

POSSIBILITIES

SUMMER 2021 • DIVISION OF INFORMATION TECHNOLOGY

KEEP AN EYE ON YOUR INBOX: STOP CYBER ATTACKS WHERE THEY START

Cyber attacks are on the rise, with targets ranging from the energy and food industries to [universities](#) and local governments. When checking your email, it's important to [stay on guard](#) so you don't become a victim.

A "catphishing" scheme recently hit campus with an attacker impersonating a Texas A&M University Vice President. Email messages were sent to colleagues through a spoofed private @gmail.com account to gather information to use in additional attacks.

The Division of IT's Associate Director of Cyber Defense, Michael Denison, says even an innocuous-looking email that just says "hi" can set the wheels in motion for an attack.

"If you receive an odd email like that, simply trash it," he said. "If you reply, a hacker can use your name and signature to target co-workers. When a co-worker receives an email from 'you' with your full signature asking for help, they are more likely to respond."

Read the [entire article](#) for more details on common phishing attempts.

The Division of IT Stops Cyber Attacks BEFORE They Start

- A June attack saw over 900,000 failed attempts to connect to Texas A&M's Exchange email service, resulting in 5,000 locked NetID accounts. The day after email access was restricted to certain IPs, only a single user account was locked.
- After Texas A&M Duo cookies were found for sale on the dark web, Duo's "remember me" feature only retains logins for five days, reducing hackers' ability to steal log in sessions and sell them to cyber criminals.

See more [proactive steps the Division of IT is taking to protect the campus](#).

Don't Get Hooked By Phishing Attempts

Think you're careful enough not to get "reeled in" by a phishing attempt? Statistics show 30 percent of all phishing emails get opened! Here are some things to look for so you don't become the "catch of the day":

- **TOO GOOD TO BE TRUE**
Criminals know the best bait includes offers of money, free stuff and other goodies.
- **THREATS AND IMMEDIATE ACTION REQUIRED**
These may be warnings of an account closing or possible legal action designed to force hasty decisions. Think before you click!
- **IMPERSONAL**
Legit companies make an effort to address you personally when action is required. Phishing attempts, however, often use greetings such as "Dear User."
- **CHECK THE LINKS**
Scammers hide fake URLs in real-looking hyperlinks. Always hover over links to see where they really lead and don't forget to double-check the from address.

See our [complete list of clues you're being phished](#) or visit the IT website for more tips on [protecting your device, your identity and university data](#).



Microsoft 365 Features You'll Love

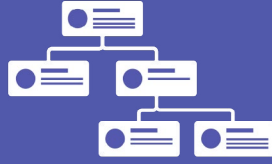
Microsoft 365 is taking productivity and collaboration to a new level. Here are some great features all Texas A&M employees and students can take advantage of:

OneDrive is a safe place to store all your workplace documents, and it is [fully HIPAA and FERPA compliant](#). All Texas A&M accounts get 5TB (terabytes) of storage.

Microsoft Teams combines video conferencing, chat and phone calling in one app:



Quickly [schedule a meeting in Teams and use the scheduling assistant](#) to easily find a time that works for everyone.



Not familiar with someone in a Teams meeting? [Click the "Organization" tab](#) to see their title and the org chart for their area.



Teams [live events](#) can switch between video, graphics and multiple presenters - and can be broadcast to 20,000 attendees!

Once your department email is migrated to Microsoft 365, there are [even more features you can use!](#)

ARE YOU READY TO MOVE TO THE CLOUD?

Texas A&M University is moving employee Exchange mailboxes to Microsoft 365. The phased migration will take place through the summer and fall semesters with department IT groups planning migration timelines for their units.

WANT TO KNOW WHAT TO EXPECT WHEN YOUR EMAIL AND CALENDAR MOVE TO THE CLOUD?

[We have a detailed email migration overview with all the info you need!](#)

Microsoft 365 Training For the Win!

The Division of IT partnered with Microsoft this summer to provide an extensive training series to help campus members take full advantage of Microsoft 365.

Designed specifically for Texas A&M employees, these training sessions help users gain the most out of the powerful new productivity and collaboration features.

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|----------------------------|---|--|
| UPCOMING TRAINING SESSIONS | MICROSOFT TEAMS LIVE EVENTS Wednesday, July 21, 1:00 pm: Click to join | ONENOTE - YOUR DIGITAL BINDER Thursday, July 22, 3:00 pm: Click to join |
| | INTRO TO OFFICE 365 & OUTLOOK Wednesday, July 28, 1:00 pm: Click to join | GETTING MORE FROM SHAREPOINT Thursday, July 29, 3:00 pm: Click to join |

A list of all upcoming training and recorded sessions on the [Texas A&M Microsoft 365 website](#). Additional training sessions for faculty and researchers will be available in the fall!

PARTNER SUCCESS

The Pioneers in the Pandemic 🙌

The Texas A&M Telebehavioral Care Program (TBC) is one of a few telemental health training programs in the world. When the pandemic hit, the trauma brought on by COVID-19 increased the demand for mental health care tremendously. The TBC team was not only balancing a dramatically increased caseload but also challenged to maintain support for their trainees working from home.

Clinical Assistant Director, Dr. Carly McCord, and her team needed a tool to provide trainees with easy access to chat rooms and video calling with supervisors and licensed providers.





Enter Microsoft Teams!

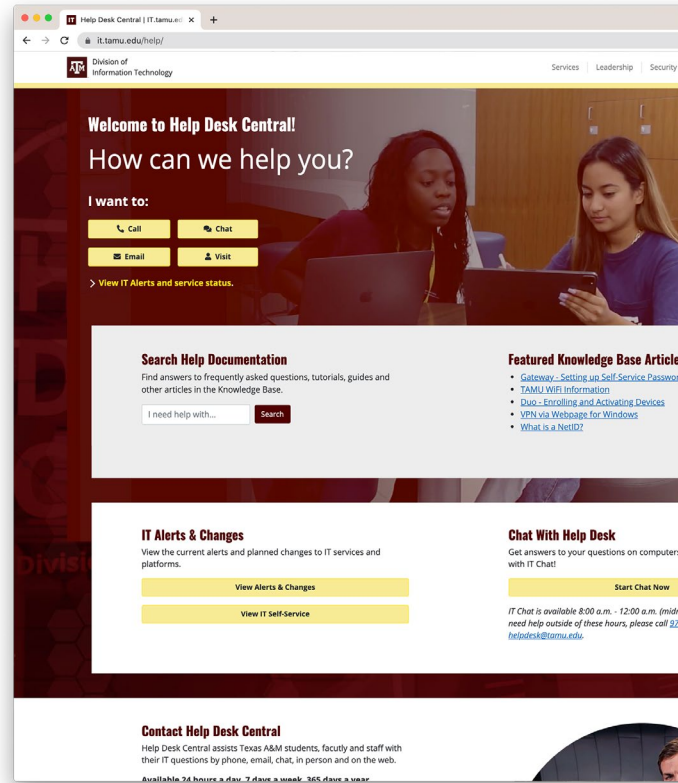
Read the [full story](#) on the IT website.

Let Us Help You!

Help Desk Central Launches New Website to Serve You Better.

Help Desk Central is always ready to help! The new [Help Desk Central website](#) puts in-demand tech solutions front and center, and the user-friendly redesign makes getting assistance quicker and easier than ever.

- **ACTION ICONS**  Site visitors can quickly get help by clicking “Call” “Chat” or “Visit” to go directly to the service they need.
- **HOW-TO ARTICLES**  A list of the most-requested knowledge base articles is dynamically displayed.
- **IT ALERTS**  IT Alerts are prominently featured and an easy way to check if a campus service is down or experiencing problems.
- **UPDATED HOURS**  While most Help Desk Central services are available 24/7, service changes and availability are always posted on the front page of the website.



Check out the new Help Desk Central website today!

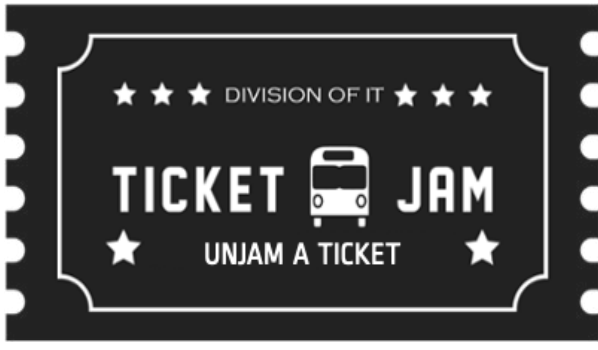
WELCOME INTERIM VP AND CIO, ED PIERSON!

The Division of IT is pleased to welcome interim Vice President and Chief Information Officer, Ed Pierson.

"I believe this university's potential is limitless," says Pierson. "Achieving this potential is tied directly to the partnership between the Division of IT and our faculty and staff."

With a results-driven, team-oriented and business-focused mindset, Pierson has already done a lot of good work for Texas A&M and is prepared to implement many new and exciting changes throughout the division. Welcome aboard, Ed!

[See the announcement.](#)



Ticket Jam Enhances Customer Service

Help Desk Central holds a number of awards for outstanding customer service — a big accomplishment since they receive over 127,000 support requests each year. Recently, the Division of IT scheduled a “Ticket Jam” as a dedicated time to tackle specific tickets that were plaguing staff members. The event has been so successful, the number of open support tickets within the division has shrunk over 30 percent!

[Read the full story.](#)

PARTNER SUCCESS

Community + Cloud = Innovation

Researchers from TEES and the College of Engineering are using the [Aggie Innovation Platform](#) (AIP) to host large data sets measuring the impact of COVID-19 on U.S. trade relations and urban populations. The speed of cloud solutions, the direct campus network connection and the ability to customize environments for each researcher made AIP the ideal platform to host these important research initiatives.

AIP’s mission is to remove or reduce as many barriers as possible - making it easy for Texas A&M researchers and campus IT professionals to take full advantage of what the cloud has to offer.

[Learn how the College of Engineering and Texas A&M Transportation Services are leading the charge to innovate in the cloud.](#)