




Sunday, February 21, 2021

TO: Faculty and Staff

FROM: Tony Moore 
Chief Information Officer

RE: Campus IT Outage and Restoration of Services

On Thursday, February 4, 2021 the campus experienced a cyber incident that resulted in a major disruption of services across the campus network and infrastructure. Since that time, the Center for Information Technology Excellence (CITE) has been working in coordination with The Texas A&M University System Security Operations Center and Cyber Response Team (CRT) to identify, remediate, and safeguard campus assets while restoring services. Additional information regarding the event will be shared once the CRT has completed its investigation.

As we resume normal business operations, it is important that you are informed of the restoration process and when services are fully operational. We anticipate there may be some issues during this transition. We request that you direct any issues related to technology access or if you are experiencing network/connectivity problems in your building to the IT Helpdesk by email at servicedesk@ellucian.com or by phone at 936-261-2525. If you are experiencing unusual activity on your PVAMU workstation, disconnect the network cable, turn off WIFI and call the Helpdesk immediately.

We appreciate your patience during this time and we plan to continue moving expeditiously towards restoring our campus and providing service to the campus community.

All campus users should have reset their campus account passwords for access to campus applications. O365, Zoom, Canvas, Teams, G-Suite (Gmail) have all transitioned to Microsoft Multifactor Authentication (MFA), requiring additional steps for accessing campus resources. This is important moving forward as eventually all campus applications will shift to this authentication service.

The website below includes the list of services that are currently operational/available and those still bring restored. We are striving to restore all services by March 1st. We will keep the campus community posted with the restoration progress. If you have any general questions for me regarding this incident, please email them to cio@pvamu.edu. Once again thank you for your patience and support during this unprecedented incident.

[IT Service Status Website](#)



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