TEXAS A&M UNIVERSITY
Technology Services

IT PROS IT UPDATE

December 2024 Newsletter | Technology Services

Reminders

Reminder: Resources from the Technology Services Brand Guide
The Technology Services **brand guide** features ready-to-use **presentation templates** for both PowerPoint and Google Slides, Zoom and Teams **virtual meeting backgrounds**, branded letterhead and more.

Change Freeze Dates Coming Up
Semester start:

- Technology Services: Dec. 2 - Dec. 11
- Texas A&M Health IT: Dec. 2 - Dec. 16

 Semester end:

- Technology Services and Texas A&M Health IT: Jan. 8 - Jan. 17

View the **Change Freeze calendar**.

Resource Tables Close Out Semester with Happy Campus Members
During the fall semester, Technology Services hosted 16 pop-up events in 16 separate locations across campus, including West Campus and the Health Science Center. They reached up to 1,000 campus members, faculty, staff, graduates, and undergraduate students, personalizing IT's support services and offering visibility to the excellent customer services offered by the support teams. Technicians received feedback on community needs and how we can better serve them as a unified IT organization. Stay tuned for information about pop-up resource tables returning the third week in January!

New & Noteworthy

Ed Pierson Presented at Inaugural Texas A&M University AI Summit

Ed Pierson presented on behalf of Technology Services at the inaugural Texas A&M University AI Summit, where he shared insights into early plans to develop a custom AI platform. This platform aims to provide campus and other system members with access to a wide range of AI models, allowing them to test and identify which ones best suit their needs while securing their data. The design of the new system is still being worked on, with a key focus on supporting the academic and research needs of our faculty, staff and students. More information is available at **Harnessing AI to Innovate, Educate, and Lead | AI @ Texas A&M**.

1Password is the approved Password Manager for Technology Services

1Password is a robust password management tool that enables individuals and teams to securely store and manage passwords, along with other sensitive information. Technology Services has designated 1Password as the sole approved password manager. 1Password accounts are accessible via NetID authentication. After initial account setup, log into 1Password using the **desktop app or on a mobile device** to ensure you won't get locked out of your account. Technology Services strongly recommends setting up a secondary device if available.

Windows 10 End of Support Approaching

As Microsoft phases out support for Windows 10, it's important to ensure all university computers are prepared for the transition to Windows 11. Please check compatibility and plan upgrades by visiting Microsoft's official website for Windows 11 system requirements and upcoming dates. **Windows 10 end of support updates for education**.

Project Progress

ITxT Transformation Project Moving to Monthly Updates; Process and Support Evaluation of Units in Progress

As the ITxT Transformation Project continues, Phase 2 involves identifying Knowledge Base publishers to coordinate the creation and publishing of knowledge articles in the TeamDynamix (TDX) client portal for both customers and internal IT professional use. During this phase of the project, email updates will be sent monthly instead of bi-weekly.

The project team is also soliciting members to join two committees, Operational and

Advisory, to provide guidance and support on the development, implementation and continuous improvement of the TDX platform. The time commitment for each committee will be one hour per month and may include surveys, town halls or other organized meetings. Please nominate faculty and staff you frequently work with by completing this **form**. Your participation is appreciated.

Microsoft 365 Copilot Beginning Third Pilot Cohort

The **Copilot for Microsoft 365** pilot program will be starting a third pilot cohort soon. The AI-powered tool integrates with apps including Word, Excel and Teams to enhance productivity. If you are interested in testing this technology or can recommend a campus member who would be a good candidate, contact your Assistant Vice President (AVP). Requests for participants will be sent to AVPs prior to the pilot start. Copilot for M365 can also be purchased by any campus member through Texas A&M's **software store**. Licenses are $360 per year, and Microsoft continues to add new features and optimizations to the product.

Security Agent Standardization Project Progresses

The Security Agent Standardization project was created to bring clarity and standardization to the security agents that are installed on Texas A&M University devices. The intent is to identify, document and work with embedded IT teams to bring all managed devices into alignment with the new criteria. The Elastic agent, which is replacing CrowdStrike, has been deployed to over 23,900 devices. The project is currently in the implementation phase and is expected to be complete by June of 2025.

Holiday Travel and Security

Planning to travel during the holidays? If so, there are a **number of cybersecurity tips** to keep in mind. Traveling, especially abroad, poses unique threats to the Texas A&M community. Whether you plan to travel with a Texas A&M-owned device or other devices that may contain university research or business data, please ensure you are aware of Texas A&M's **guidelines**.

Huge Strides Made by Next-Gen Aggie Network

As 2024 comes to a close, the Next Generation Aggie Network project continues to make big strides in updating the campus network. There are now almost 19,000 wireless access points across campus - 10,000 more than when the project began! Additionally, new network switches have been installed in more than 240 buildings. This means almost all large buildings have updated fiber networks and network equipment, and work is now shifting to the many smaller buildings across campus.

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