

POSSIBILITIES

Summer 2017

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New Help Desk Central opens doors in August

The new Texas A&M Information Technology Help Desk Central and Incident & Operations Center will open in August in the [Computing Services Center](#), Room CS00, next to the Central Campus Garage.

The Incident & Operations Center will allow 24/7 monitoring of all network traffic to help prevent cybersecurity attacks and provide an overview of network health.

The new Help Desk Central will boast a spacious customer service area, monitors showing wait times and increased facility security. There are also 24/7 self-service lockers for customers to pick up their computers after repair. Help Desk Central can be contacted at any time at 979-845-8300, helpdesk@tamu.edu or at hdc.tamu.edu.

Texas A&M Google Team Drive and TAMUDirect improve file sharing

File sharing is more streamlined with [Texas A&M Google Team Drive](#). Unlike Google Drive, which is still available, files in Team Drive belong to the group rather than an individual. This ensures files remain in the shared location, even when the creator of a file leaves Texas A&M or transfers departments. [TAMUDirect](#) was also updated to incorporate Team Drive, and allow faculty to more seamlessly share course material with students.

Help Desk Central awarded Pinnacle of Excellence

Help Desk Central received HDI's Pinnacle of Excellence Award after all employees completed training and passed their certification exam. HDI is the premier professional association for the technical support industry and recognizes organizations with exceptional customer service.

The Pinnacle of Excellence Award honors Help Desk Central as having demonstrated maturity, innovation and initiative to provide excellent IT support to the Texas A&M campus. This certification is an acknowledgment of HDC's ability to provide technical and desktop support, problem management and support coaching.

Tech Summit opens call for speakers

Expand your professional portfolio and share your expertise in security, leadership, project management, learning and web technologies by presenting at a leading regional conference. The call for presentations for the Texas A&M University System Technology Summit will be live August 1. Learn more and apply to be a speaker at <http://techsummit.tamu.edu>.

Tech Tip: Use VPN with public Wi-Fi

When away from the office, chances are you may need to use public Wi-Fi. We encourage you to use Texas A&M's Virtual Private Network (VPN) for an added layer of security and the same access as a direct connection to the campus network. Instructions for using VPN can be found in the [IT Knowledge Base](#).

The Possibilities newsletter is delivering more news and useful tips that help put technology to work for you. If you have questions about any IT service, contact Help Desk Central at 979-845-8300 or helpdesk@tamu.edu.

This newsletter is produced by Texas A&M Information Technology Product Strategy & Communication. Tell us what you think about this newsletter by emailing tamuit@tamu.edu.