



IT PROS **IT UPDATE**

July 2025 Newsletter | Technology Services

New & Noteworthy



Newly Published Privilege Elevation Usage Policy

The Technology Services Security Team has recently published a **policy regarding the misuse of admin rights**. This policy relates to the ability of faculty and staff to temporarily elevate their device permissions using Admin By Request (Windows) or Privileges (macOS). The Privilege Elevation Usage Policy outlines actions that constitute violations of these privileges, as well as the three-strike enforcement process for such violations. Questions regarding this policy should be directed to the [**Endpoint Security Team**](#).

Microsoft Teams Premium Added to Software Center

Microsoft Teams Premium, an AI-enhanced upgrade to Microsoft Teams, has recently been added to the Software Center for Texas A&M faculty and staff. Teams Premium offers advanced meeting tools, smart recaps, live translations and robust webinar features that are ideal for academic and administrative collaboration. Visit the Software Center to [**purchase Microsoft Teams Premium**](#).

TAMU AI Chat: Implementing Feedback, Onboarding Second Cohort

Following the initial cohort with Technology Services and early adopters, the [**TAMU AI Chat**](#) preview has recently completed a second, broader cohort of users. We greatly appreciate all who have participated in using and providing feedback on the platform prior to the campus-wide launch. The team is actively incorporating feedback from both testing groups. Thanks to the collaboration of our beta testers, we've already begun making updates to the system based on

their input. Further questions or feedback on TAMU AI Chat can be directed to aichat@tamu.edu.

Campus Rollout of Duo MFA Security Updates

To help protect Texas A&M accounts and university data, Technology Services is making important security updates to Duo Multi-Factor Authentication (MFA). Recently implemented for Technology Services, Duo Verified Push prompts users to enter a 3-digit code shown on their screen into the Duo app. Verified Push will be rolled out to the Texas A&M campus in phases over the fall semester. Any questions regarding changes to Duo should be directed to Help Desk Central at helpdesk@tamu.edu or 979.845.8300.

New Enterprise Compute Environment Website Now Live

Technology Services recently launched the [**Enterprise Compute Environment**](#) (ECE), which empowers researchers, faculty, and IT professionals with secure, scalable infrastructure designed to support cutting-edge innovation. Whether you need high-performance compute, virtualization, or hybrid cloud services, ECE offers tailored solutions through Texas A&M's private cloud or major public cloud providers like AWS, Azure, and Google Cloud. With built-in identity integration, robust security, automated backups, and expert consulting, it's never been easier to launch and manage complex research environments. The new site consolidates the Aggie Innovation Platform (AIP), Secure Technologies for Aggie Researchers (STAR), and AggieCloud websites.

The ECE team partners with you from planning to deployment—so your projects start faster and scale smarter. Learn more or get started at it.tamu.edu/enterprise-compute. Questions? Email enterprisecompute@tamu.edu.

IT Operations Center Relocated to West Campus Data Center

The IT Operations Center (ITOC) is relocating to the West Campus Data Center in order to provide a 24/7 presence at one of Technology Services' highest-value locations. Help Desk Central will be responsible for locking and unlocking the Computing Services Center. The Computing Services Center will be open Monday through Friday, 7:45 a.m. to 5:30 p.m.

Drew Gray (drewgray@tamu.edu, 979.204.4712) with Facility Management will serve as the primary point of contact for building and facility-related questions.

John Bruce and the Data Center Operations team (tamu-it-wcdc-ops@tamu.edu) will serve as the primary point of contact for Main Campus Data Center-related questions.

ITOC will no longer fulfill physical key requests; Lea Ann Westmoreland, Diana Cassetta-Perez, and Mary Wolff will take over physical key request duties. The IT Operations Center will continue to accept and fulfill keyless access requests for Technology Services spaces via BARS and will maintain its role in Monitoring, Paging, and Incident Management. ITOC is available via phone at 979.458.1152, [Teams Channel](#) and email at oc@lists.tamu.edu.

New User Interface and AI Tools Launched on TeamDynamix

Two new tools that leverage the power of AI and a new User Interface for TeamDynamix have launched as of July 19th. The AI Ticket Summary provides a general summary based on the ticket title, description, and custom attributes, as well as a summary of the most recent Communication-type feed entries. Revise with AI enables TeamDynamix technicians to revise some or all text of an Update or Comment for grammar, clarity and conciseness. See the [linked knowledge article](#) for more information on the UI update and the AI Tools.

OAL and UAVS Merge for Enhanced Service and Efficiency

This summer, Open Access Labs (OAL) and University Audio Visual Services (UAVS) officially merged, forming a unified support structure aimed at improving service delivery, operational efficiency and training across Texas A&M's learning environments. This change delivers several key benefits, including a centralized support model, enhanced training for staff and student workers, and improved collaboration in shared space and technology management. Future plans include the launch of a new team name, expansion of remote support, and updates to add more flexibility to Open Access Labs spaces.

Project Progress



Future Expansion Goals for TechHub

Since its launch, TechHub has continued to grow and adapt to better serve the campus community's technology needs. As the primary resource for purchasing computers and accessories, TechHub is expanding its product offerings guided

by customer feedback and input from its advisory group. The team is also working to improve order fulfillment, targeting an average delivery time of three days after AggieBuy approval. In the near future, TechHub services will also be available to members of the Texas A&M University System, and will expand to offer warranty and equipment repair services. Learn more about the latest updates in [our recent blog post](#) and explore the new features by visiting techhub.tamu.edu.

Qualtrics Updates

Texas A&M Technology Services continued its Qualtrics account cleanup initiative, preparing for the August work of disabling inactive accounts and reducing the total number of billed responses. The team also finalized updates to the IT website's Qualtrics service page. Additionally, communication efforts ramped up to help customers transition away from the retiring RelevantID fraud detection tool, which was replaced by Qualtrics' new duplicate response detection system.

Implementing Service Level Agreements in TeamDynamix

As part of the next stage of developing TeamDynamix, Technology Services is currently working on implementing Service Level Management (SLM). This practice ensures that IT services are delivered in alignment with the university's agreed-upon performance standards through Service Level Agreements (SLAs). The team is currently preparing initial SLM definitions, with plans to implement Service Level Agreements for the top ten service offerings in TeamDynamix by August 15. Service Level Management will foster a shared understanding of value, expectations, performance and accountability while providing a feedback loop for continuous improvement.

Microsoft 365 Quota Rollout Completed

Technology Services implemented quotas for Microsoft OneDrive and SharePoint accounts in June. Details about the quota changes are available on the [Microsoft 365 website](#). **Employees or departments can increase the storage capacity of a SharePoint site by selecting a higher quota tier. [Read the Knowledge Base article for complete instructions and a link to the request form in TDX.](#)**

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