IT PROS IT UPDATE

Texas A&M University Technology Services

March 2025 Newsletter | Technology Services

Reminders

Technology Services is Retiring ServiceNow

Technology Services is retiring the **itselfservice.tamu.edu** website, powered by ServiceNow, on March 31, 2025. All resources and content currently located on the itselfservice.tamu.edu website can now be found on the **new IT Service Portal**, powered by TeamDynamix. If you manage a campus website that links to **itselfservice.tamu.edu**, please update these links to point to **TeamDynamix** as soon as possible.

If you have any questions, please contact **tamu-IT-coms@tamu.edu**.

New & Noteworthy

New Software Center Provides Improved Experience

The new Software Center is now live at **softwarecenter.tamu.edu**, serving as a central hub for purchasing departmental or personal software. Launched as part of Technology Services' continuous improvement initiatives, the new departmental purchasing site features modern e-commerce functions as well as an improved search tool and product categories. It also integrates with AggieBuy for more streamlined order processing. University-licensed departmental software and individually-licensed personal software are both available for purchase through the Software Center.

New Howdy to Go Live at Semester End

The new Howdy will officially go live at the end of the semester, replacing the original Howdy at **howdy.tamu.edu**. The redesigned web portal features a modern, cleaner design that will make it easier to get to key services and information. The new Howdy was designed based on feedback from multiple campus stakeholders. Campus members can already experience the new version by clicking "Try the New Howdy" above the log in button at **http://howdy.tamu.edu**. Communications will be sent to all campus members as we get closer to the semester's end, but we encourage you to familiarize yourself with the new layout before the launch. Please send any questions or feedback to **howdy@tamu.edu**.

Texas A&M System Triples Computing Capacity

The Texas A&M University System plans to triple the university's supercomputing capacity and establish itself as a leading AI research and innovation hub with a $45 million investment in a NVIDIA DGX SuperPOD. Expected to be one of the top-performing academic supercomputers in North America, the AI supercomputer will provide students and faculty with state-of-the-art tools for research in machine learning, generative AI, graphics rendering and more. Technology Services will house the superPOD in our data center. **Read the full news release** to learn more about the plans.

2025 Continuous Improvement Prioritizes on Service, Communications

Based on direct feedback from campus members in our fall survey, Technology Services leadership identified the top five continuous improvement initiatives for 2025. Over the next few months, the responsible teams will be developing actionable plans for the following initiatives:

- Enhancing Student Access and Awareness of Campus Printers and Locations
- Improving Response & Resolution Time for IT Requests
- Increase Communication to Campus Leadership & Stakeholders
- Privilege Escalation Management
- Enhancing IT Outage & Degradation Communications

Beginning in April, the approved plans for each initiative will be implemented, with ongoing tracking and adjustments made until the final evaluation in October.

Cyber Clean-Up Boosts Campus Cybersecurity

The Technology Services Cyber Hygiene Campaign is making exceptional progress, thanks

to your dedicated efforts. With 85% of machines patched within 30 days, Texas A&M University is better protected and prepared to defend against cyber threats. Check out the **Cyber Clean-Up Dashboard** to learn more about the results of this important work.

Open Access Labs Team Recognized for Support of Student-Athletes

The Texas A&M University athletics department recently surprised Technology Services' Open Access Labs (OAL) team with the gift of a framed 12th Man jersey. This gift recognized the dedicated work of the team as they supported Texas A&M's student-athletes. During the fall 2023 football season, the OAL team moved computers and printers out of Kyle Field prior to each home game and brought them back to Kyle Field on Sunday after the game to accommodate construction. You can read more about this special recognition and the work of the OAL team at **https://it.tamu.edu/about/news/2025/02/oal-recognized-for-student-athlete-support.php**.

Liberal Arts and Social Sciences Building Receives Name Change

Building 1609, formerly known as the Liberal Arts and Social Sciences Building (LASB), is now the West Campus Social Sciences Building (WCSS). If you manage any systems or websites that mention the name or abbreviation for this building, please update it accordingly.

Updates to Minimum Computer Requirements for Students

Texas A&M University recently updated its computer requirements for all students. Minimum computer requirements, as well as links to college-specific requirements, can be found at **https://it.tamu.edu/services/academics-and-research/teaching-and-learning-tools/computer-requirements/**.

Project Progress

ITxT Transformation Project

Major Incident, Problem Management, and Change Enablement processes have been finalized and are currently being implemented into TeamDynamix. March 24 is the target date for processes to be broadly available in the tool. Look for process-specific trainings to be scheduled in the near future, as well as further information in upcoming Technically Speaking and ITxT Town Hall events.

Next Generation Aggie Network Continues Building Stronger Connections

As of this spring, the Next-Gen Aggie Network has made substantial progress towards the goal of a faster, stronger and more secure network. With 17,000 new wireless access points added since the start of the project, WiFI building upgrades are now at 64% successful completion, and wired updates are at 82% completion. The ongoing work for this project will ensure a resilient and secure network across the Texas A&M University campus.

New Platform Chosen for IT Alerts

Our IT Alerts system, which sends IT outage and degradation notifications to campus, is housed in ServiceNow which is being retired soon. A project team evaluated multiple vendor solutions and has selected Atlassian Statuspage. Price negotiations are ongoing.

Progress on Google and Microsoft Shared Storage

Work on the Shared Storage Management tool and annual verification process continues to move forward. The team is pleased to report receiving positive feedback from the Service Experience IT governance committee.

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