



IT Update

October 2014

New & Noteworthy

- **In September, the record for TAMULink wireless usage was broken not just once, but TWICE**, when over 47,000 users connected at one time. This smashes last semester's record by over 10,000 users. A new record was also set for unique devices with 149,565 in a 24-hour period. To put this number in perspective, last year we were only at 78,878!
- **The Code Maroon emergency alert system is being offered as a shared service**, with the Texas A&M University School of Law as its first customer. **Two new alert notification methods have also been added** to Code Maroon. In addition to registering for text alerts, College Station campus members can now register for the Code Maroon Mobile App pilot or download a computer desktop notifier directly from the Code Maroon website.
- **TEES has hired Texas A&M IT (IT Solutions and Support)** to provide project management support for their transition from Epik to FAMIS. TEES is also including their transition to Concur as part of this project.

Project Progress

- **The Identity Management Office has launched an Identity Agent program** designed to support departmental use of NetID accounts for those switching to the central Exchange service or adopting the NetID for workstation login. Once training is complete, designated HR Identity Agents will be able to modify employee records directly in the NetID system, eliminating extra paperwork and enabling/preserving access for employees in transition. If you are interested in learning more about this program, send an email to identity@tamu.edu.
- InCommon has moved to a SHA384 certificate signature. **CIS will be moving CAS to the new SHA384 intermediate in November**. Applications that call CAS will break if you haven't downloaded the new intermediate into your certificate stores. The new SHA384 intermediate is up on <http://infrastructure.tamu.edu> and will soon be up on <http://cert.tamu.edu>. Please note, if you are currently using SHA1 certificates that expire after January 1, 2017, these certificates will start reporting as broken in Google Chrome next month.

- **Texas A&M Gmail is now the official email service for Texas A&M students.** We recommend email be sent to students' NetID@email.tamu.edu account. Mail sent to students' NetID@neo.tamu.edu address will forward until Fall 2015. The Neo email service is being retired this semester, and campus members will no longer be able to access their Neo mailbox after October 20.

- **CIS began their ServiceNow transition project.** The first major goal will be moving from Keystone by mid-December 2014. The ServiceNow instance was upgraded to the Eureka version, which featured a user interface update and other improvements. Read more at <http://u.tamu.edu/ServiceNow-updates>.

- **Texas A&M Exchange Email accounts** will be set to automatically delete messages in the Deleted Items folder after 30 days, effective October 24. All users will be notified before this change is implemented. Accounts with more stringent deletion settings will not be affected.

- **October is National Cyber-Security Awareness month.** Texas A&M is participating with a campaign designed to allow campus members to battle cyber villains and test their online security knowledge. Participants will receive a coupon for a free iced coffee and a chance to win an iPad Mini. Look for more information when the campaign launches next week.

- **The October IT Forum will be held on Wednesday, October 22** and will feature Texas A&M University System CIO, Mark Stone, and Interim Texas A&M University CIO, Scott Honea.

Pilot Projects

- **NIS will run an expanded pilot test of Clearpass Guest Wireless this semester.**

Campus guests will be able to access the SSID, log in with their email address and phone number, and receive a password for accessing the wireless network for 24 hours. The pilot will initially be available in the Board of Regents area of the MSC, the Moore-Connally building and the Texas A&M University School of Law campus in Fort Worth.

- **NIS is testing the new network infrastructure at Kyle Field with an open SSID wireless pilot.** Results from these tests will allow planning and improvements to the network as construction on the stadium continues.

Currently Considering

- **CIS is currently exploring the capabilities of hybrid cloud services** and determining what use cases would be appropriate for Texas A&M University and The Texas A&M University System

CONTACT US

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