



IT UPDATE

October 2017

In honor of [National Cyber Security Awareness Month](#), the Division of Information Technology reminds you that your NetID and password are valuable, and they are also a target. Approximately 10-12 accounts are compromised on campus each day, threatening access to university resources, research materials and intellectual property.

Here are a few reminders to protect yourself:

- Enable [NetID two-factor authentication](#), powered by Duo Security, and encourage everyone on your team to do so.
- Texas A&M University employees should never ask for a NetID and password over email. Campus IT pros should live by this rule and never request this information.
- Scan your hosts and network. The Division of IT makes [scanning tools](#) available, as well as the [Tenable SecurityCenter](#) vulnerability management platform. If you are not a network administrator, [contact the Division of IT](#) to set up scans.
- The Division of IT continually monitors network activity. If you receive a notice that your host is compromised or needs attention, please follow the instructions.

If you feel your information has been compromised or see suspicious network activity, please contact security@tamu.edu. If you need assistance after hours, [email](#) or call Help Desk Central and ask them to page the security team member on call.

New & Noteworthy

- **We have a new name!** To align with peer units within the President's cabinet, Texas A&M Information Technology changed its name to the Division of Information Technology. The Division of IT will continue to provide technology services that support the academic and research pursuits of Texas A&M University.
- **Texas A&M President Michael K. Young attended an executive tour of the West Campus Data Center October 2.** He addressed deans and vice presidents about the state-of-the-art facility and opportunities it provides the university. [A video](#) was also shown about the history and features of the facility and plans for the future.
- **IT Governance officially began September 22 at a kick-off event that brought new appointees together.** Committees will formally begin meeting during November and December. "[The Power of IT](#)" video was presented at the event.
- **As of September 1, 2017, telecommunications services such as phone lines and card access are now [centrally funded](#) by Texas A&M University and will no longer be billed to your department.** Since these items are no longer on your monthly bill, some of you will stop receiving one. Others will receive a much shorter bill with only the few items for which you are still paying.

- **Wireless network traffic has increased 59% from the 2016 Fall Semester.** An average of 112,000 devices use the network each day, utilizing up to 51 TB of data.

Pilot Projects

- **The Division of IT Project Management Office (PMO) continues to develop its partnership with Texas A&M's Professional Development Department (formerly Employee & Organizational Development, EOD) by expanding the available project management courses.** PM Fundamentals (2112959) is now an introductory course supported by four advanced topics, including Risk Management (2113216); Scope, Schedule & Budget 2113217 ; PM Soft Skills; and PM Methodologies.

Project Progress

- **The West Campus Data Center now has 24-hour security in place.** Installation of network equipment is underway and scheduled for completion in early November. Once the network is certified, co-location partners can move into the facility. For more information, partners should contact their Business Relationship Manager (BRM). Equipment for Aggie Cloud is on site and the service will be introduced in phases.
- **The Division of IT completed a pilot foot fall project to anonymously track and monitor pedestrian traffic flow at the Memorial Student Center (MSC) bus stop.** The project was a collaborative effort with the Texas A&M Transportation Institute, Transportation Services, and Aruba. Wi-Fi signals from cell phones and Internet of Thing (IoT) devices were used to collect anonymous data analyzed by a student team in the Department of Industrial and Systems Engineering. The data will be used to optimize bus ridership and study bus stop locations.
- **A unified change management process for the Division of IT is underway.** A change advisory board is in place and a robust pilot of the process and tool ([ServiceNow](#)) is complete. A list of services implemented October 23 is available in the [Knowledge Base](#). Effective change management ensures the intended purpose of a change is accomplished and eliminates or minimizes risk and negative effects to partners.
- **The Division of IT replaced all first-generation Aruba AP-125 802.11n access points across main and west campus.** The AP-125 was replaced by 802.11ac Wave 2 access points. There are currently over 6,800 access points across campus.
- **A university-wide task force established as part of the Protection of Controlled Information Project (pCUI) will continue working through 2018 to address security needs.** Since March 2017, the task force has been preparing for upcoming changes related to Department of Defense spending and grants. The team has focused on IT and non-IT aspects to build a secure data center; document existing policies, procedures and practices and/or develop new ones; and engage impacted researchers.

CONTACT US

Please send feedback and questions to the Division of Information Technology Product Strategy and Communication at tamu-it-coms@tamu.edu.