

IT PROS **IT UPDATE**

October 2024 Newsletter | Technology Services

Partner Success



Tech Triumph: Streamlined Freshman Orientation for Cadets!

Technology Services Division of Student Affairs (DSA) team supported the Corps of Cadets during Freshman Orientation Week (FOW), facilitating check-in events for new cadets. The team provided on-site technical support and presentations on key applications, including FOW, Get Involved, Corps Apps, and StarRez, ensuring a streamlined and efficient experience. Despite recent transitions in the development team, staff quickly adapted to manage the applications effectively, demonstrating a commitment to both cadets and university staff. This collaboration highlights the dedication to empowering students and fostering community as they begin their academic journeys. Way to go, DSA team! Read more [here](#).

New & Noteworthy



IT Governance Minutes Now Available on Website

The IT Governance Committees meet regularly to discuss recommendations and concerns in alignment with Texas A&M University's technology needs and strategic priorities. Interested in what a committee is doing? The meeting minutes are now published on the [IT Governance webpages](#). Click into any committee's individual page, and you will see the meeting minutes at the bottom. For example, the Student and Academic Technologies Committee (SATC) minutes are available [here](#).

Technology Services Assists Aggie One Stop with Salesforce Integration

Technology Services worked with Aggie One Stop to support their migration to Salesforce. This work included designing their Salesforce instance to avoid conflicts with future Texas

A&M University Salesforce projects; configuring single-sign-on with users' NetID accounts in Entra ID; and automating account provisioning and removal based on users' department, employment status, and access to Aggie One Stop resources in Banner.

1Password for Students

Personal 1Password accounts will soon be offered to all Texas A&M University students as a benefit of our 1Password contract. Students will use a Texas A&M-specific access code to claim their account and verify student status using their Texas A&M email account. The free personal account will last four years after a student claims their account, with an opportunity to renew for a fee upon expiration.

Reminder: Product Management Community of Practice meets monthly

Technology Services' **Product Management Community of Practice** offers a dynamic environment for participants to share best practices in project and product management, exchange experiences, and collaborate on projects. Participants get access to valuable resources, including case studies, articles, and webinars, ensuring they stay informed about the latest product management trends. Additionally, the supportive peer network provides practical tips and advice, empowering members to apply their skills in real-world scenarios and drive success in their roles. Your role does not need to be primarily product management to participate. If interested, email the Product Management Team at **it-product-management@tamu.edu** to learn more about the community or attend our next monthly meeting on Tuesday, Nov. 5 at 10 a.m.

Project Progress



Copilot for Microsoft 365

The Copilot for Microsoft 365 Pilot continues with a second cohort. Pilot participants were recently introduced to Copilot's integrations with Word, Excel, PowerPoint, Outlook, and Teams. They are testing prompts and responses and discussing experiences they are having to get assistance with the new tool. **Learn more about Copilot for Microsoft 365.**

Copilot for M365 is currently available for all campus members to purchase in Texas A&M's **software store**. The licenses are \$360 per year.

VoIP Phone Service Upgrade

The **VoIP phone service upgrade project** is in its final phase, with completion anticipated by the end of summer 2025. The upgrades for Centrex (analog) buildings have started, and complex planning is in progress. A heartfelt thanks to the IT professionals supporting these

buildings for their dedication, meticulous attention to detail, and exceptional care for their customers. Their unwavering focus has significantly accelerated our progress, positively impacting every area they support. The project is 80 percent complete.

Review Your ServiceNow Tickets; Transition to TeamDynamix

Survey feedback continues to be positive as ticketing processes are fine-tuned in TeamDynamix (TDX). Recent portal updates include adding 'queued', 'pending customer', 'pending vendor', and 'scheduled' ticket statuses for more efficient service flow, the creation of new **Job Aids**, and resolution of issues with ticket forwarding. Soon, a push to resolve tickets in legacy systems and ServiceNow will take place, with ServiceNow being discontinued in March 2025. Please review your team's tickets and determine if they can be resolved or transferred to TDX.

Watch out for the bi-weekly status update emails, and review the [FAQ help resource](#) which includes abundant information about all of the activities in TDX.

Windows Device Management Unification Project

The Windows Unified Device Management project recently held its first Microsoft Intune training session for IT pro support staff. A second session is scheduled for early November. The team is actively collaborating with the Veterinary Medicine & Biomedical Sciences and Mays Business School to prepare for future Intune installations across managed computers. Additionally, the project team is reviewing the Tiger Team's configuration settings to make necessary adjustments before implementing the changes in production. Technology Services is conducting a cost-per-device evaluation for Intune.

Admin by Request (AbR)

Admin by Request has been installed on 3,320 devices across campus. Colleges and business units will pay for Admin by Request, but the final rate amount is still in discussion. Before Admin by Request is installed, Elastic Defend agent should be deployed and CrowdStrike removed. Elastic deployments have a goal for completion of November 16, 2024. CISO Adam Mikeal emphasized that Admin by Request is the only approved Privilege Access Management tool for Windows devices. All academic units should install Admin by Request. Business units can decide whether they want to install Admin by Request on devices that do not store or access confidential and controlled unclassified information. Additional licenses will be procured ahead of the renewal date in December to account for the growth expected over the next two months.

PagerDuty Application

PagerDuty is Technology Service's primary incident monitoring and alert system. As of October 2024, over 100 Technology Services Professionals are licensed users on PagerDuty. Primary response teams are receiving notifications from over 23 automated systems.

Current IT Services added to PagerDuty include Authentication, Howdy, Canvas, and their supporting services. The project team is actively working to add Laserfiche and Aggieworks, and continuing preparations for alert monitoring for Enterprise Networking and Networking Services. Additional services and active alert engagement will be onboarded as funding is made available.

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