

POSSIBILITIES

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Google Apps at Texas A&M goes live

Google Apps at Texas A&M is now live, replacing the Neo email service with Texas A&M Gmail, Google Calendar and Google Drive. Students have been claiming Google Apps accounts and migrating their Neo mailboxes. On September 23, the Neo email service will be discontinued. If you use Neo, you have several options to save the contents of your account. Read more at u.tamu.edu/archive-email. Note: There is no requirement to preserve this account. If you use Neo for your primary departmental email, please contact your IT department for your migration options.

Central funding begins for Texas A&M Exchange Email

With central funding starting for FY 2015, Part 02 customers of Computing & Information Services' Exchange email service will no longer be billed for base-level 2-GB mailboxes. More information on billing changes has been sent to these departments. Work has been ongoing to prepare for the university-wide employee email transition, including installing new hardware, surveying units about their requirements and planning the migration timeline. See updated project milestones at u.tamu.edu/Exchange.

Exchange.tamu.edu gets a new look Sept. 8

Texas A&M Exchange Email's login page at Exchange.tamu.edu will get a new look on September 8, 2014. Take a sneak peak at the new design at cis.tamu.edu/images/tamu_exchange_login.jpg. Exchange.tamu.edu

is where you can access your Texas A&M Exchange Email online via a web browser. Webmail.tamu.edu will be added as an easier-to-remember web address.

Learn what other people know about Outlook

New to Microsoft Outlook 2013? It's the desktop software that helps manage your Texas A&M Exchange Email, calendar, contacts and tasks. Check out no-charge classes offered by HR Employee & Organizational Development at training.tamu.edu/Schedule#Email. Learn the essentials or go beyond the basics with their in-depth courses. HR EOD also offers group training for departments transitioning to Texas A&M Exchange Email. Contact Dr. Nancy De Leon at ndeleon@tamu.edu for more information.

IT accessibility site supports web access for all

The new, mobile-friendly website, itaccessibility.tamu.edu, provides better tools and resources to help make Texas A&M websites accessible. IT accessibility fosters an inclusive environment by ensuring electronic information can be navigated and understood by all, including people with disabilities. Learn how everyone benefits from accessible websites at itaccessibility.tamu.edu/help/introduction_web_accessibility.php.

eLearning out to pasture after September 30

eLearning (Blackboard Vista) will be decommissioned on September 30, and login access to the system will become unavailable. Make sure to completely move any remaining course materials out of eLearning. eCampus has replaced eLearning as the university's centralized learning management system. Instructional Technology Services (ITS) provides help and training for eCampus and can help you learn how to transfer course materials. Get started with eCampus at ecampus.tamu.edu/get-started. Contact ITS at itshelp@tamu.edu or 979.458.3417.

Don't miss the project management conference, Oct. 6-7

The Project Management Exchange Conference will be held on October 6-7 at the Annenberg Presidential Conference Center in College Station. At this event, leaders and project professionals can explore the unique challenges of applying project management to higher education. Share your experiences, see what other institutions are doing and learn from each other. To view more and register for the conference, visit pmo.tamu.edu/exchange.

Name that IT service

It's the font of all student information or a portal through which the gods spoke. The answer is at the end of the email.

3 biggest myths about confidential information

1. Directory information is not confidential.
Students can opt to remove some or all of their information from the directory, effectively making it confidential. It's best to treat all student information as confidential. See u.tamu.edu/Privacy.

2. Sending confidential or sensitive information by email is safe.

Confidential or sensitive data transmitted as an email message must be encrypted, according to SAP 29.01.03.M1.31. Use Filex's easy encryption option to securely transfer files. See u.tamu.edu/howtofilex.

3. Securing confidential information is IT's job.

We're all responsible for keeping confidential information secure.

Think before you click and don't be information security's weakest link! See

www.bbc.com/news/uk-england-oxfordshire-25741720.

ServiceNow changing the way IT does business

Instead of operating many separate and isolated components, IT is striving to adopt a more holistic, customer-oriented approach to delivering services and support. ServiceNow, an IT service management platform being deployed for The Texas A&M University System, helps deliver IT in a more structured way. It uses business process automation to ensure standards and expectations are being met. It tracks handling of issues and requests, and enables sharing of information within the organization and with end users. The ServiceNow tool has been made available for use by stakeholder units in July 2014. Computing & Information Services is currently planning its ServiceNow implementation. View overall project information at u.tamu.edu/ServiceNow-info.

"Name that IT service" answer: Oracle. The Compass Student Information System is based on an Oracle database.

The PossibillTies newsletter is delivering more news and useful tips that help put technology to work for you. If you have questions about an 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 tamu-it@tamu.edu.