



IT Update

September 2015

New & Noteworthy

- **The Texas A&M University Information Security Risk Assessment Season will be moved from fall 2015 to fall 2016.** The State of Texas Department of Information Resources (DIR) is launching a new statewide risk assessment tool in FY 2016, RSA Archer. Texas A&M IT will deploy the new tool in the fall of 2016. This tool will replace ISAAC.
- **The IT Self-Service website is now live at <http://ITSelfService.tamu.edu>** and features a Knowledge Base, IT maintenance and outage notifications, and direct access to tech support through a web form and chat. With the launch of the site, help documentation formerly housed on the Help Desk Central website has moved to the Knowledge Base. If you haven't already, correct your links using the Transition Map <http://hdc.tamu.edu/TransitionMap.html> to map Help Desk Central pages to their new locations in the Knowledge Base.
- **The new campus bulk email system is here!** Visit <https://bulkmail.tamu.edu> to see the new system, with an improved user interface and updated options.
- **A new record for unique wireless users on campus in a 24-hour period was set Tuesday, September 8, 2015, with 153,248 users.** The previous record was set on September 24, 2014 with 149,565 users.

Project Progress

- **Several outdoor Wi-Fi projects have been completed.** Outdoor Wi-Fi is now available at the Wehner Building, Biochemistry/Biophysics Building, Horticulture/Forest Science Building, Rosenthal Meat Science & Technology Center and the green space between the Langford Architecture Building and the Liberal Arts and Arts & Humanities Building. Work continues on outdoor Wi-Fi at the Heep Center bus stop and green space between Kleburg and Heep center.
- **The ServiceNow change management module** is currently being implemented by the Texas A&M Systems Office, Texas A&M Extension Office, Texas A&M Instructional Technology Services and Texas A&M Information Technology. For questions regarding change management, including timelines and status, contact Chris McClendon at cmclendon@tamu.edu.

- **The Brazos Valley Wide Area Communications System (BVWACS) Network Upgrade project reached completion in early August.** The upgrade offers enhanced reliability, as well as redundancy, via fiber circuits using multiprotocol label switching (MPLS). Texas A&M University's Police and Emergency Medical Services will benefit from this upgrade.

CONTACT US

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