification of individual IT units, the division ensured that all of the project management positions were filled this year so more technical projects could benefit from a project manager.

For students, a structured student IT experience program and Cybersecurity Apprenticeship Program help those interested in an IT career gain hands-on learning tied to career goals, including training opportunities and the ability to earn industry certifications, all with the ultimate goal of retaining qualified student workers in the organization.

> **Developing successful employees is a top priority.**

Technology Services **increased training opportunities** available to employees.

All of the project management positions **were filled this year.**

[63 > 10]

63 proposed titles were consolidated **down to 10.**

CYBERSECURITY APPRENTICESHIP PROGRAM

The Cybersecurity Assistance Program (CAP) aims to bridge the gap between the cybersecurity industry and talented students by providing hands-on experience in real time. Developed by the cybersecurity team at Texas A&M in partnership with global organizations, this program places students in positions to work on cybersecurity teams in industry-leading companies. CAP is highly competitive, with only 15 of more than 700 students selected to move forward. Each student receives assistance in reaching certification as a security analyst.

CAP participants have gone on to work for the National Security Agency, Central Intelligence Agency, Federal Bureau of Investigation (FBI), Bank of America, Wells Fargo Bank, Blackberry and more.

Victoria Alvarado '22 is a former student who now works in cybersecurity for Texas A&M but began her cybersecurity career journey in the apprenticeship program.

"THROUGH THIS PROGRAM, I GAINED HANDS-ON EXPERIENCE WITH INFORMATION SECURITY AND WAS ABLE TO CONTINUE MY EDUCATION IN THE CYBERSECURITY FIELD THROUGH ONLINE LEARNING," SAID ALVARADO. >

"That then allowed me to pursue the area of information technology that I had been aiming for. Now I work full time with Texas A&M's security operations team in the security analyst role where I continue to gain experience, grow my skill set and learn every day."

To read more about careers, visit it.tamu.edu/annualreport

NETWORKING

> PROGRESS CONTINUES ON IMPROVING THE CAMPUS CONNECTION

Texas A&M University's data network is the foundational technology that all university technological infrastructure depends on to operate. Over the past year, Technology Services deployed a variety of network initiatives to strengthen, expand and modernize the campus network experience.

By design, the Next-Generation Aggie Network is transforming the campus digital experience by providing faster, consistent wireless internet by utilizing 6E technology and expanding coverage. As of fall 2023, the project made significant progress in preparing for the final launch of the Next-Gen Aggie Network with new fiber successfully installed in approximately 240 buildings. We will be upgrading more around 12,000 new access points in 2024, which included both upgraded and new installed access points. At the end of the project, we will have grown our installed base from 9,000 to over 22,000. The project team also upgraded network switches in 48 buildings as part of the Next-Gen wired initiative. The multi-year project is expected to be completed by 2026, with phase three now underway. The project team will continue to install access points by zones and focus on boosting wireless coverage in needed areas identified through surveys. Once completed, Texas A&M will have one of the most resilient and modern higher education campus networks in the country. By investing in these robust, powerful and adaptable network upgrades, Texas A&M is poised to become a truly "next-generation" campus with one of the best networking infrastructures in the country and meeting the future demands of Texas A&M educators, researchers and students with speed, agility and excellence.

> Next-Generation Aggie Network: faster, consistent wireless internet.

Fiber successfully installed in approximately

240

BUILDINGS

Project team upgraded network switches

48

BUILDINGS

Texas A&M is poised to become a truly "next-generation" campus with one of

the best networking infrastructures in the country.

The project team will continue to install access points by zones and focus on

boosting wireless coverage.

NEXT-GENERATION AGGIE NETWORK PROJECT PROGRESSES

Texas A&M University is undergoing a three-year, multi-million-dollar project to modernize the flagship campus with 6E wireless technology and transform the digital experience for students, faculty, staff and visitors.

The Next-Generation Aggie Network, or Next-Gen Aggie Network, aims to provide faster, more consistent and reliable internet access across the 5,200-acre campus. See progress and learn more at it.tamu.edu/nextgen.

The project, which started in 2021, will expand Wi-Fi coverage in high-traffic outdoor areas and provide better support for data-intensive research efforts. It will also upgrade the network at the Texas A&M Health Science Center location on Highway 47 in Bryan, which will increase network speeds and create parity with the main campus.

To date, significant progress has been made in preparing for the launch of the Next-Gen Network:

- **Installing new fiber in approximately 240 buildings**, which provides a consistent, high-speed, fiber-optic backbone that allows for robust connectivity inside each building.
- **Identifying more than 7,000 wireless access points for upgrades** and ultimately setting the target to increase the number of access points to almost 20,000 6E wireless access points on campus by the end of the project.
- **Installing 4,872 total wireless (or Wi-Fi) access points**, with 29 buildings completed and 32 buildings substantially completed. September 2023 saw a record number of access points installed in one month, with 1,006 access points installed.
- **Upgrading network switches in 48 buildings** as part of the Next-Gen Wired initiative. The work at Texas A&M Health is substantially complete, and in total, 1,100 access points have been installed on the Health Science Center campuses.
- **The multi-year project is expected to be completed by 2026,** with phase three now underway. The project team will continue to install access points by zones and focus on boosting wireless coverage in needed areas identified through surveys.

The Next-Gen Aggie Network project is a collaborative effort among Technology Services, Facilities and Energy Services, and other campus partners.

7,000

Identifying more than 7,000 wireless access points for upgrades.

4,872

Installing 4,872 total wireless (or Wi-Fi) access points.

1,006

In one month, 1,006 access points were installed.

PHASE 3

Next-Gen Aggie Network phase three now underway.

USING DAS TO BOOST INDOOR CELL SIGNAL

Over the course of the Next-Generation Aggie Network project, Texas A&M Health approached Technology Services about a cellular solution for staff, faculty and students at the Health Science Center location on Highway 47 in Bryan. At the time, there was no cellular service in the building. Technology Services created a distributed antenna system (DAS), an indoor cellular system, that brings commercial cellular signals inside the buildings. It consists of mounted antennas that broadcast Verizon cellular signals. AT&T and T-Mobile were included in early 2024. This solution will allow faculty, staff and students to send and receive texts, conduct voice calls and download and upload their data using cell signals. Built with growth in mind, this state-of-the-art system can facilitate future upgrades to serve 5G with minimal effort.

PRIVATE 5G CELLULAR WIRELESS NETWORK

Texas A&M University has designed and built a private cellular wireless network called the TAMU Private Cellular Wireless Network (TPCWN) using FCC-licensed educational broadband services radio frequency channels designed and constructed to support 4G and 5G cellular technology, and with future generations of cellular technology in mind.

This private cellular wireless network will help facilitate academic research and meet operational support needs. The university operates this network with a combination of internal resources and external vendor support. The area of coverage is currently centered around Reed Arena and the surrounding area on West Campus, but the network will grow to cover the main campus over the next two to three years. This is a unique venture in academia and positions Texas A&M to demonstrate significant leadership in academic and operational private cellular network technology. Currently, Transportation Services is using TPCWN to connect buses to our TAMU network to reliably transport data to and from buses as they move to allow parking lot management like scanning parking passes, taking payments, etc. This helps eliminate the need for Transportation Services to set up and tear down temporary Wi-Fi networks on home game days creating a cost savings for the division.

To read more about networking, visit it.tamu.edu/annualreport

PARTNER SUCCESS

> INNOVATIVE PARTNERSHIPS

Technology Services partnered with many other departments, teams and units to bring efficiency and innovation to their efforts.

The division created an essential software application integrated with Howdy to support graduate students, promoted the University Writing Center through Howdy and brought an innovative teaching tool to the Texas A&M School of Medicine, which allows users to experience mixed reality while learning medical gross anatomy. The division also partnered with the Center for Teaching Excellence to identify the best training solution for Texas A&M's mandatory student Title IX training.

Partnering with the Bush School of Government and Public Service, Technology Services successfully consolidated their tools and resources to leverage the benefits of IT unification fully. The division collaborated with Faculty Affairs, developed a test instance of Interfolio for faculty record retention and worked with teams to migrate formal faculty documents from various sources. To save storage, Technology Services worked with the College of Engineering's local IT team to establish a new data retention policy to reduce unused recorded lectures. A preliminary report shows that this policy has saved the college about 80% of storage space and will realize cost savings due to the reduction in storage capacity needed.

Technology Services supported the migration of the University Police Department excel reporting system to a customized platform and worked with Facilities and Energy Services to integrate the process of logging and tracking facilities-related requests for almost all campus locations. The redesigned AggieWorks platform offers enhanced transparency throughout a project, allowing users to track their requests from initiation to completion with real-time updates from the facilities coordinators. In fiscal year 2024, University Audio and Visual Services will complete several noteworthy installations, including 10 classrooms at the Higher Education Center in McAllen and four lecture hall installations at the Health Professions Education Building at Texas A&M Health's Bryan location.

HOLOANATOMY TRANSFORMS MEDICAL EDUCATION WITH HOLOLENS

Technology Services brought an innovative teaching tool to the Texas A&M School of Medicine. HoloLens is a device from Microsoft that allows users to experience mixed reality, where digital and physical worlds merge. Unlike virtual reality, which blocks out the surroundings, HoloLens lets the wearer see and interact with holograms in their environment. One of the applications of this technology is HoloAnatomy, a software developed by Case Western Reserve University and Cleveland Clinic to teach medical gross anatomy to medical students.

HoloAnatomy uses HoloLens to project a 3D model of the human body that students can explore and manipulate. They can see the organs, bones, muscles, nerves and blood vessels in detail, and even peel away layers to reveal hidden structures. They can also zoom in and out, rotate and move the model around.

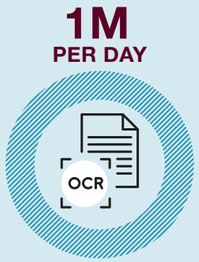
According to the developers, this method addresses several limitations found in traditional settings, such as the scarcity and cost of cadavers, the ethical and environmental issues of disposal, the health risks of exposure to chemicals, and the variability and damage of specimens.

One of the students who benefited from HoloAnatomy is John Smith (name changed for privacy), who is legally blind with color and contrast deficits. "As someone with a visual impairment, the modalities for learning gross anatomy, histology and neuroanatomy are fairly limited. While medical school is generally difficult, it is even more so when one is unable to visualize material to the same degree as classmates. In many other cases, this can be remedied by simply applying more time to studying; however, the visual nature of first-year medical school coursework and the fast-pace makes this challenging. The HoloLens AR headset has the potential to ameliorate some of these obstacles. An excellent example of this is in identifying vasculature – a task I had extreme difficulty with in the gross anatomy lab. With HoloLens, I was able to adjust the contrast and brightness of the hologram to make it easier for me to see. I was also able to isolate specific vessels and label them for reference. This made learning anatomy much more enjoyable and effective for me."

HoloAnatomy is an innovative solution that leverages the power of HoloLens to revolutionize medical education. The School of Medicine used the trial of HoloAnatomy to explore collaborations with other schools across Texas A&M Health and use innovative technology with its students. This is just one of the many ways virtual and augmented reality can be used in the classroom and offer a new way of learning that is more accessible, accurate, flexible, collaborative and engaging.

RESEARCHER USES CLOUD OPTICAL CHARACTER RECOGNITION

Within a Texas A&M University Amazon Web Services (AWS) environment, researcher Dr. Xiaoding Liu from the Mays School of Business is using the optical character recognition (OCR) capabilities of Amazon Textract to assist with data processing. This project aims to analyze massive amounts of historical patent data, traditionally stored in PDF form, using artificial intelligence (AI) models provided by Textract and trained by AWS, to distinguish all the text within and store this data in plain text form. Parsing this data manually for pertinent information, which involves approximately 4 million files or 20 million pages stored in a relatively inaccessible form, presents specific challenges for researchers, primarily costly search times. For comparison, AWS Textract can process 1 million files per day. Textract is the only optical character recognition (OCR) engine that has been proven to reliably and accurately extract data from these historically low-quality documents. Using a cloud OCR service, Liu is billed only for the resources consumed during the extraction and analysis process, which will be a fraction of the cost and time required when using conventional channels. In collaboration with Texas A&M Cloud Services and AWS, this project will help optimize and simplify what would have taken multiple people weeks or months to handle due to the nature of the large data sets.



AWS Textract can process 1 million files per day.

CLOUD COMPUTING EXPEDITES SIMULATION RESULTS

For more than 20 years, Dr. Edward Osei performed computationally intensive research projects at Tarleton State University, a member school of The Texas A&M University System. His legacy workflows and infrastructure were complex and he had many obstacles. Then he began to work with Amazon Web Services through Texas A&M Cloud Services, which is available to researchers.

Osei has access to a virtually unlimited cluster of computers utilizing the same automation routines developed more than 20 years ago to run on Windows platforms. Osei also obtained a grant from AWS to support his research efforts, and anticipates a broad range of research activities would benefit from this collaboration, including climate variability/change impact modeling, large-scale regional bioeconomic modeling, data disaggregation (mining) to develop representative farms for economic analyses, biophysical model calibration and estimation of carbon sequestration rates on Texas rangelands and microsimulation modeling of health care provider availability.

So far, Osei has utilized the services mainly to support semi-automated calibration procedures for several projects that estimate soil carbon sequestration rates on Texas rangelands.

These calibration procedures are highly intensive computationally, and about a week of simulations on the AWS system generated significant benefits in terms of time that the research team saved compared to manual calibration efforts.

Future efforts on the AWS system will continue to focus heavily on parallelizable procedures that can be run on large clusters to obtain results for publications promptly. These will include bioeconomic modeling and climate-change simulations for large U.S. production regions. Data disaggregation procedures will be performed once new data becomes available from the United States Department of Agriculture's Agricultural Census.

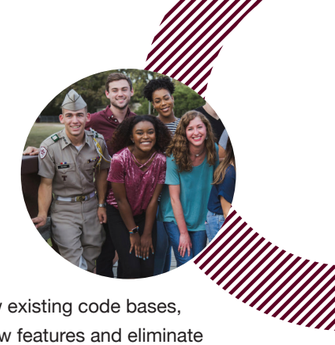
AWS system generated significant benefits in terms of time.

REDCAP: DYNAMIC CLOUD-BASED RESEARCH TOOL FOR MULTI-INSTITUTIONAL STUDIES

Dr. Steven Riechman in the School of Education and Human Development utilizes cloud services for researchers at Texas A&M University as a researcher funded by the U.S. Department of Defense's Defense Advanced Research Projects Agency (DARPA) to identify breath biomarkers of physical, mental and sleep deprivation fatigue and develop predictive models using physiological data from wearable technology. The dynamic capabilities of REDCap in the cloud have been central in managing a complex interdisciplinary, multi-institution experimental study led by Riechman.

"THE EXPERIENCE WITH THE TECHNOLOGY ITSELF AND THE SUPPORT FROM THE TECHNOLOGY SERVICES TEAM HAVE BEEN EXCEPTIONAL, AND I AM VERY GRATEFUL TO HAVE THIS TOOL AVAILABLE," SAID RIECHMAN.

Because of the sophistication of this study, he was able to push the capabilities of REDCap and received strong technical support to achieve his research goals. Reichman is now using the system for several other studies, including one in which he examines professional gamers' cognitive abilities, and seamlessly collects data that would otherwise not be possible due to the wide dispersion of those on the professional level.



GET INVOLVED

The Get Involved platform is a software web application that helps students and the Division of Student Affairs manage their student organizations. By using modern tools and processes to automate and review existing code bases, Technology Services were able to deliver new features and eliminate old software applications by combining those features into this single application. Due to the centralization process, resources that existed only within the prior non-centralized IT groups were made available to other departments, which allowed us to accelerate the Get Involved project/service. In 2023, Technology Services moved the application into a new high-availability architecture with enterprise-class support for the servers and systems running on those servers.

The Event Planning feature was also launched in Get Involved and recently finished phase one of the recognized student organization recognition functionality to migrate most student organizations by December 2023 and begin processing recognition renewals beginning in January 2024.

Additionally, Technology Services made changes to various form and workflow engine components that improved and enhanced existing Get Involved functionality, including:

- **Good Bull Fund application review process/requests**
- **Fish Camp counselor selection**
- **Corps of Cadets fall orientation week check-in**
- **Leadership applications**
- **The Big Event chair applications**
- **Sports Clubs memberships for all brought on board**
- **New Student Conference break-out session registration**
- **Implementation of four-quadrant risk and affiliation model for organizations**

Technology Services is also working on replacing another vendor application called Maroonlink with the Get Involved platform in Spring 2024.

Finally, the platform is creatively utilized in student organization concessions events at Texas A&M. The team added a new functionality to support concessions permit approvals, which now utilizes its own workflow within the platform. This critical need was brought to Technology Services, and within four days, a structure of solutions was built.

To read more about partner success, visit it.tamu.edu/annualreport

UNIFYING IT

> UNIFYING IT LEADS TO MORE RETURN ON INVESTMENT

To continue unifying IT in 2023, Technology Services focused on gaining feedback from the larger Texas A&M University community with the recently launched IT governance framework supporting the unified vision.

This universitywide model gathers information from all areas of the university through committees. These structured committees are nominated to participate and encourage collaboration across Texas A&M for the stewardship of technology services.

Unification of services provides many benefits including, reduced costs by purchasing at scale and reduced labor when work duplication is removed. Technology Services continued unifying duplicate services throughout the year.

To consolidate the backup support and replace aging systems, Technology Services selected a new vendor, and the enterprise backup team now works with Aggie Cloud customers across the university. Aggie Cloud and the cloud offerings provided by Technology Services have also seen growth over the last year with Technology Services numbers indicating that Aggie Cloud, AWS and Azure have experienced significant growth of about 30% in the accounts used and billing value over the past year.

Also, this year, Technology Services implemented endpoint management for Apple devices across all campuses. This will improve consistency, efficiency and security, and the next step is to begin the Windows endpoint management project in spring 2024.

Several projects this year have involved telecommunications, including a multi-year project to unify the Voice Over Internet Protocol (VoIP) phone service systems in 2023. The project entails migrating and upgrading employees from three separate services to one single platform, leading to substantial cost savings and a positive return on investment.

Technology Services also completed a campuswide mobile device audit in early 2023. A list of hotspots, phones and tablets with cellular and Wi-Fi access that needed to be formally tracked by individual units were identified. Over the summer and fall of 2023, the division worked on a cellular device management process to ensure the security of mobile devices and compliance with Texas A&M's standards and the governor's directive.

The division is also excited to streamline and unify the processes surrounding technology procurement with the TechHub project, which was initiated in 2023 and will offer a convenient way for departments to purchase high-quality computer hardware. In parallel, Technology Services is streamlining the processes and access to IT services and support through a new universitywide help desk and ticketing system. Powered by TeamDynamix, this new platform is set to launch in 2024 and will offer information about IT services, serve as a knowledge base repository and provide direct access to requesting available services or reporting problems.

IMPROVING ENDPOINT MANAGEMENT

At Texas A&M University, there are almost 7,500 Apple devices and 45,000 Windows workstations across all campuses. Before centralization, these devices were managed by different groups. To improve endpoint management's consistency, efficiency and security, Technology Services is working toward centralizing endpoint management for all Texas A&M-issued devices.

One of the major initial steps was to implement a unified Apple Device Management platform, Jamf Pro, starting in spring 2023 following a phased approach to create minimal customer interruptions. This portion of the project successfully concluded in fall 2023 and unified 17 existing Jamf instances, representing 5,200 managed devices and approximately 2,500 unmanaged Apple devices across Texas A&M.

Technology Services is now able to reduce technology costs and redundant administrative overhead while improving customer experience for those with Apple devices. This is done more cohesively by managing the security of each device and increasing reliability as the software deployment and update processes run continuously in the background. Device owners can also choose when to install new software or run routine updates on their devices through self-service tools.

Beyond implementing the new platform, Technology Services also invested in the IT professionals through formal Jamf training, equipping them with specialized knowledge and skills related to the endpoint management system. Approval was received to host Jamf training on campus several times during the initial project and resulted in dozens of IT pros achieving certification.

The next step is to begin the Windows endpoint management project in spring 2024, building on the successes and lessons learned from the Apple device management unification project.

7,500
Apple Devices

45,000
Windows workstations

JAMF PRO PLATFORM

17
Existing Jamf instances unified

5,200
Unmanaged Apple devices

2,500
Managed devices

NEW IT GOVERNANCE HELPS TEXAS A&M ALIGN TECHNOLOGY WITH MISSION

Effective management of technology is crucial for the success of any university. IT governance is a process that makes recommendations regarding technology-related activities by gathering the input of various stakeholders, including faculty, staff and students, who use or provide technology services.

Texas A&M University has adopted a universitywide IT governance framework that supports the unified vision for IT, directly aligning with its goals and involving those responsible for IT services. The model gathers information from all areas of the university through structured committees nominated to participate.

The benefits of universitywide IT governance include:

Accountability for technology-related activities, including management of risk, financial impact and customer experience.

Greater transparency, agility and business outcomes, with the input of the governance committees.

Increased collaboration across Texas A&M for the stewardship of technology services.

TECHHUB STREAMLINES PROCUREMENT OF IT EQUIPMENT

TechHub aims to streamline Texas A&M's technology procurement process. Initiated in 2023, this program will offer a convenient way for departments to purchase high-quality computer hardware that meets their needs, reduce costs and improve delivery times. TechHub follows five guiding principles: reducing direct costs, supporting shared decision-making, identifying and evaluating emerging technologies, streamlining processes and workflows, and prioritizing value and user experience.

The division began onboarding colleges/schools and administrative units in January 2024. Although the online store just began onboarding units, the TechHub team has already saved colleges and units more than $841,000 by purchasing at scale and renegotiating pricing with hardware vendors.

$841,000

TechHub team has already saved colleges and units more than $841,000

To read more about unifying IT, visit it.tamu.edu/annualreport

TEXAS A&M UNIVERSITY
Technology Services

it.tamu.edu

Technology Services is an organization focused on the success of our university community, and our approach remains steadfast in further supporting Texas A&M's mission of teaching, research and service.

View our full 2023 annual report online.