



TEXAS A&M UNIVERSITY  
Technology Services



# IT PROS **IT UPDATE**

May 2025 Newsletter | Technology Services

## Reminders



### Microsoft Annual Enrollment Now Open

The Microsoft Annual Enrollment for FY26 opened May 1, 2025, with orders due by 5 p.m. on May 15. The new **Software Center** features a redesigned interface with streamlined ordering this year. Be advised that current pricing reflects estimates only, with final pricing expected in June as the System Office negotiates a new contract. Before ordering, prepare software recipient details (names and UINs), account numbers, and department information. Remember to coordinate with your division/college IT leadership to prevent duplicate orders. For questions or assistance with previous orders, email [software@tamu.edu](mailto:software@tamu.edu) or contact the Help Desk Central for technical support.

### IT Alerts Has Transitioned to Atlassian Status Page

IT Alerts has moved to Atlassian Statuspage and is now IT Status. The new platform offers a more intuitive, flexible experience to keep you informed. If you haven't already, please visit [status.IT.tamu.edu](https://status.IT.tamu.edu) to explore the new site and subscribe to alerts. We will keep you updated as notifications via RSS, Slack and webhooks become available in the coming weeks.

### New Microsoft Storage Quotas in Effect May 18

New storage quotas will be implemented for all Microsoft 365 accounts on May 18. These changes are part of the Storage Sustainability project and affect both Microsoft OneDrive accounts and SharePoint Sites. Learn more about the planned changes on our [web page](#).

## **The New Howdy Goes Live May 17**

The new Howdy is officially going live May 17 at [howdy.tamu.edu](https://howdy.tamu.edu)! With a modern, clean design and more powerful search, the redesigned portal makes it easier to get to key services and information. Questions? Email [howdy@tamu.edu](mailto:howdy@tamu.edu).

## **Follow us on LinkedIn**

We invite you to follow Technology Services on our new [LinkedIn page](#) to see news and other updates impacting Texas A&M University and our organization.

## **New & Noteworthy**



### **Technology Services Prepares for New Student Conferences**

Technology Services will again participate in this summer's New Student Conferences as we prepare to welcome 10,000+ new students and their families. Students will view a video featuring Technology Services and highlighting our most popular services. The Technology Services team will also staff resource tables to answer questions and provide informational flyers on our services at each conference.

### **Qualtrics Account Cleanups in Progress**

As part of our ongoing efforts to manage Qualtrics usage ahead of our upcoming contract renewal on August 31, 2025, we're initiating a Qualtrics account cleanup project. The goal is to review current user activity, identify inactive accounts and assess whether open surveys are still needed. Qualtrics users received an email with instructions for reviewing their accounts and multiple inactive accounts were removed from the system. Details on any changes to the Qualtrics licensing model or costs will be shared when they become available.

### **Changes Coming to Adobe Creative Cloud Licensing**

Texas A&M University will discontinue central funding for Adobe Creative Cloud licenses to better align expenditures with the units that utilize the software. At the end of the contract period (October 5), individual departments will be responsible for paying for any needed Adobe licenses for their employees, as well as Adobe licenses on shared devices, such as classroom computers used by

professors and computer labs. Adobe Sign is not included in this change and will still be centrally funded. We are in the process of gathering details on current usage as well as on pricing and the purchasing process and will share updates and guidance for purchasing with you as soon as they are available.

### **NotebookLM Activated for Texas A&M University**

Texas A&M University faculty, staff and students now have access to the protected version of NotebookLM, Google's AI-powered research and writing tool. Unlike the public NotebookLM, this version ensures that university data is protected and will not be used to train or improve generative AI models. To start using Google NotebookLM with data protection, visit [notebooklm.google.com](https://notebooklm.google.com) and log in with your Texas A&M NetID. To help you get started, check out our [NotebookLM FAQs](#). You can direct questions on using NotebookLM with Texas A&M Google Workspace accounts to Help Desk Central at [helpdesk@tamu.edu](mailto:helpdesk@tamu.edu) or call 979.845.8300.

### **New System Regulation for AI Use**

The Texas A&M University System now bans the use of third-party AI tools in meetings where non-public information is shared. This includes AI services that transcribe or summarize discussions (Otter.AI, Fireflies, etc.). The new rule, [System Regulation 29.01.06](#), helps protect sensitive data and applies across all A&M System campuses. Texas A&M University employees can view the list of approved third-party AI tools (Zoom, Microsoft Teams, etc.) at [it.tamu.edu/ai-services/](https://it.tamu.edu/ai-services/).

### **Next-Gen Switch Upgrades: Enhancing Network Performance at Texas A&M**

Texas A&M University continues to advance its digital infrastructure with the successful implementation of the latest phase of the Next-Gen Switch project. These upgrades are delivering faster, more reliable network connectivity to key areas across campus — supporting a stronger foundation for learning, research, and collaboration. Learn more about the impact of these upgrades and what's ahead in our recent [news article](#).

### **Cyber Hygiene Campaign**

The Cyber Hygiene campaign is approaching the final weeks, but there is still work to be done. The final campaign stats will be pulled on May 15 at 5 p.m., with winning teams announced at the May Ed Talks. There is plenty of time to

increase the green on the **Cyber Clean Up charts** by working on patching, vulnerabilities and asset management — finish strong and stay cybersecure!

## Project Progress



### ITxT Project Celebrates Major Milestone

The ITxT project approaches a new phase as Technology Services has completed the transition from ServiceNow. Thanks to the dedicated efforts of the project team and the support of Technology Services, all major processes have been transitioned to TeamDynamix. Going forward, the project will continue in an optimization phase while team members also facilitate the transition of other IT services to TeamDynamix.

### Next Generation Aggie Network Updates Continue

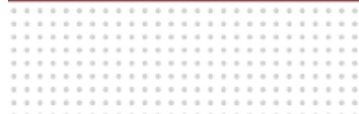
The Next-Gen Aggie Network project continues to make significant progress in enhancing Texas A&M's Wi-Fi network. Last month, the team successfully completed both wired and wireless in the Moore-Connally building over the course of a single week. As early as next week, further Wi-Fi updates will begin on the residence halls to continue building a more resilient and secure network.

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### *Follow Technology Services*



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