



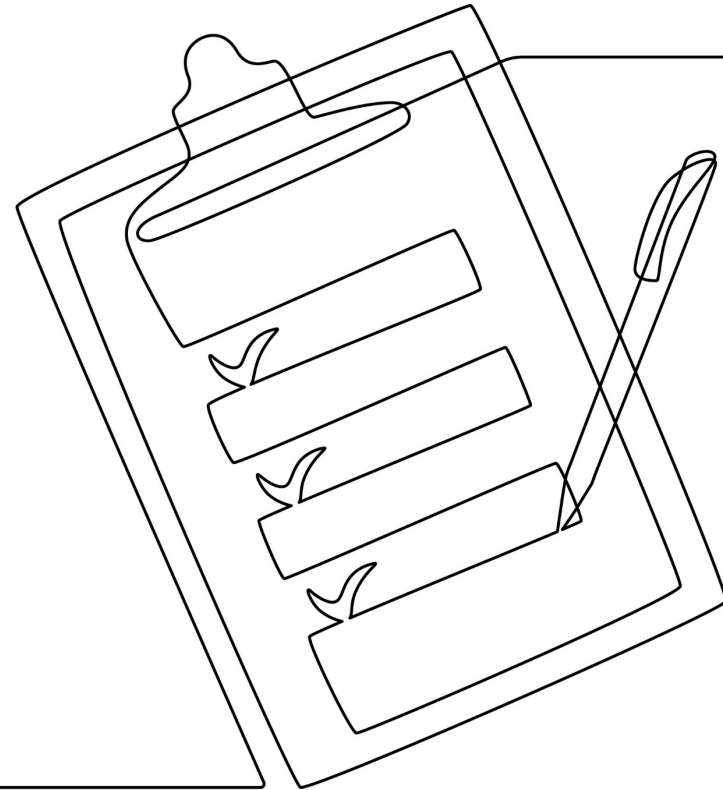
APRIL 2025

# IT ROUNDUP

**Leslie Medina**  
AVP IT Client Services

# AGENDA

- IT Project Updates
- Q&A Session



# Road to Microsoft 365

## NEXT STEP: **Exchange Online**

Mailbox quotas increase to 10GB

- Deployment target - before October
- Includes increased mail box quotas to 10 Gb
  - Hard cap - cost increases with larger mail boxes
- **Office 2021 is required** to access exchange email through Outlook following the migration

# Road to Microsoft 365

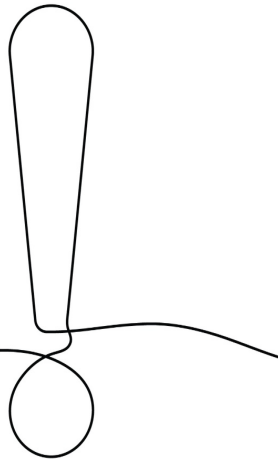
## NEXT STEP: **Exchange Online**



**Office 2021 is required to access exchange email through Outlook following the migration**



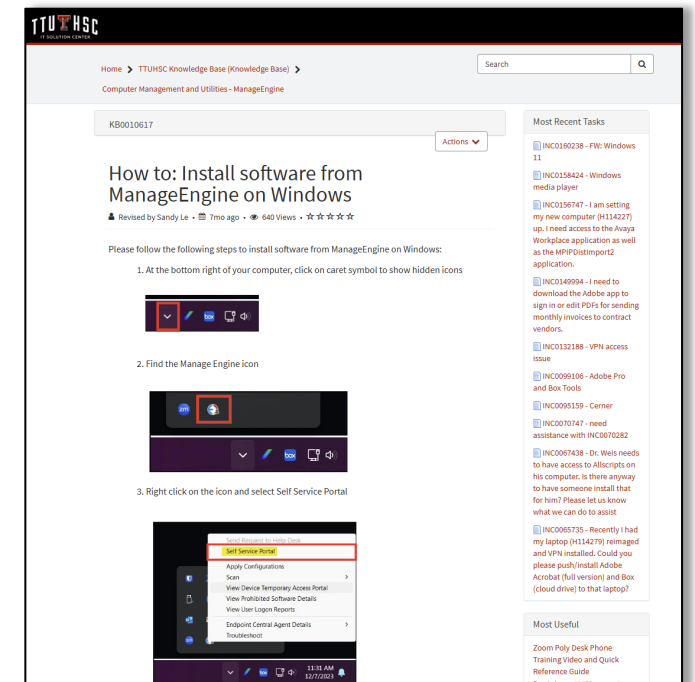
OFFICE  
2021



- Office 2021 will be deployed to all institutional devices starting April 20<sup>th</sup>
- **Use the ManageEngine** self service portal to upgrade to Office 2021
- Or visit the IT Solution Center: [TTUHSC Knowledge Base - How to: Install software from ManageEngine on Windows](#)

**IT@HSC**  
*RoundUp*

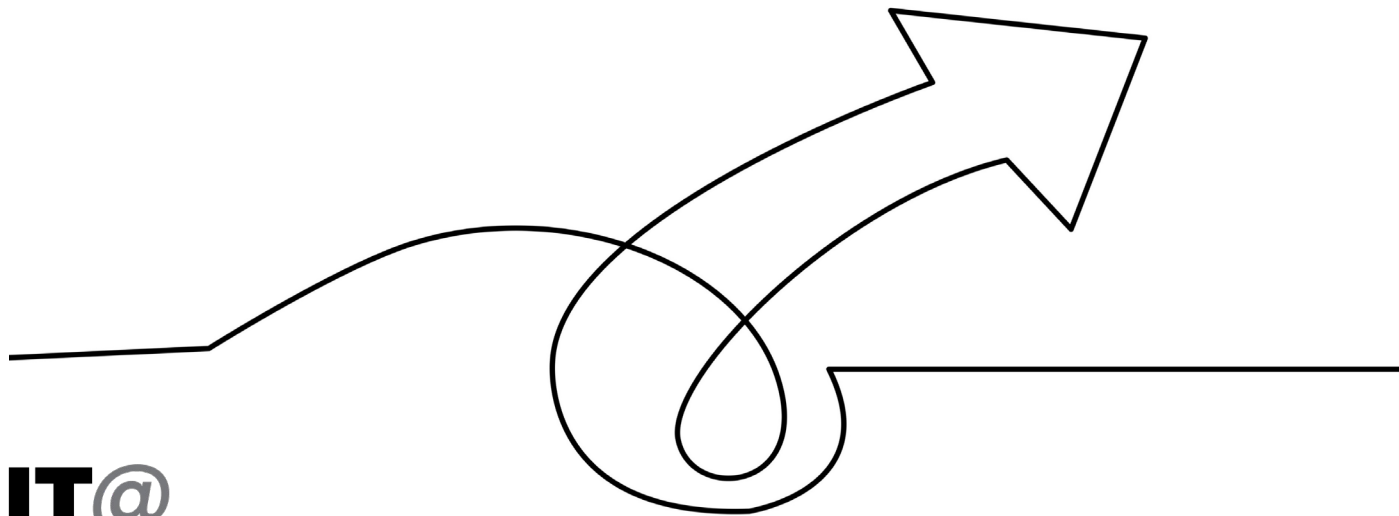
April 2025



# Road to Microsoft 365



Updates regularly posted to:  
[ttuhsc.edu/it/microsoft-365](https://ttuhsc.edu/it/microsoft-365)



April 2025

# Windows 10 End of Life



- October 14, 2025 Microsoft stops support
- August 30, 2025 - Target date for upgrade completion
- All TTUHSC PCs must be upgraded to Windows 11
- **October 15, 2025, any non-compliant device will be blocked from the network**

**\* Windows 11 Upgrade will be pushed out by IT beginning May 1<sup>st</sup>**

- ✓ During Double T Reboot  
*(Tues & Thurs 10 pm to 6 am)*
- ✓ Targeted push for campuses or departments
- ✓ Includes desktops AND laptops

# Windows 11

## Prepare for Upgrade

- **Back up your documents to BOX**
- Ensure device is on, connected to power and internet
  - Including PCs / Laptops in off-campus locations
- Upgrade may take several hours and multiple reboots
- **Devices not connected during** their department upgrade window will start the upgrade the next time the device connects to the internet

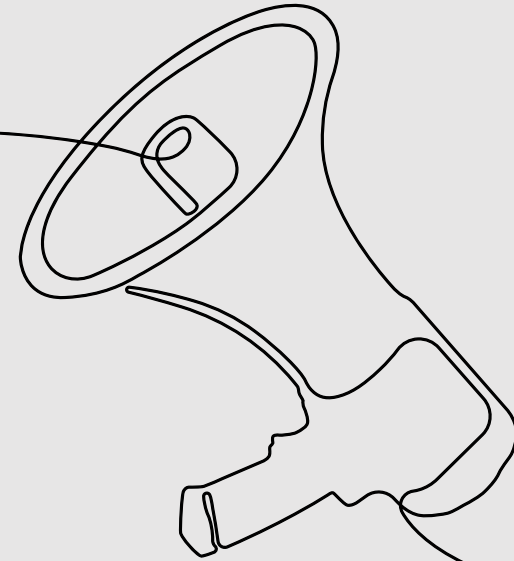
**! PRO TIP**  
Avoid potential interruptions and utilize ManageEngine Self Service portal to upgrade on your own schedule.

Visit the IT Solution Center to **upgrade from ManageEngine:** [TTUHSC Knowledge Base - How to: Install software from ManageEngine on Windows](#)

Visit the IT Windows 10 page for the upgrade schedule:  
<https://www.ttuhscc.edu/it/windows-10.aspx>

# Intranet Refresh Project

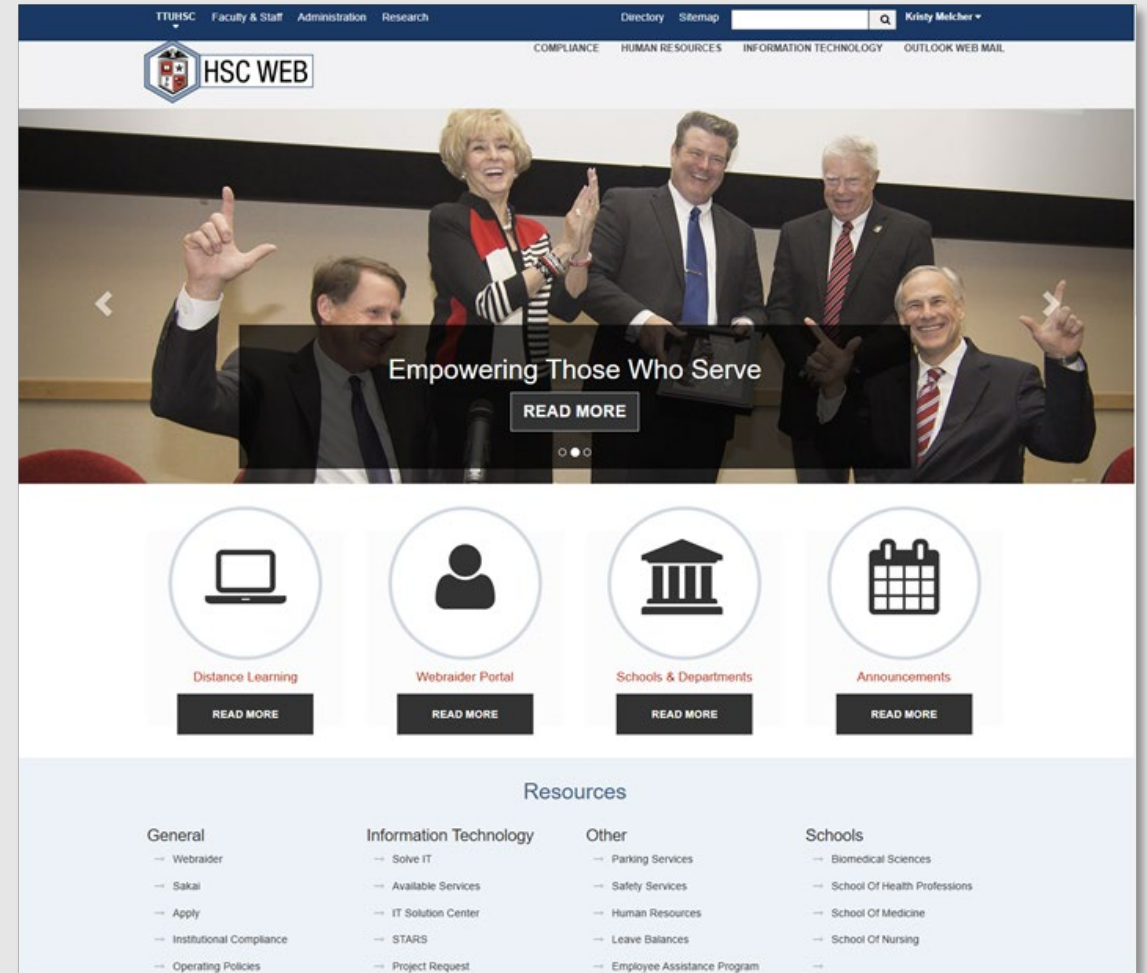
- IT has taken on the project to refresh the TTUHSC Intranet
- Working in parallel with Communications and Marketing project for internet redesign
- HSC Web set up 8 years ago to provide a place for **internal only content**
  - Site has not been updated since creation
  - Many people don't know it exists
  - Never had a unified focus





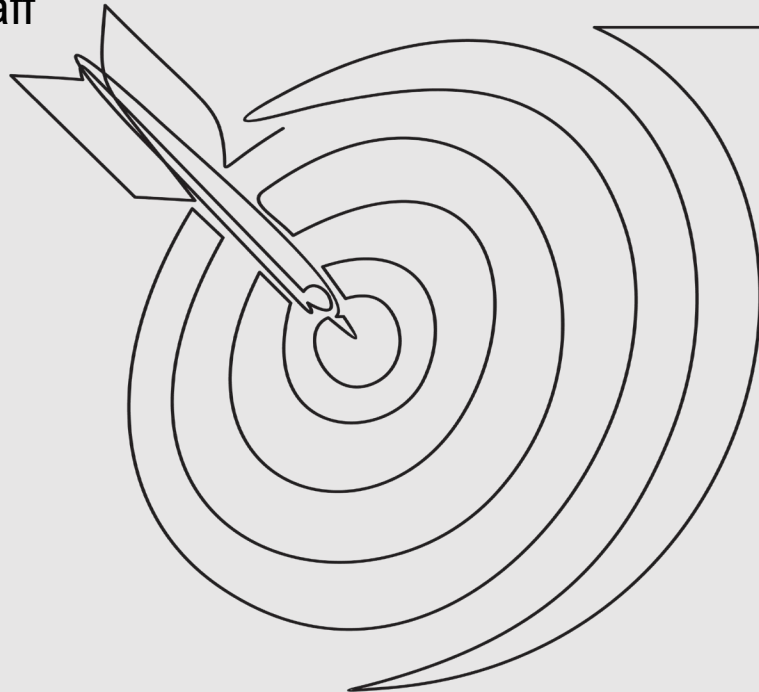
# Intranet Refresh Project Audit/Discovery

- Lack of organization
- Poor User Experience
- Lack of branding
- Duplication of information
- Outdated Information
- Large % of links to revert to the external site



# Intranet Refresh Project Goals

- HSC HUB to replace HSC Web
- Develop a single point entry for both student and faculty/staff



## KEY AREAS OF FOCUS

### \* Usability

*Ease of navigation,  
search functionality,  
mobile responsiveness*

---

### \* Content

*Accuracy, relevance,  
timeliness, accessibility*

---

### \* Functionality

*Available features,  
collaboration tools,  
security measures*

---

### \* User Experience

*User satisfaction,  
frequency of use*

# Intranet Refresh Project Organization

Collaborating with Comms and Marketing to determine appropriate separation of internal and public content.

## EXTERNAL

- Student recruitment and admissions
- TTUHSC history, schools, programs, campuses and alumni
- Patient Care
- Talent recruitment, highlighting benefits, culture and values
- Legally what needs to be public facing (OP's, committees, directories, handbooks, etc.)

## FACULTY/STAFF HUB

- Faculty/staff only
- School sections
- Department sections
- Office of People Development
- Clinical/Patient Care Tools
- Minutes, agendas and anything that should be proprietary to the institution

## STUDENT HUB

- Current students only
- Financial Aid Tools
- Registrar
- Student Government
- Parking

### SHARED CONTENT:

- Events
- Announcements

SHARED CONTENT: Daily Dose

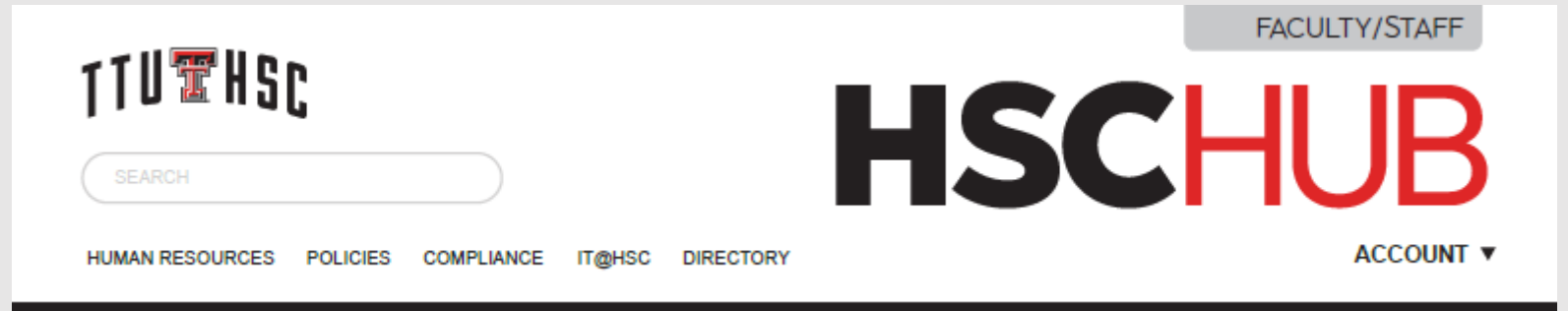


April 2025

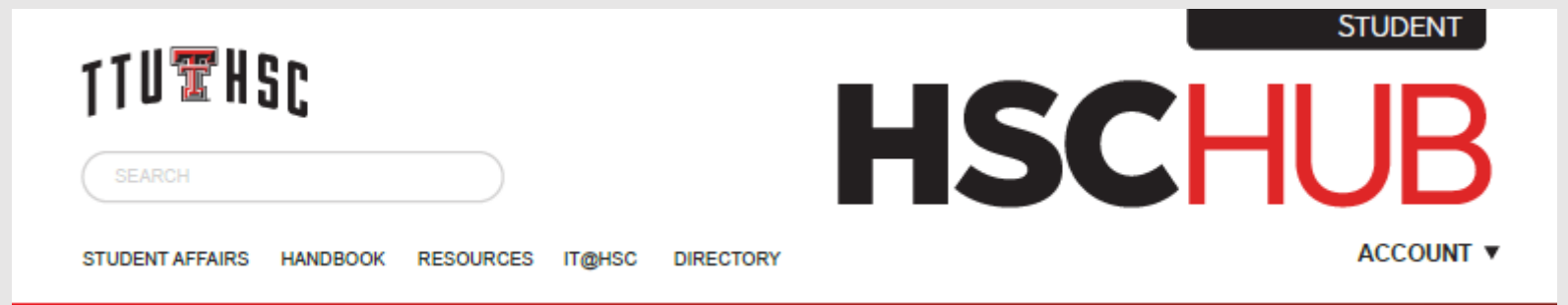
# Intranet Refresh Project

## Next Steps

- Build temporary connections on static menu
- Schedule meetings with content owners for static menu
  - Refresh pages and move to HSC HUB



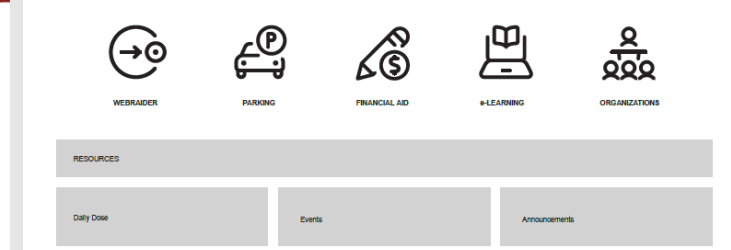
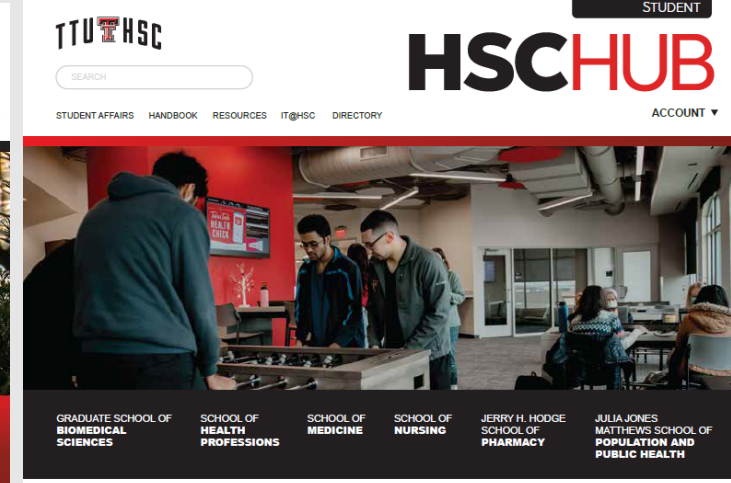
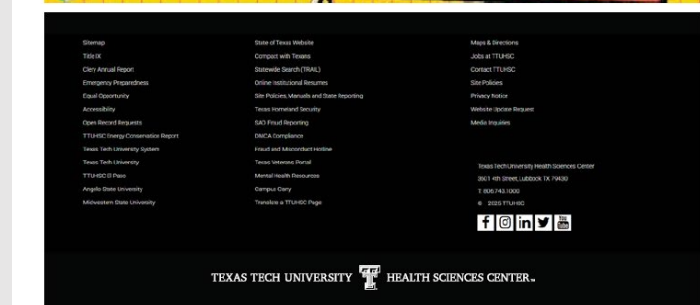
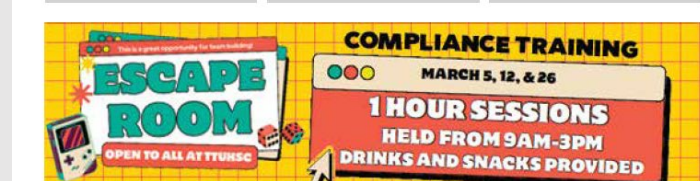
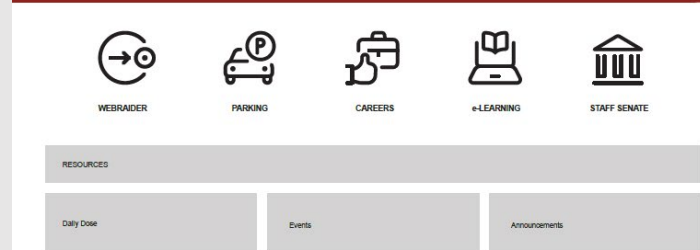
Static Menu Faculty/Staff



Static Menu Students

# Intranet Refresh Project Home Pages

- Branding/Equity
- Engaging/Updated
- hschub.ttuhsoc.edu (ONE URL)
- Condensed Content
- Utilize Modern Campus
- Existing Templates



April 2025

HUMAN RESOURCES POLICIES COMPLIANCE IT@HSC DIRECTORY FACULTY/STAFF

# HSC HUB

Search HSC HUB

TTU HSC

---

EMPLOYEE

## Helping Hands

Home



### HELPING HANDS Food Pantry

**Fighting Hunger at TTUHSC: The Helping Hands Food Pantry**

The TTUHSC and our local communities stand together to combat food insecurity for our students, staff, and faculty. Through the Helping Hands Food Pantry, we work to ensure our TTUHSC family members have access to nutritious food. *The IT Division, under the leadership of CIO Vince Fel, is the executive sponsor for Helping Hands.*

**Confidentially request a Kindness Kit for yourself or another TTUHSC family member in need.**

Kindness Kit Request + [Click Here to Make a Monetary Donation](#)

Donate by Amazon Wishlist + [Scan & Donate](#)

Additional Resources + 

---

**Community Partner, Providing Nourishment**

Breedlove is a commercial-sized nonprofit food processor dedicated to humanitarian aid. In the United States and in more than 70 countries around the world, Breedlove provides food for the world's hungry. Breedlove's food is utilized in a variety of settings such as school feeding programs, refugee camps, disaster relief operations, maternal and child health programs, famine relief programs, and other humanitarian aid efforts. [MORE](#)




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HUMAN RESOURCES POLICIES COMPLIANCE IT@HSC DIRECTORY FACULTY/STAFF

# HSC HUB

Search HSC HUB


TTU HSC

---

EMPLOYEE

## BRIGHTSPACE

Home > Brightspace



**TTUHSC Academic Gateway**


**Deadline for all schools to move to Brightspace is Summer 2026**

By utilizing D2L Brightspace as its comprehensive Learning Management System (LMS) to support the academic needs of our teaching community. This platform provides TTUHSC students, faculty, and staff with secure and convenient access to essential learning resources, assignments, and vital updates. TTUHSC is investing in a dynamic learning environment that benefits both faculty, and students. This strategic upgrade will:

- Simplify course management and enhance accessibility.
- Expand teaching flexibility across diverse learning styles.
- Fuel the expansion of high-quality online education.
- Leverage advanced analytics to drive student achievement.
- Foster a vibrant and interconnected learning community.

[Brightspace Transmission Timeline](#) →

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HUMAN RESOURCES POLICIES COMPLIANCE IT@HSC DIRECTORY FACULTY/STAFF

# HSC HUB

Search HSC HUB

TTU HSC

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TEXAS TECH PHYSICIANS

## EPIC JOURNEY

Home > Texas Tech Physicians > Epic



**Your Path to a Successful Epic Transition**

**GUIDING PRINCIPLES**

Our epic journey toward implementing the Epic Foundation System will be guided by three core principles.

**First, we will prioritize simplicity and avoid over-engineering solutions.**  
We will focus on implementing the core system effectively rather than creating unnecessary complexity.

**Second, we will embrace timely decision-making, even when faced with difficult choices**  
We will avoid revisiting decisions without critical new information, fostering a culture of continuous advancement and forward momentum.

**Finally, all approvals and decisions will be channeled through our established shared governance process, ensuring transparency and collaborative ownership throughout the project.**



**GOVERNANCE MODEL**

**IMPLEMENTATION TIMELINE**

**EPIC GO-LIVE!**

**311 08 57 16**

DAYS HOURS MINUTES SECONDS

February 21, 2026

---

**Training Test-Out**

The Epic Implementation Team recognizes potential prior experience with Epic. If you have worked with Epic in the past year, you may be eligible for a test-out assessment and exemption from the training scheduled for late 2025. **Complete this form by APRIL 25, 2025. You can also visit our testing site.**




April 2025

# Need Web Edits?

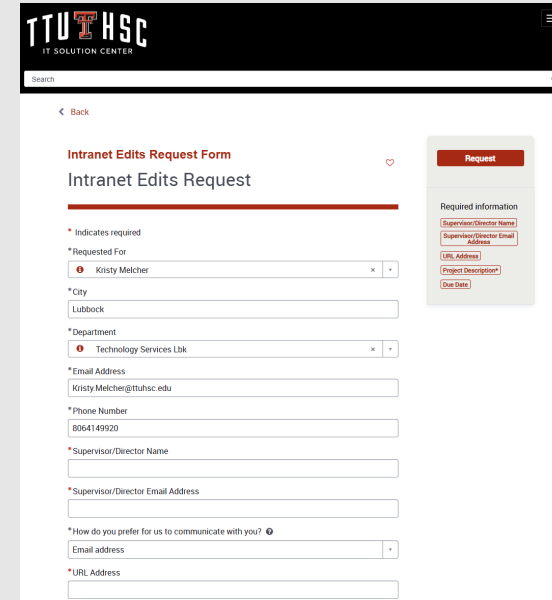
First assess if the URL is external or an intranet site

## EXTERNAL

- ttuhsc.edu
- mentalhealth.ttuhsc.edu
- cancer.ttuhsc.edu
- texastechphysicians.com

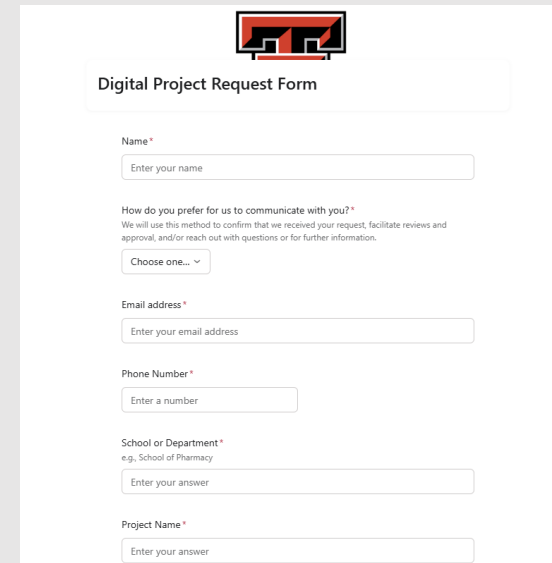
## INTRANET

- hscweb.ttuhsc.edu
- student.ttuhsc.edu



The screenshot shows the 'Intranet Edits Request Form' on the TTU HSC IT Solution Center website. The form includes fields for 'Requested For' (Kisty Melcher), 'City' (Lubbock), 'Department' (Technology Services Lbk), 'Email Address' (Kisty.Melcher@ttuhsc.edu), 'Phone Number' (8064149920), 'Supervisor/Director Name', 'Supervisor/Director Email Address', and 'How do you prefer for us to communicate with you?' (Email address). A 'Request' button is visible on the right side of the form.

[Request Intranet Edits](#)



The screenshot shows the 'Digital Project Request Form' on the TTU HSC website. The form includes fields for 'Name', 'How do you prefer for us to communicate with you?' (Choose one...), 'Email address', 'Phone Number', 'School or Department' (e.g., School of Pharmacy), and 'Project Name'.

[Request External Edits](#)



# TechLink IT@HSC

## AV/IT STEERING COMMITTEE PROJECTS

### ABILENE

- Scheduling panels installed in 8 SOP rooms
  - Available 24/7 for students
  - SOP- 1201, 1202, 1203, 1250A ,1207, 1208, 1209 and 1210
- Prepping for SON 2400 renovation
  - 36 seat collaborative case study room
  - 6 Student tables, 50" display and solstice pods

### AMARILLO

- Installed acoustic walls and branding in 6 Rooms
  - HSC 4714 & 4717
  - SOP 336A & B
  - PAC 2240 & 2245

### DALLAS

- 450 under full renovation
  - Moving walls, new AV and furniture
  - August 1 target





# TechLink IT@HSC

## MIDLAND

- Prepping to renovate B60 to a 15 room testing center/ study rooms

## ZoomRooms

- Conversion from TechLink Polycom Codec rooms to operate via ZoomRooms continues

## COMPLETED ROOMS:

- Ama SOP 210
- ODE HC 3206
- LBK HSC 1C100, 1C102, 1C120, 1C124
- LBK ACB 110, 120, 220, 230, 240
- LBK AEC



April 2025

## OTHER PROJECTS

**ZoomRooms** offers feature parity with Polycom without requirement for specific hardware and provides flexibility for conferencing and distance education.



# TechLink IT@HSC

**All locations complete except 4<sup>th</sup> Street HSC**

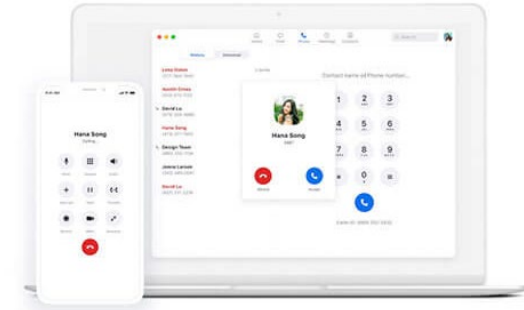
## 4<sup>th</sup> Street HSC building

- Basement and 1<sup>st</sup> floor complete
- 2<sup>nd</sup> floor in progress
- 3<sup>rd</sup> – 5<sup>th</sup> floors to follow
- **Completion target May 30<sup>th</sup>**



April 2025

## ZOOM PHONE UPDATE



zoomphone

## Want to return your desk phone?

Contact Communication Service  
customer support to arrange pick up.

**806-742-2000**

**[CustomerSupport.CommSvc@ttu.edu](mailto:CustomerSupport.CommSvc@ttu.edu)**

# IT Security

## Zscaler Deployment

**2.7 Million  
malicious links  
were blocked  
last month!**

- Safeguards against malicious links, and improve security while web browsing
- Zscaler has been tested in multiple departments for several months
  - 2.7 Million malicious links were blocked last month
  - Institutional standard configuration has been set
- **Institutional deployment is being planned for the end of June**



April 2025

Visit the IT Solution Center for **self installation from ManageEngine:**  
[TTUHSC Knowledge Base - How to: Install software from ManageEngine on Windows](#)

### Concerned about accessing business critical web service?

- Test Zscaler on your devices ahead of the general deployment
- Self installation is available via the ManageEngine Self Service Portal

Small act, big impact.



# HELPING HANDS

*Food Pantry*

- Increased need for donations
  - Rise in food costs
- FY25 to – date Totals for those served:
  - Lubbock – 98
  - Abilene – 248
  - Odessa – 54
  - Midland – 134
  - Dallas – 12
  - TOTAL – 541**



April 2025

Sponsored by the IT Division, Vince Fell Executive Sponsor



Lubbock - <https://a.co/4Dp6CTu>

Odessa - <https://a.co/1BuY3ul>

Midland - <https://a.co/iR1mOIR>

Abilene - <https://a.co/e3gk70Z>

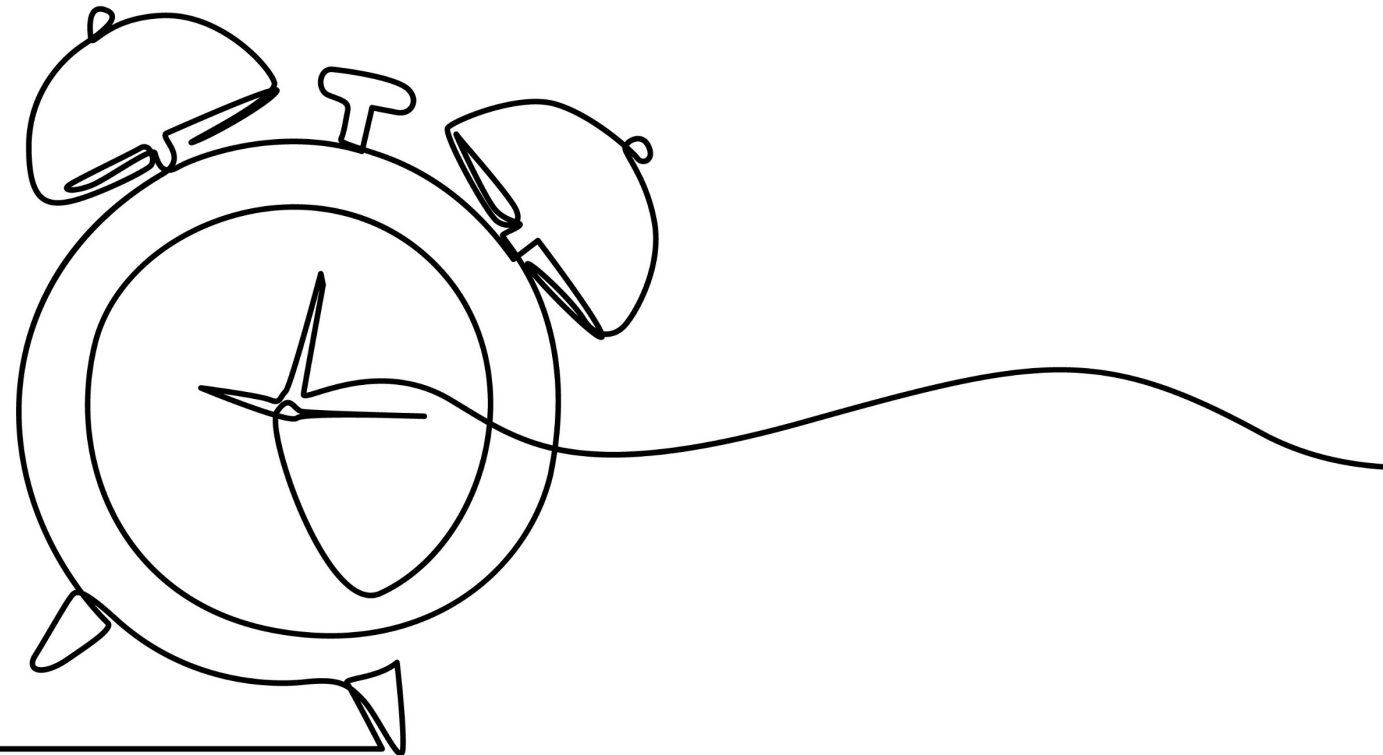
Dallas - <https://a.co/96Md57N>

Scan to donate \$\$



# Late Breaking News

In preparation for Exchange Online, IT is doing maintenance that may cause pop-ups.



**IT@**  
**HSC**  
*Round Up*

**QUESTIONS?**