

POSSIBILITIES

SPRING 2015

Texas A&M Information Technology

ABOUT THIS ISSUE

Wanted: A Better Way to Decode IT

Looking for the right IT solution just became a whole lot simpler. Find what you need at the redesigned IT.tamu.edu website. Take a quick tour inside.

If you have any questions about an IT service, contact Help Desk Central at 979.845.8300 or helpdesk@tamu.edu.

Tell us what you think about this newsletter. Send us an email at tamu-it@tamu.edu.



IT.tamu.edu Website Redesigned

We are proud of the IT.tamu.edu website's new look, but this redesign is much more than cosmetic. By consolidating information from Texas A&M IT's department sites, IT.tamu.edu provides a new way to learn about and request our services.

This comprehensive service catalog compiles all products Texas A&M IT offers. It includes contact points to request a service, resources to get help with a service and pricing information, if applicable. Our goal is to enhance your understanding of what we provide, making it easier for you to identify which services better support you in achieving your goals.

Look inside for a quick tour of the new IT.tamu.edu website.

Check email while outdoors

Wi-Fi is now available at Rudder Fountain and the MSC bus stop!



NEW it.tamu.edu Quick Tour



Reliable and accessible
IT services to elevate and enhance
Texas A&M University
[COMPLETE LIST OF SERVICES >](#)

Search all Texas A&M IT sites

[? Get Help](#)



Go to the Help Desk Central website.

[IT Alerts](#)

[How-To Docs](#)

[Request a Service](#)

Read about current IT service alerts and upcoming maintenance notices.

SERVICE CATEGORIES

Accounts & ID Management	Audio, Visual & Telecommunication	Websites, Applications & Software
Email, Messaging & Collaboration	Data Center & Hardware Services	Security
Academics & Research	Network & Internet Access	Help & Consulting

See the A-Z list to quickly locate specific services.

Go to documents that help you use our services.

Find what you need from listings of all Texas A&M IT services.



IT for Students & Parents

Et et utem ium qui debit lacis exerepudant a conse nitem ulpa voluptatit aut harum fugia doluptatem fuga.



IT for Faculty & Staff

Ium qui debit lacis exerepudant a conse nim re vollestem ulpa voluptatit aut harum fugia doluptatem fuga.

Visit pages designed specifically for you as faculty, staff, student or parent.

IT News

[ALL NEWS >](#)

November 3, 2014

["Fight Back" Battle Results](#)

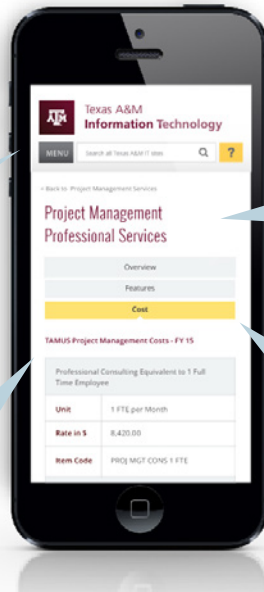
October 20, 2014

[FIGHT BACK: Don't Let Security Threats Defeat You](#)

October 14, 2014

[Protect Yourself in "The Cloud"](#)

Stay updated on what's happening with IT on campus.



Get to other service pages quickly and easily.

Quickly see how to use or request a service.

Learn about a service, how to request it, resources to get help and pricing information, if applicable.

Find out more by clicking these page tabs.

Information Technology Centered on You

IT.tamu.edu's service catalog is one component of the new way we serve Texas A&M. This more holistic approach focuses on delivering IT services, not systems, to maximize benefits to you, our customer.

This is the House that IT Built

The familiar nursery rhyme, "This is the House that Jack Built," isn't about Jack or his house. It tells how the house is interlinked to a myriad of other people, things and events. The holistic approach takes into account relationships between the IT services, the resources needed to provide them, the support staff and the customers we serve. For example, when Help Desk Central receives a customer call, it is classified by service. This allows metrics for services to be analyzed, giving us insights to make improvements, leading to a change, correcting the issue, and so on. This results in more effective services that deliver what the customer expects.

What's the Difference Between **Spyware** and a **Virus**?

Spyware and viruses are both forms of malicious software, or "malware," which can damage your computer or cause you to lose important information.

Spyware collects information about you or asserts control over your computer without your knowledge or consent.



A computer virus is software designed to spread from computer to computer and interferes with computer operation.

Keep e-waste *from filling Aggieland*



In honor of Earth Day, Texas A&M IT and the Environmental Issues Committee are collecting old electronics to prevent toxic e-waste from ending up in local landfills. Drop off small batteries, CDs/DVDs, ink cartridges, cables, cell phones and Mp3 players from April 13 - April 23. Collection sites are located in the Student Computing Center, General Services Complex, and the West Campus Library, and Blocker computer labs. Be sure to clear personal information before recycling devices.

**Please do not drop off university-owned property.*

**Visit u.tamu.edu/earthday for more information.*