IT@HSC

INFORMATION TECHNOLOGY
ORIENTATION

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SENIOR IT SUPPORT TECH

IT@HSC

DEPARTMENTS

– Office of the CIO

– IT Security

– Project Management Office

– Technology Services
   TechLink, Networking, Systems & Operations

– Information Services
   IT Solution Center, PC Support, Programming & Web Development, Health.edu

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- **SOLUTION CENTER**
  - *ITSolutions.ttuhsc.edu*
- **eRAIDER**
  - *eRaider.ttuhsc.edu*
- **WEBRAIDER**
  - *WebRaider.ttuhsc.edu*

ROAD TO 365

Current Status

- First milestone established: Conversion from on premise Exchange to Exchange Online
  - *Mail box size increase from 3Gb to estimated 30Gb*
- Work to begin upon completion of pre-requisites from TTU
- Following this migration, steps for Microsoft 365 deployment will be determined
  - *Deploying Microsoft 365 products multiple phases with dependencies and prerequisites*

ROAD TO 365

Exchange Online Dependency- Upgrade to Office 2021

- **Accessing Exchange Online via Outlook requires the latest version of Microsoft Office (Office 2021 LTSC)**

  - *Earlier versions will not support access to Exchange Online mailboxes*

  - *IT is deploying upgrades with patches*

  - *Office 2021 LTSC is available on the ManageEngine self-service portal*

  - Check out the new IT Highlights Page

July 2024

# Windows 10 <u>End of Life</u>, October 2025

- Microsoft indicates there will not be an extended support window

- Property custodians are receiving monthly inventory reports

  - *3,398 machines need to be upgraded to Windows 11*

  - *An additional 967 are not compatible*

- Developing a life cycle replacement plan can help mitigate the financial burden for future events

  - ***IT can help develop LCR plans, submit a ticket for a consult***

July 2024

Windows 10 <u>End of Life</u>

- All new equipment is imaged with Windows 11
- PC support will schedule upgrades in the near future
- Avoid scheduling conflicts, upgrade on your own schedule with the ManageEngine self-service portal
- Some machines may require a manual reboot following installation
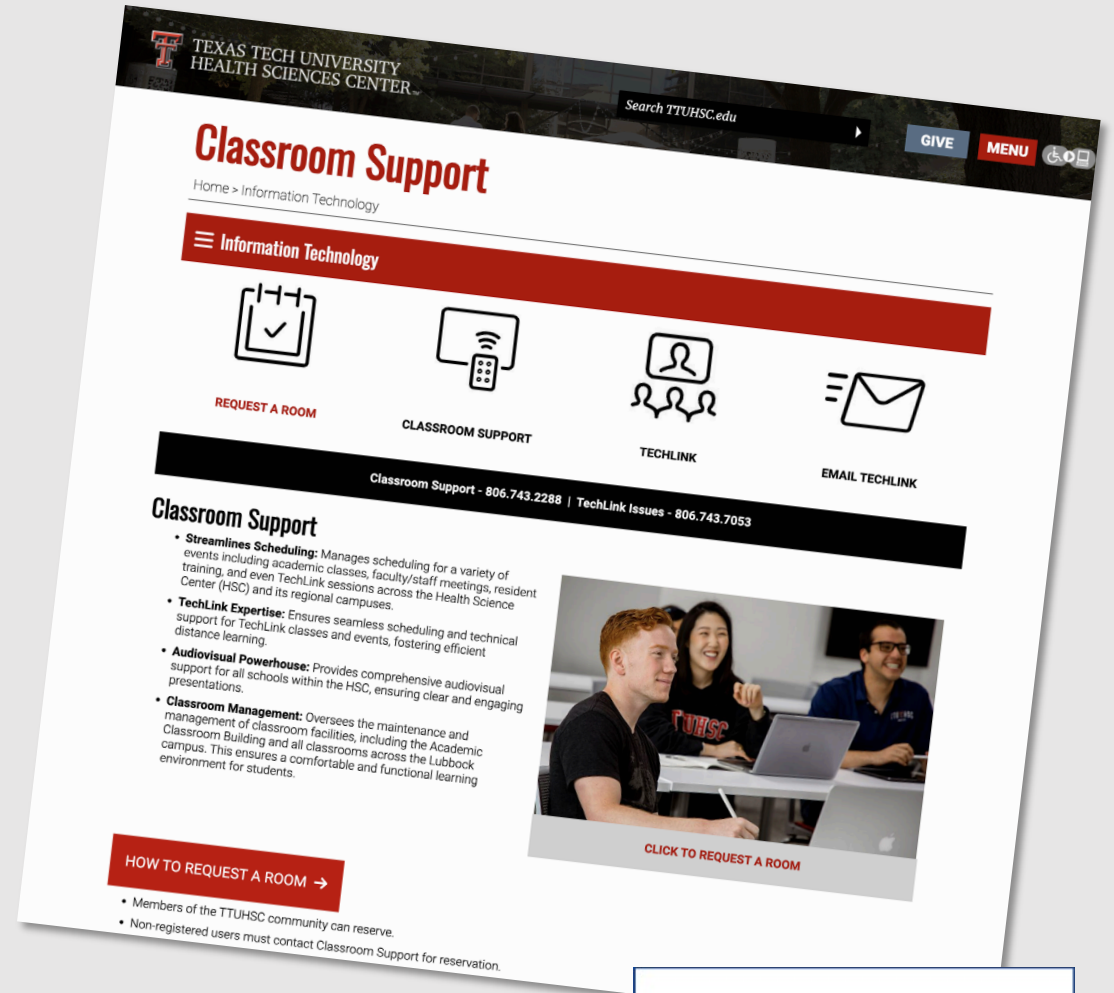- Check out the new <u>IT Highlights Page</u>

July 2024

IT@HSC RoundUp
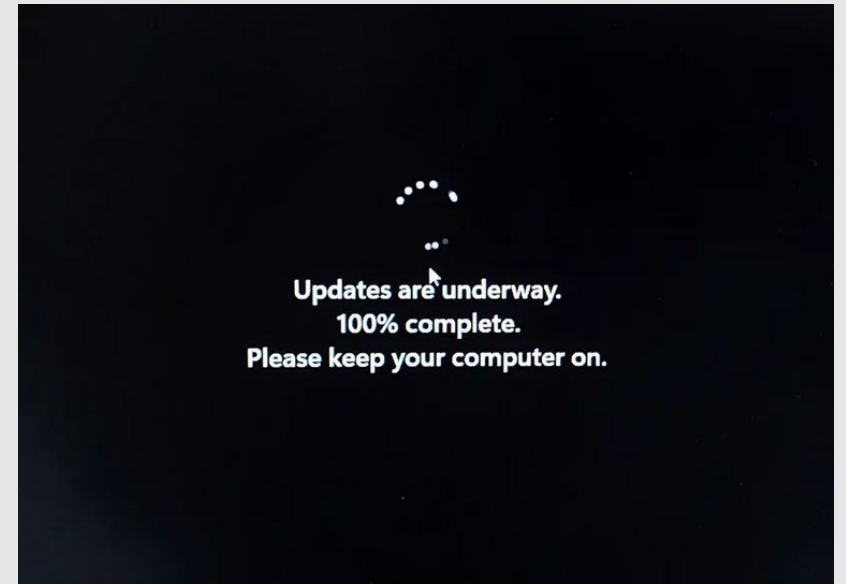
TECHLINK/CLASSROOM

25LIVE – EMS Replacement

- 25Live in production as of July 22nd

- All EMS events have been moved to 25Live

- Use 25Live for space requests going forward

- Access from TechLink webpage or Webraider

- https://25live.collegenet.com/ttuhsc

- IT Trainings page

TECHLINK/CLASSROOM

Polycom to Zoom Rooms

- Polycom or other similar <u>managed</u> video conferencing has been used at HSC since 1993
  - Attendance required physical presence in a Polycom equipped room
- ZoomRooms offers feature parity with <u>managed</u> conferencing
  - Removes the requirement for specific hardware
  - Provides flexibility for expanding programs
- Polycom will be phased out over the next 2 years

July 2024

IT SECURITY UPDATES

Zscaler Web Gateway

- Safeguards against malicious links, and improve security while web browsing

- Security is contacting departments to schedule rollout

- Protect important business processes and test Zscaler ahead of general deployment

- Available in the ManageEngine self-service portal

- Test product across minimum 10% of each departments inventory

NETWORKING UPDATE

Wireless AP Life Cycle Replacement Underway

Wireless upgrade progress: latest standard WiFi 6e

- Completed upgrades:
  - *Lubbock – ACB, 2D and 4D*
  - *Amarillo – SOP Auditorium, SOM Basement, SOM 4th Floor, SIM, Pac 1st Floor*
  - *Abilene – Public Health and SON*

ZOOM PHONE CONVERSION

- Phone cut overs continue
- Visit https://hscweb.ttuhsc.edu/it/zoom-phone/
  - *Deployment schedule*
  - *FAQ, tutorials, etc.*
- Handsets are available, but not required
- Zoom Phone preview event underway in Amarillo today and tomorrow (AMHSC 4701)

July 2024

PREPARE FOR ZOOM PHONE

- Communication Services working with each department prior to conversion

  - *Please fill-out the discovery worksheet completely to ensure a smooth conversion*

- All staff should review ZOOM Phone tutorials prior to conversion for easy start up

TEXAS TECH MOBILE APP
Discontinued

- TTU has discontinued the mobile app, due to lack of support/functionality from the vendor.

What This Means:

- The app will be unavailable for download, and no longer function on any devices where it is installed.

- All marketing material will be taken down and discontinued.

- ***Access to the resources from the app will continue through the Webraider Portal.***

July 2024
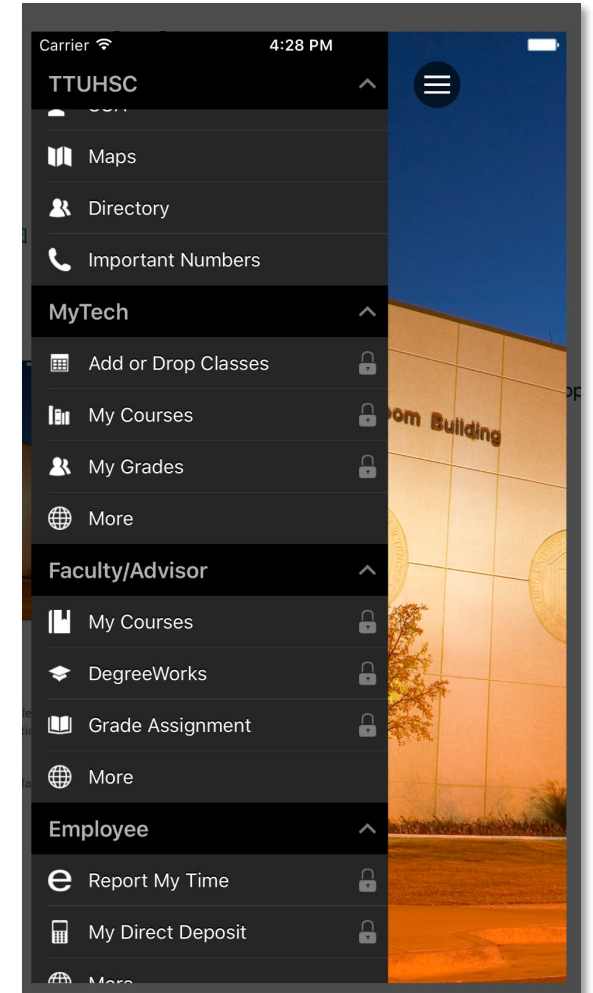
HELPING HANDS

REQUEST A KINDNESS KIT

- Any member on the TTUHSC community with an R number can make a food request.

- Requests are completely confidential. Requestor will be contacted within 3 hours Mon- Fri, 8am-5pm.

- Kindness Kits pickup can be scheduled on campus in Abilene, Dallas, Odessa, and Midland.

July 2024

HELPING HANDS

HOW TO DONATE

- Collection barrels are located on each campus for non-perishable food items
  - *Visit the Helping Hands webpage for a list of commonly needed items*
- Monetary donations are critically needed

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QUESTIONS?