IT Roundup

Lubbock and Permian Basin

January 2024

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TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™

Agenda

IT Round up

- Departmental Updates
- Q & A

Microsoft 365 for Personal Use- Account Clean Up

- Microsoft Office365 licensing is provided for personal use.
  - *For all Staff Students and Faculty with current affiliations.*
- Effective January 24th, accounts for non-affiliated individuals will be deactivated
  - *Associated Email does not match any TTUHSC Exchange account*
  - *First name + Last name does not match any existing eRaider Account*
  - *Password has not been changed in the last year*
  - *Account was not created in the last 2 years*

Microsoft 365

Techlink/Classroom Updates

Summer 2024

Lubbock PSL 3rd Floor- Construction Underway

- 30 new study room with displays, solstice pods and glass boards
- Large open study space with displays for presentations/ events

LBK HSC 1C100, 1C102, 1C120, 1C124

- POC for Polycom replacement
- Converting to ZOOM rooms with ability to connect to legacy Polycom rooms

ODE Clinic Building 3206 Facilities and AV/IT refresh

Techlink/Classroom Updates

TechLink Events

- 2023 Total event hours produced 13,333
- 2022 Total event hours produced 11,314

Zoom Meetings

- 2023 Total hosted meetings – 181,991
- 2022 Total hosted meetings – 166,176

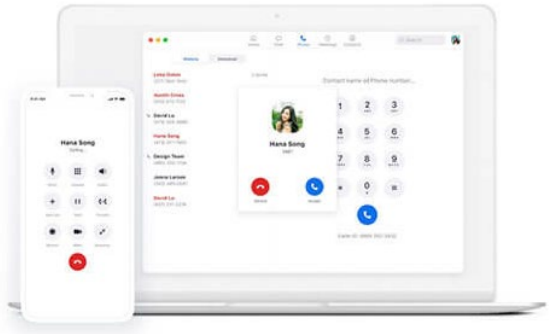
Skype to Zoom Chat migration complete

- 22,000 Zoom Chat messages sent daily

Zoom, Zoom, Zoom

Coming Soon: ZOOM Phone

- Avaya Phone service is EOL Fall 2025
- TTUS Communication Services and TTUHSC IT have selected ZOOM Phone as the replacement
- Zoom provides a single application for video, voice, conference and voicemail
- Office phone number and extension calls can be anywhere

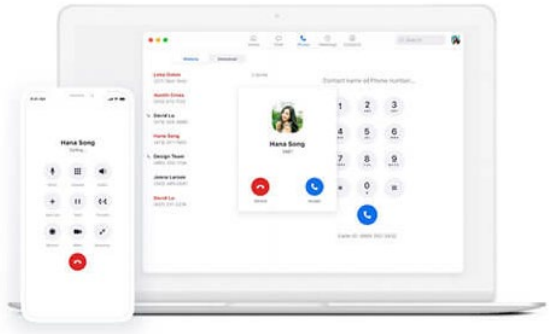


zoomphone

Zoom, Zoom, Zoom

Continued: ZOOM Phone

- Voice mail is transcribed and delivered in email
- CXOne contact center is **not** being changed
- Phone numbers will **not** change
- Roll Out plan in development
  - *No action is required at this time*
  - *A project website is in development*
    - More information will be available, Training resources etc.



zoomphone

IT Solution Center

Windows 10 to 11 Transition- ***Reminder!***

- Windows 10 is End of Life, October 2025
- As of October 2021 there were 4,700 PCs incompatible with Windows 11
  - *Since October 2021 TTUHSC property custodians have been receiving monthly reports showing Win 11 non-compatible PCs*
- As of today, 1,493 machines remain
- Areas of concern: Research Labs, clinical spaces and any specialized equipment connected to PC's

Networking Update

Network Segmentation

Creating separate networks for TTUHSC equipment and personal devices

- Deployment plan has changed:
  - *Originally planned to start with wired network first*
  - *Will start with Wi-Fi after the end of this semester*
  - *Non-domain machines will be granted internet access **only***

Network Switch and Wireless AP LCR Underway

- $3.9 Million, 4 years
- Student areas first, then Clinics and Admin areas

Misc. Items Follow Up

- **Imprivata Cortext HIPAA Compliant Texting**
  - *End of life (EOL) and end of support (EOS) July 2024*
  - *SOM committee is looking into replacement options*
- **Institutional Events Calendar (Trumba)**
  - *Rollout planned for February*
- **VPN Application Process**
  - *Email notifications will be sent out to 150 VPN users this week to remind them to submit applications*
  - *Applications will be required to maintain VPN access*

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Questions?