TEXAS A&M UNIVERSITY
Technology Services

Supporting Research with Centralized IT

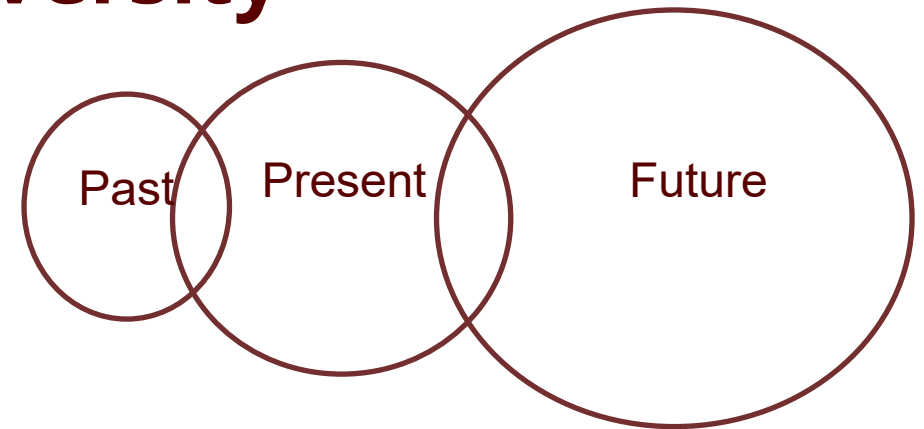- **What does decentralized IT look like?**

Historical Problems with Distributed IT that the Organization is Fixing

1. Staff Careers vs Jobs
2. Excessive costs – buy small and pay big
3. Lack of ability to support current and future research needs.
4. Lack of ability to tackle long term big projects
5. All reactive, very little proactive activities
6. Inconsistent service or no service for key technology
7. Little to no student worker training or conversion to FTE
8. Major Security issues
9. Lack of coordination when there is a problem – solution might be known but no way to effectively share solutions.

Our Focus – Impacting the University

1. Staff
   1. Careers versus jobs for our staff.
   2. Provide a path to a career for Student Workers.
   3. Build a feeder system for Undergraduate research.
2. Customer Service
   1. Single point of entry for Help Desk.
   2. Increase support for remote campus locations.
   3. Drive "proactive" versus "reactive" IT.
3. Technology Delivery
   1. Enhance wireless access in buildings.
   2. Implement wired networks and segmentation.
   3. Implement cloud-based technology for Research.
   4. Implement advanced AV technology in classrooms.
   5. Implement platforms for consuming future technology (6G, AI, META, Cloud, Chat GPT).
4. Get our research support team up and running.
   1. Driving time to start Research down
   2. Reducing the amount of time spent by Researchers doing IT
5. Major Financial gains
   1. Launch TechHub store with focus on consistent delivery and cost savings.
   2. Identify productivity gains with other centralized groups.
   3. Standardize solutions. Build buses not Yugos.

Past   Present   Future

Major programs impacting Research

1. Network Segmentation
2. New Technology – "Chat GPT" / AI /ML
3. Multi-tier storage and backup
4. On-Prem, Hybrid and Cloud based environments
5. Endpoint support
6. Common purchasing
7. Supporting Applications – aligning with Grant needs
8. Providing support for increasing security requirements
9. Future technology like 6G (while still trying to consume 5G)