Texas A&M Information Technology

IT Update

September 2014

New & Noteworthy

- **The College of Architecture** is now using the CIS virtualization and storage pool in the Teague Data Center, enhancing disaster recovery and redundancy of their services. They also established a one-way trust with the CIS NetID authN Domain, which allows employees to use their NetID and password to authenticate to college resources.

- **University Libraries** hired IT Solutions and Support (ITSS) and Texas A&M IT Product Strategy & Communication to create new, responsive web templates for the main library website. The new website will be developed within the Cascade Content Management shared service.

- **The College of Geosciences** hired Texas A&M IT Project Strategy & Communication to create responsive web templates for their college, departments and research centers. These will utilize the Cascade Content Management shared service.

- **The Study Abroad Programs Office** hired Texas A&M IT Product Strategy & Communication to reorganize and design a responsive landing page for their website.

- **Data and Research Services** hired ITSS to revamp the PICA instructor/course appraisal system. The facelift updated the look of the application and provides a more user-friendly experience.

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Project Progress

- **The transition from Zimbra (Neo) to Texas A&M Gmail is on track.** More than 50,000 people have claimed Google accounts. To learn more about Google Apps at Texas A&M, visit http://google.tamu.edu.

- **The Duo two-factor authentication deployment project will launch** as soon as the final contract is signed. Duo can provide two-factor authentication for many applications. Visit http://duosecurity.com for more information. If you would like updates on this project, please subscribe to the Listserv by sending an email to tamus-duo-discuss+subscribe@lists.tamu.edu.

- **The Teague Data Center will have a second power feed and back-up generator** by the end of the semester. Once complete, this will give Teague two separate and redundant electrical distribution systems. Work will then begin on reconfiguring electrical distribution in

the data center with the goal of providing server racks with A B power.

- **Texas A&M will have a 100GB network connection to Dallas** by the end of December, replacing two existing 10GB connections. The university is already connected with 100GB to Houston. This expanded network will provide protection against service provider outages or fiber cuts. Texas A&M's Internet provider is Level 3 in Dallas and Century Link in Houston.

- **CIS' LAN and Workstation Support went live with ServiceNow** on July 16. Instructional Technology Services and Texas A&M Engineering Extension Service (TEEX) are also in production. The Division of Student Affairs is on boarding this month. The Texas A&M System offices, Texas A&M at Qatar and Texas A&M at Galveston will be going live later in the fall semester.

- **Central funding for Texas A&M Exchange Email began September 1** (no charge for 2-GB mailboxes for Part 02 faculty/staff). An update to Outlook Web Access 2013 occurred, which was a necessary step to begin moving mailboxes to Exchange 2013. The migration timeline for current and new customers is being planned. We will begin adding new customers to Exchange 2013 in January. Project updates are posted at http://u.tamu.edu/Exchange.

- **ISAAC started September 1** and runs through December 23. Training dates and registration instructions will be posted on https://ISAAC.tamu.edu as soon as they are confirmed.

Pilot Projects

- **NIS will pilot outdoor wireless this semester.** Initially, the outdoor wireless access points will be placed around Rudder Fountain, the Bio Corridor on West Campus and near the green space outside the Liberal Arts building.

- **CIS is working with Provost IT to pilot e-signatures via DocuSign.** Provost IT will be integrating DocuSign into their short-term loans program with a roll out planned for the spring semester. CIS is also working with the Laserfiche shared service about the ability to add electronic signatures to workflows.

CONTACT US

Please send feedback and questions to Texas A&M IT Product Strategy and Communication at tamu-it@tamu.edu