

| PRIORITIES | ANNUAL GOALS | OBJECTIVES |
|---------------------------------------|---|--|
| ADVANCE FSU INITIATIVES | DEFINE FSU'S DATA STRATEGY | Deploy a unified data catalog and governance solution. |
| | BOLSTER CYBER RESILIENCY AND RECOVERABILITY | Increase access to dynamically available data. Protect FSU servers and devices against potential threats. Safeguard individuals with advanced access to FSU systems. Complete campus-wide assessment and action plan for disaster recovery and vulnerability. Ensure continuity of business operations through an immutable backup solution. |
| BE A STRATEGIC PARTNER | INCREASE OUTREACH AND EDUCATION IN CYBERSECURITY | Implement training and education across campus. Expand proactive usage of cyber threat awareness tools. |
| DEVELOP MODELS FOR IMPROVEMENT | ENHANCE STRATEGIC AND PROJECT PLANNING PROCESSES | Create a systemic and formalized project intake process. Mature the strategic planning process to consider campus partners' roadmaps. Gather and organize ITS' internal resources into a central repository. |
| | AUTOMATE PROCESS IMPROVEMENTS | Create a single point of entry for service support. Grow student engagement through AI technology. Empower decision making and transparency through automation. |
| ENHANCE TEAM CAPABILITIES | BUILD A THRIVING CULTURE TO ATTRACT AND RETAIN EMPLOYEES | Improve our new employee onboarding process. Enhance the growth and development of ITS staff through career pathing. Augment the professional development program for individualized growth. |
| ESTABLISH A FINANCIAL MODEL | ESTABLISH A MORE SUSTAINABLE FUNDING MODEL | Track and monitor spending based on ITS services. Evaluate and identify costs that could be paid through alternative funding. |
| IMPROVE SERVICE DELIVERY | IMPLEMENT ROADMAP FOR A MODERNIZED ERP SOLUTION | Remove unnecessary documentation through an archiving and purging project. |
| | ADVANCE FSU'S CLOUD STRATEGY | Create fiscal management for cloud infrastructure. Migrate our Central Authentication Services (CAS) to the cloud infrastructure. Elevate flexibility and scalability through a cloud-based Active Directory. Modernize our Identity and Access Management system. |

