

LOOKING

FORWARD



Texas A&M Information Technology strives to deliver efficient, competitive and high-quality IT services that support the university's strategic priorities and business needs.

Texas A&M IT was recently reorganized to be Texas A&M University's central provider of enterprise IT services. Mr. Scott Honea was appointed Interim Associate Vice President and Chief Information Officer and now reports to the president. Mr. Honea is guiding Texas A&M IT's new strategic focus on delivering core commodity resources and infrastructure, including data centers, service desk, email, Internet, wireless and network access, telecommunications and IT security. Texas A&M IT also provides centralized support of enterprise shared services, which reduces redundant effort and lowers overall technology costs. The research and instruction-oriented IT units, which provide the student information management system, learning management system, student computer labs, classroom equipment and supercomputers, remained with the Office of the Provost.



COMPLETED PROJECTS

Google Apps at Texas A&M

More than 50,000 students transitioned to Google Apps at Texas A&M. By moving to the cloud-based service, which includes Texas A&M Gmail, Google Calendar, Google Drive and other apps, students receive unlimited storage and access to real-time collaboration tools. Utilizing vendor infrastructure saves the university the costs of servers, storage resources and staff time devoted to managing onsite student email.

*The switch to Texas
A&M Gmail
increased storage*

*from 1 GB
to
unlimited*

Email Consolidation Funding

Central funding for on-premise, hosted Microsoft Exchange email service will begin on September 2014 for current Texas A&M University (Part 02) faculty and staff. Overall costs will be reduced by eliminating redundant unit-administered email systems. User experience will be improved with a university-wide address book and centralized scheduling calendar. Over 7,800 employees will use the centrally funded Exchange email service.

Science DMZ Data-Intensive Network

The campus Science DMZ was expanded with new connections to research labs in the Interdisciplinary Life Sciences Building and H.R. Bright Building. The Science DMZ is a dedicated portion of the campus network specifically engineered for high-performance science applications. Texas A&M researchers can efficiently move, access and explore massive datasets at speeds up to 10 Gigabits per second, and up to 40 Gigabits per second in some circumstances, alleviating a major bottleneck and enhancing research productivity.

ServiceNow IT Service Management System

ServiceNow, an enterprise-level, cloud-based IT service management system, was set up for The Texas A&M University System. ServiceNow tracks handling of issues and requests, automates business processes and provides robust reporting capabilities. It supports standardizing IT processes and lays the foundation for improved operational efficiency, increased customer satisfaction and reduced costs.

LOOKING TO

2015

The new data center
will be a

50,000
square foot facility.

Data Center Initiative

To improve and expand IT services, vendor proposals will be solicited for establishing a highly automated, virtualization-oriented data center at the Fred W. Dollar Commissary at Texas A&M University. This shared service infrastructure will facilitate server and storage asset consolidation, lowering operational and capital costs. The data center will serve as the foundation of an integrated, A&M System-wide initiative to create efficiencies, improve availability and enhance security of services.

IT Security

Texas A&M IT's security team implemented proactive threat mitigation. Malware-infected campus machines are detected using the Sourcefire security appliance, and owners are then contacted. In 2014, about 2,000 infections of mostly student-owned machines were detected per week. Planned improvements of the service will include detecting infections transmitted between machines on campus.

Texas A&M IT ServiceNow Implementation

Texas A&M IT and additional units at Texas A&M University will implement the ServiceNow Incident Management module, replacing the legacy Keystone help desk application. Users will be able to look up the status of their support tickets and access ServiceNow on mobile devices.

Wireless Improvements

Past surveys indicated students view reliable wireless service to be essential for accomplishing educational activities and that outdoor wireless coverage was highly desired. Planned improvements will include completing the upgrade to Aruba wireless access points. Wireless capacity will be increased in large classrooms, including the Blocker building. Outdoor wireless access will be added to highly trafficked areas, such as Rudder Fountain and the Memorial Student Center, Sbisa and Trigon bus stops.

Outdoor Wireless Access

- RUDDER FOUNTAIN
- MEMORIAL STUDENT CENTER
- SBISA & TRIGON BUS STOPS



Shared Services

To reduce waste and redundant effort, Texas A&M IT offers enterprise-level systems as shared services, including Laserfiche electronic content management system, Code Maroon emergency notification system, ServiceNow IT service management system, Cascade Server web content management system, Four Winds digital signage solution and others. Texas A&M IT will be expanding shared service offerings with Duo two-factor authentication and Synclplicity cloud-based collaboration tool.

Fiscal Year 2014 Total:

83.04
million

EXPENDITURES
BY DEPARTMENT

Instructional Media Services:
\$1.78M

Instructional Technology Services:
\$2.20M

Educational Broadcast Services:
\$6.46M

Enterprise Information Systems:
\$7.07M

Telecommunications:
\$11.13M

Office of the Associate
Vice President & Chief
Information Officer:
\$22.09M

Computing & Information
Services and Networking &
Information Security:
\$32.30M



EXPENDITURES
BY CATEGORY

Travel:
\$393K

Wages:
\$2.55M

Fringe:
\$3.72M

Capital Equipment:
\$4.48M

Salaries:
\$21.06M

Operations & Maintenance:
\$50.83M

