



IT Update

January 2015

New & Noteworthy

- **CIS is expanding our Enterprise Backup Service.** The new disc subsystem, with de-duplication and replication technologies is now in production. Backup data is already moving to the co-located datacenter in Dallas (Databank). Data is encrypted at rest and in flight. With this change, the team will be able to better support current and future customer's backup needs with hundreds of terabytes of fast-access storage, as well as a true disaster recovery testing environment. If you are interested in learning more about this new service, email cis-bcteam@tamu.edu.

- **The Texas A&M University System Offices and Prairie View A&M University** have signed agreements to move their independent document imaging systems into the Laserfiche shared service. Both groups plan to engage Laserfiche Professional Services to migrate their existing systems into the shared service's upgraded environment, which includes Forms and mobile capabilities.

- **The Dollar Data Center RFP was posted on December 17, with responses due by January 21.** The RFP requests proposals for the Dollar Commissary Site Redevelopment into a Texas A&M Data Center, IT service infrastructure for an on-premise private cloud and associated IT management services. If a suitable solution is presented and accepted, Texas A&M Information Technology could more than double its current data center facility and IT service infrastructure capacity.

- **The Project Management Office has been hired to manage the pilot project to implement Civitas Learning.** This platform compiles data from many resources (Compass, eCampus, Student Affairs, etc.) to provide insight into student success patterns and retention. The pilot project has stakeholders from the College of Engineering and the Office of The Provost.

- **We encourage you to attend the Texas A&M University System Technology Summit on February 10-14 at Moody Gardens in Galveston, Texas.** More information is available at <http://techsummit.tamu.edu>.

Project Progress

- **Outdoor Wi-Fi has been installed at the Rudder fountain.** The signal transmits all the way to the bus stops in front of the MSC. Three access points were also installed near the golf course providing coverage to the golf class area, nearby bus stops and parking lots. Future outdoor wireless projects include the green space in front of the new Liberal Arts building and the Bio Bio corridor on West Campus.

- **The NIM upgrade to Infoblox technology is being planned.** The upgrade will change the way NIM handles mail exchange (MX) records. The system will no longer add MX records to hosts by default and all MX records will need to be explicitly created. We are also going to remove many of the automatically created MX records from the hosts in NIM. **Please double check your data at <http://users.net.tamu.edu/~daved/mx.txt> to make sure we have not missed any active mail servers.**

- **The Duo two-factor authentication service is available for departmental integration.** Please contact the Identity Management office at identity@tamu.edu, if you'd like to implement two-factor authentication on your local servers and applications.

- **CAS will be upgraded during spring break** to support Duo two-factor authentication. **Please test your applications against CAS-DEV** to ensure you are ready for this upgrade. CAS will begin using the new InCommon RSA, SHA2-signed certificate after the end of the spring semester.

- **Work is concluding to prepare Texas A&M Exchange 2013 for on boarding.** The College of Architecture will be the first unit to on board, beginning in February. All hosted Zimbra customers have been migrated to Texas A&M Exchange 2010 and the Zimbra contract ended on December 19, 2014.

- **All original ServiceNow shared service partners have been on boarded.** Texas A&M IT and additional Texas A&M units (Open Access Labs, Instructional Media Services and Enterprise Information Systems' Howdy Support Team) went live in December 2014. The Division of Student Affairs went live in January 2015. Additional customers interested in joining ServiceNow are engaging with the on boarding team.

- **ITSS will be upgrading the Four Winds digital signage software** to the latest version in early February.

- **The Project Management Office is establishing a working group to develop a Project Management Practices - TAC 216 Companion Guide for The Texas A&M University System.** The guide will create a system-wide approach to project management that each member can apply at their institution.

CONTACT US

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