

ITS Townhall

Fall Update

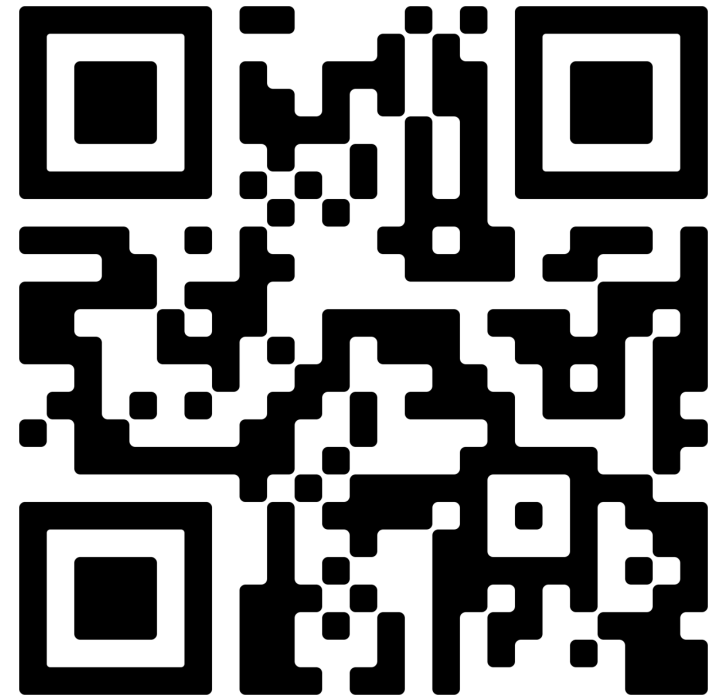
November 8, 2023



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

Guess Who!

- Which ITS staff member has an MBA and Bachelor's in Business Administration and a Bachelor's in Spanish?
- Which ITS staff member made a last-minute career change to technology instead of going into the FBI?
- Where can you find chicken salad croissants for lunch?
- Where can you leave donations that you brought with you?
- What similarities do our conference room's share with FSU traditions?



ITS Staff Teams Site

Guess Who!

- How many intern posters do we have on display during the Open House?
- Which team has a life size puzzle that explains how their team connects to others in the organization?
- What is the name of the activity that rhymes with “Tire spark”?
- What team is responsible for the activity “Real or Not Real”?
- Which two teams are hosting scavenger hunts around the building?



CIO Update

“RISE Together”

Jonathan Fozard



The graphic features a dark maroon background with intricate white and gold circuit board patterns. A stylized sun with radiating lines is positioned to the left of the word "RISE". The word "RISE" is written in large, bold, white, sans-serif capital letters. Below it, the year "2030" is displayed in a smaller, white, sans-serif font. The overall design conveys a sense of technology, progress, and future-oriented goals.

RISE

2030

RESEARCH & INSTRUCTION

INNOVATION & MODERNIZATION

SECURITY & COMPLIANCE

**ENGAGEMENT & STUDENT
SUCCESS**



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RISE TOGETHER



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EDUCAUSE



FLORIDA STATE UNIVERSITY

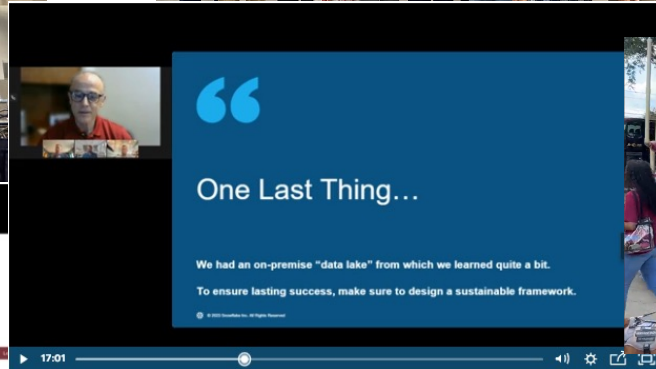


Florida State University

AI Strategy: Applicable Use Cases

- Making real-time adjustments in tactics for employee engagement and workforce readiness
- Pilot data analytics project: AI vs Data Scientists

Solution Spotlights



“

One Last Thing...

We had an on-premise "data lake" from which we learned quite a bit.

To ensure lasting success, make sure to design a sustainable framework.

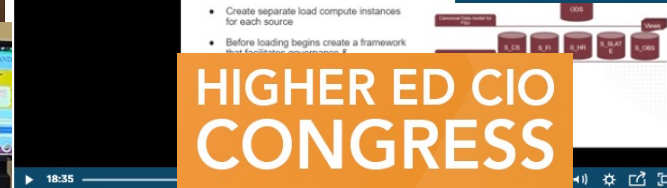
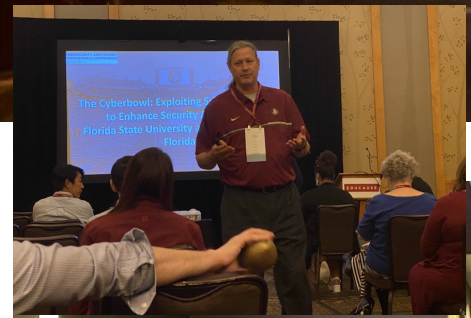


Lessons Learned

Takeaways from our journey:

- Use copy into instead of direct load
- Create separate query compute instances for each user group
- Create separate load compute instances for each source
- Before loading begins create a framework that facilitates continuous change

HIGHER ED CIO CONGRESS



Florida State University

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Solution Spotlights

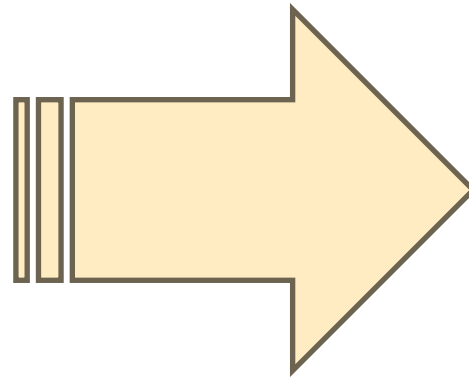


WE ASKED, WE RECEIVED

- ✓ Increase Annual Funding to Support Our Needs
 - \$4.8M Software Licensing & Support Contracts
 - \$128K Cyber Security Training & Website Management
 - \$610K Identity & Access Management (IAM)
 - \$510K Data Catalog & Data Vault
 - \$175K Real-time Data Hub
 - \$2.5M Network Rewire Phase II
- ✓ Launch a Professional Development Incentive Program
- ✓ Let Local Teams Manage Professional Development and Travel Requests
- ✓ Increase Funded ITS Internships for Teams to 40 Students
- ❑ Upgrade ITS Staff Computers on a 3-year Cycle (In Progress)
- ❑ Expand Primarily Remote Work From the Current Associate/Assistant Director Level and Above to Director Level and Above (In Progress)



NOW, WE TURN VISION TO REALITY





UPCOMING ITS GOALS

- ❑ Increase to 100 ITS Interns by the Fall of 2024
- ❑ Professional Development Conference and training for technology staff on campus
- ❑ Successfully launch and execute on ALL of our funded project requests (i.e., IAM, Data Catalog, etc.)
- ❑ Replace current MySoft and FileMaker portions of our telecom billing/quotes with an automated solution.
- ❑ Explore and propose removing network chargebacks for baseline services (Wi-Fi, Network Ports, etc.)
- ❑ Implement required security training and improve professional development opportunities across all teams.
- ❑ Centralized project intake workflows and align our strategic projects to our RISE 2030 campaign.
- ❑ Reduce technology duplication across the campus to streamline investments and increase overall service quality.
- ❑ Launch at least two new AI and automation pilots within each area and hold the first ever “ITS AI Days” on campus





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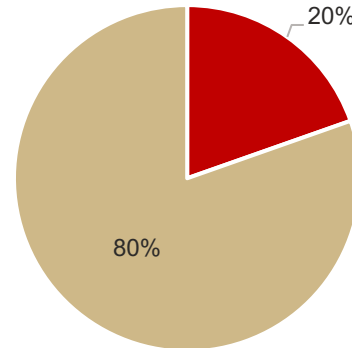




ITS CAMPAIGN RESULTS

Campaign Results			
Total Users	367	Percentage Reported	9.19%
Percentage Clicked/Compromised	19.62%	Percentage Deleted	39.92%
Percentage Entered Credentials	6.85%	Percentage Replied	0.27%
Percentage Uncompromised	80.38%	Percentage Forwarded	6.72%

Percent Compromised



■ Percentage Compromised ■ Percentage Uncompromised

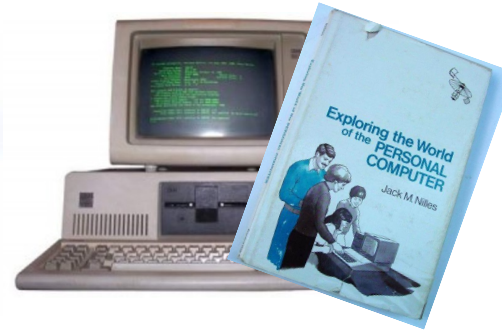




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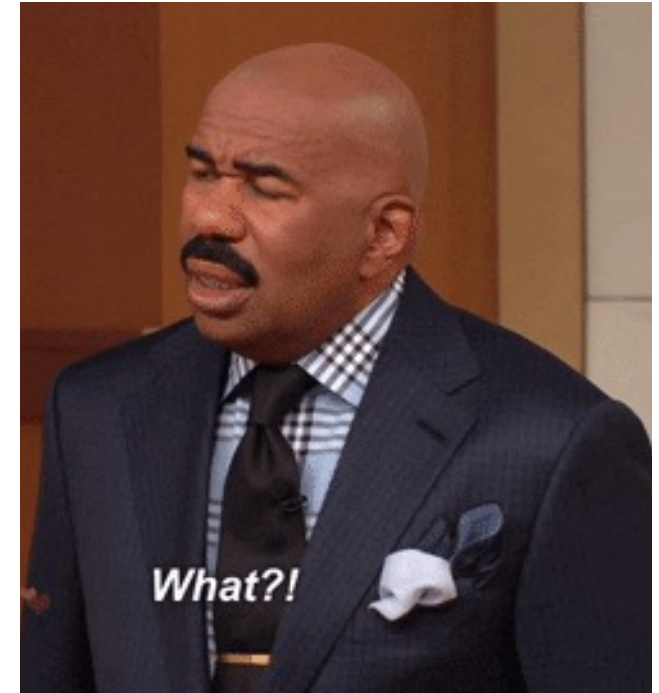


AUTOMATION & AI? OH. MY.

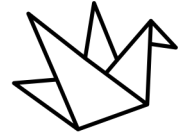
START WITH THIS:

**“WHAT TAKES A LOT OF
LABOR-INTENSIVE TIME?”**

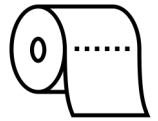
Many feel like...



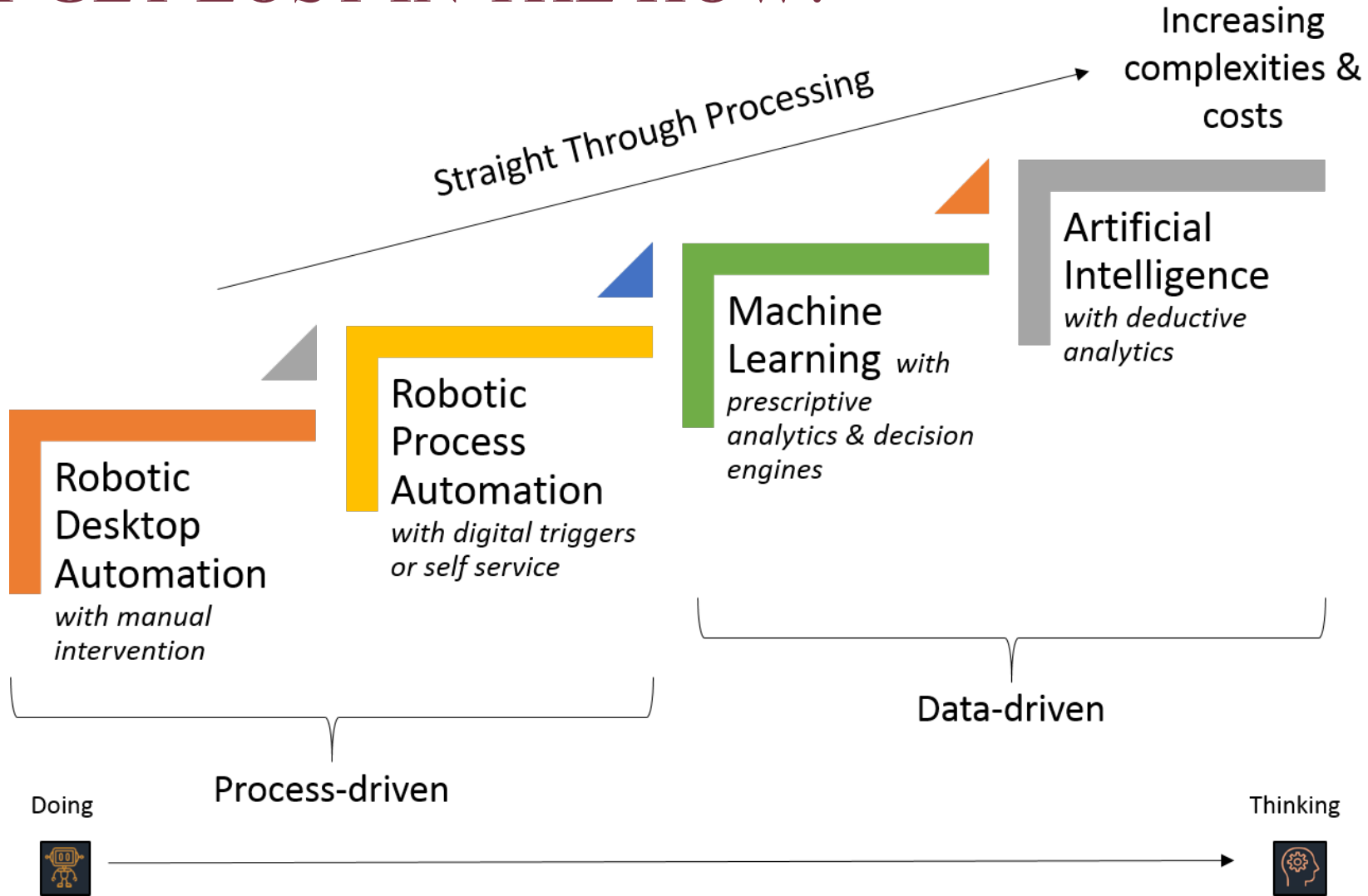
DON'T GET LOST IN THE HOW!



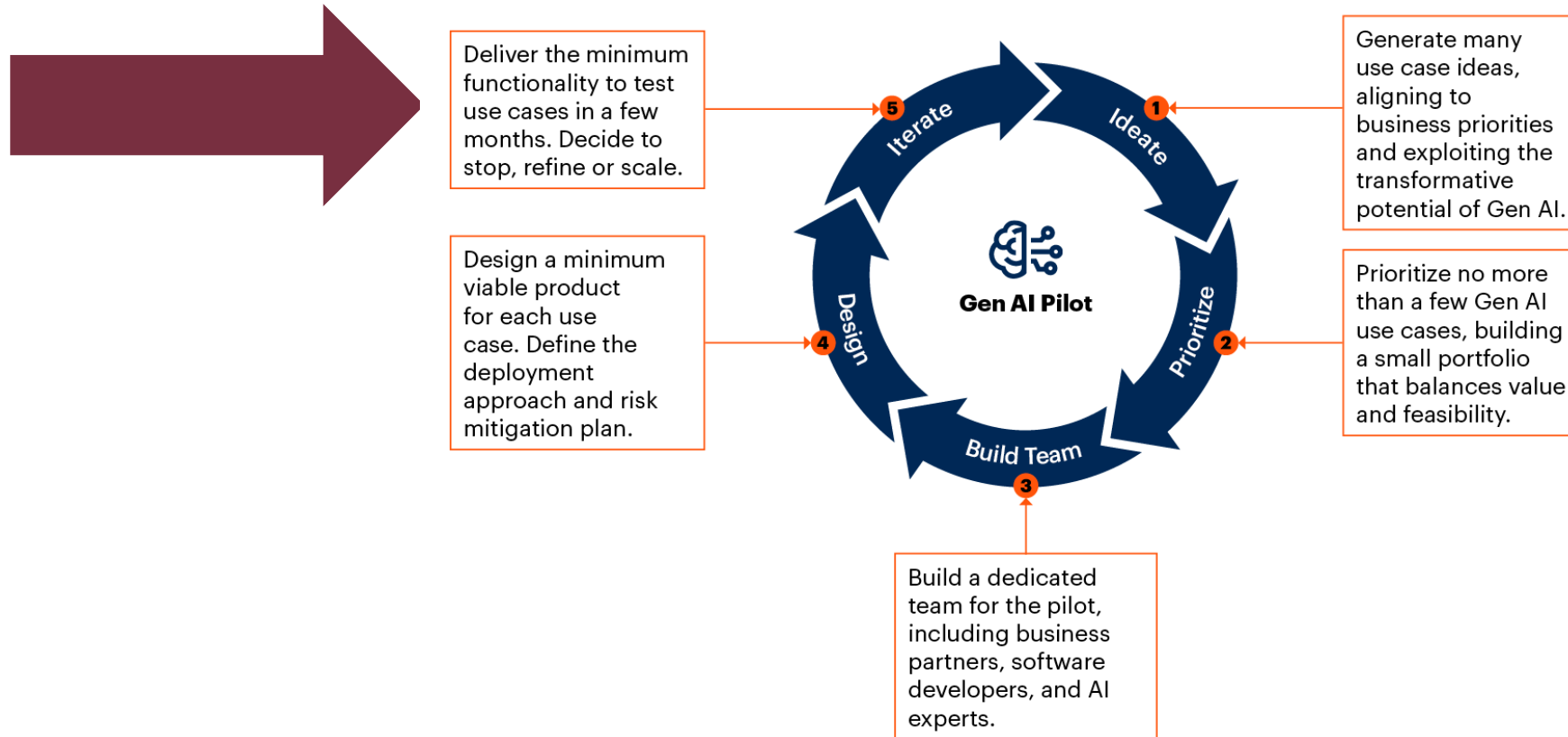
Goal & Desired Outcome



USE CASE



WE'RE STARTING SMALL & SCALING UP



Source: Gartner
797246_C

Gartner.



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DON'T BE AFRAID TO SPIN THE WHEEL OF INNOVATION



Campus Updates



SACS ACCREDITATION VISIT



INTERDISCIPLINARY RESEARCH & COMMERCIALIZATION BUILDING

Project Status: Construction

GSF: 116,000

Estimated Project Budget: \$130M

Funding: State Appropriated, CF, & Non-Appropriated

Schedule: Substantial Completion – Fall 2024

A new facility to house interdisciplinary teams creating a collaborative environment to conduct research and develop commercialization opportunities to bring products to market. Facility will include research labs, collaboration spaces, administrative spaces, and building support functions. Facility will house the Quantum Sciences initiative as well as researchers in the disciplines of biomedical engineering, chemistry, and chemical engineering.



COLLEGE OF BUSINESS, LEGACY HALL

Project Status: Construction

GSF: 219,000

Estimated Project Budget: \$160M

Funding: State Appropriated, CF, & Non-Appropriated

Schedule: Substantial Completion – Fall 2025

- Foundation systems and site construction in progress

Provides a multi-functional and collaborative environment for students, faculty, and staff to teach, research and learn. Facility will include classroom, instructional, seminar, multi-purpose event, technology, distance learning, Institute/Center, administrative, and café space. The new building is located between Madison and Gaines along MLK Jr. Blvd and will create a prominent east campus gateway.



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KELLOGG REMODEL AND EXPANSION – PHASE 1

Project Status: Design

GSF: 27,750

Project Budget: Phase 1 - \$10M

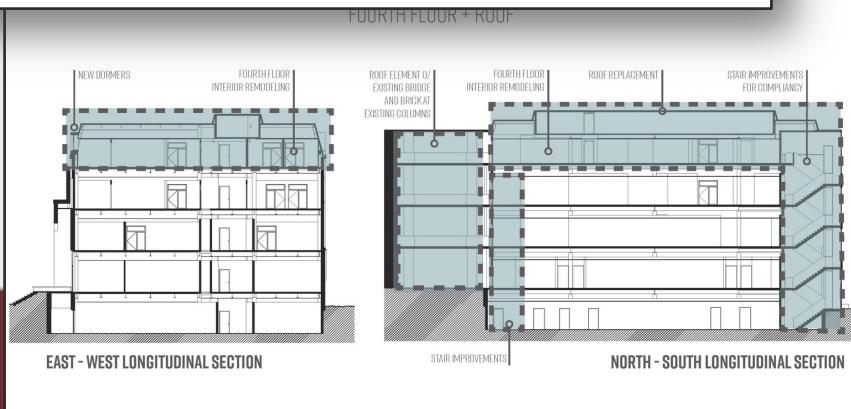
Funding: State Appropriated and CF

Schedule: Phase 1 - Substantial Completion – Fall 2024

- Phase 2 & 3 - TBD



Remodel and renovate space within the Kellogg Building for the College of Criminology. This project is anticipated to include three phases. The first phase will remodel and renovate the 4th floor and address building envelop deferred maintenance issues associated with this level. Future phases are intended to renovate the remaining floors. There will be newly remodeled and renovated space for teaching, learning, research, administrative and ancillary activities. This is a three phase project.



DOAK CAMPBELL STADIUM IMPROVEMENTS

Project Status: Design

Project Budget: \$20M

Funding: Blueprint

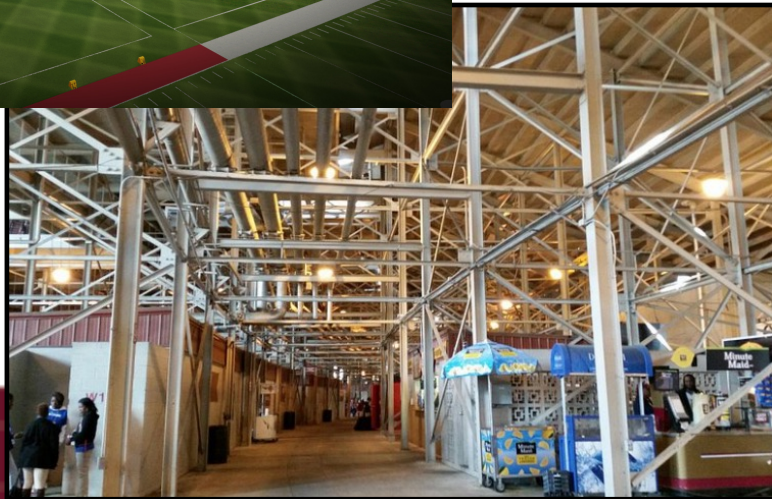
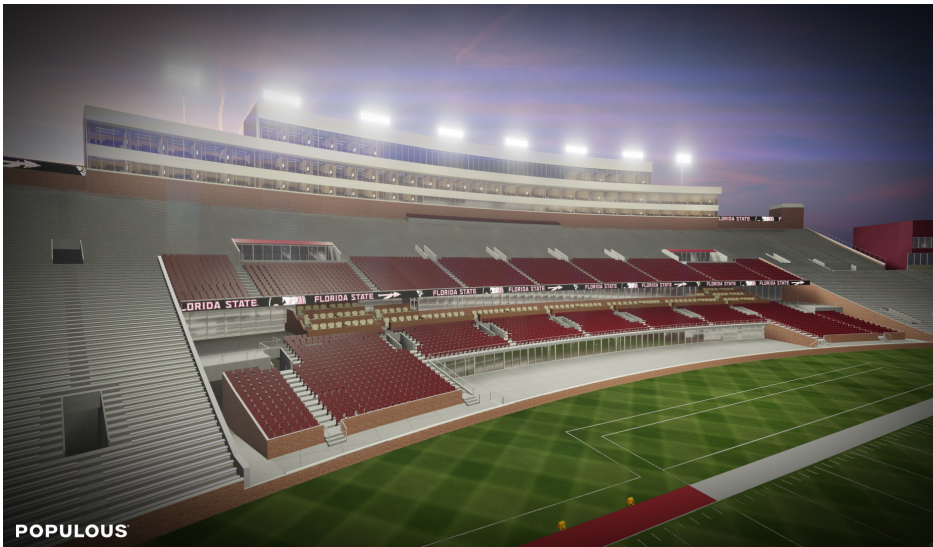
Schedule: Project Substantial Completion – Spring 2025

- Phase 1 Construction to begin July 2023
- Phase 2 Construction to begin December 2023

Addresses life safety, structural and building code deficiencies. Project scope will be limited to issues presented to the Blueprint Board. Project scope will not include deficiencies incorporated into the seating project in the west and south ends.

Project Partners: (Design-Build Delivery)

- Design Professional – Gilchrist Ross Crowe, Tallahassee, FL
- Contractor – RAM Construction, Tallahassee, FL



DUNLAP FOOTBALL CENTER

Project Status: Phase I –
Construction & Phase II – Design

GSF: 150,000

Project Budget: \$138,000,000

Funding: Private Booster Funds

Schedule: Substantial Completion – Summer 2025

- Phase I – East Annex Construction: Jan. 2023 – July 2023
- Phase II – DCF West Wing Construction: Start Winter 2023



Constructs a new facility providing space for team segment/position rooms, team meeting rooms, locker rooms, equipment area, nutrition area, hydrotherapy area, trophy/display areas, players' lounge, coaches offices, meeting rooms, conditioning areas, a new weight room connecting to the existing IPF and other gameday and support spaces. The project will also include exterior site work for hardscape, plaza space, parking adjustments, and practice field repair work required.



FSU/TMH ACADEMIC HEALTH CENTER

Project Status: Programming

GSF: 100,000

Project Budget: \$125M

Funding: State Appropriated

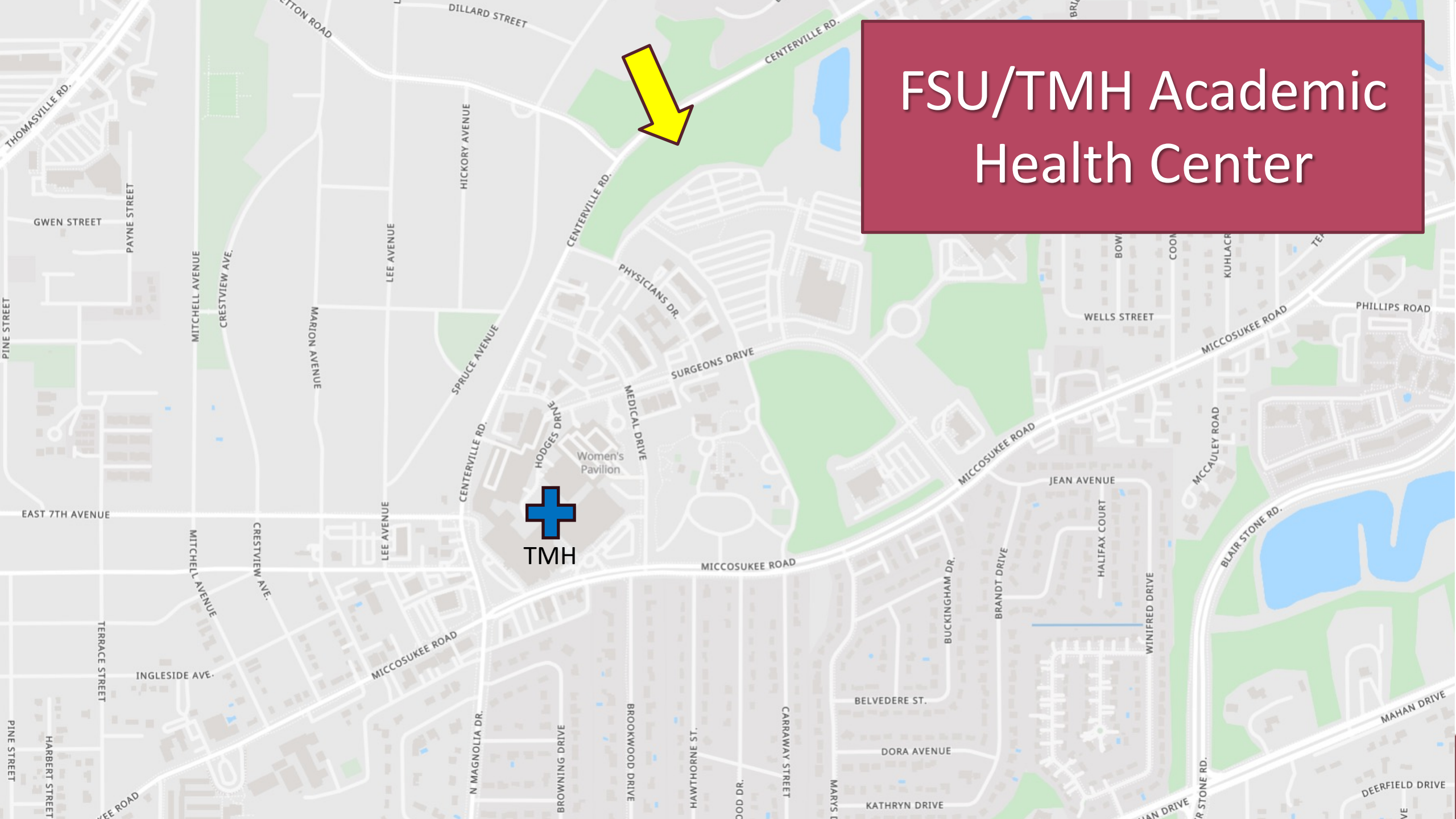
Schedule: Substantial Completion – Fall 2026



The new Academic Health Center will accommodate both dry and wet labs, clinical, administrative, teaching, and research spaces. The facility will offer space to be utilized by a blend of TMH Family Medical Residency Program, the College of Nursing, the College of Medicine, and research laboratories. Current program allows for 19 PI's for research, 114 research graduate students, and 28 exam rooms for the Family Medical Residency Program.



FSU/TMH Academic Health Center



TMH

POSSIBLE FSU/TMH PATHS FORWARD

Strategic Alignment



Interrelated



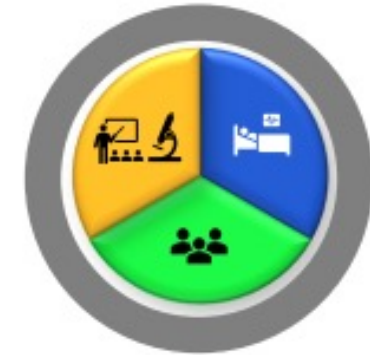
FPP Owned by SOM



FPP Owned by AHS



Fully Integrated



While these five model types are the general categories of AHC structures, each AHC is a somewhat unique entity and typically does not fit neatly into any one of the model types. Each AHC's structure reflects its historical development as well as its specific political and economic/financial situation.

   Univ/SOM FPP AHS



FSU IS RESEARCH FOCUSED



Fiscal Year	Proposals	Awards	Expenditures
2022	\$730.3M	\$287.3M	\$356M
2023	\$873.6M	\$301.9M	TBD



\$72.7M NIH grant to lead an adolescent HIV clinical trial network!

\$14.5M NIH grant to foster diverse perspectives in health science research!

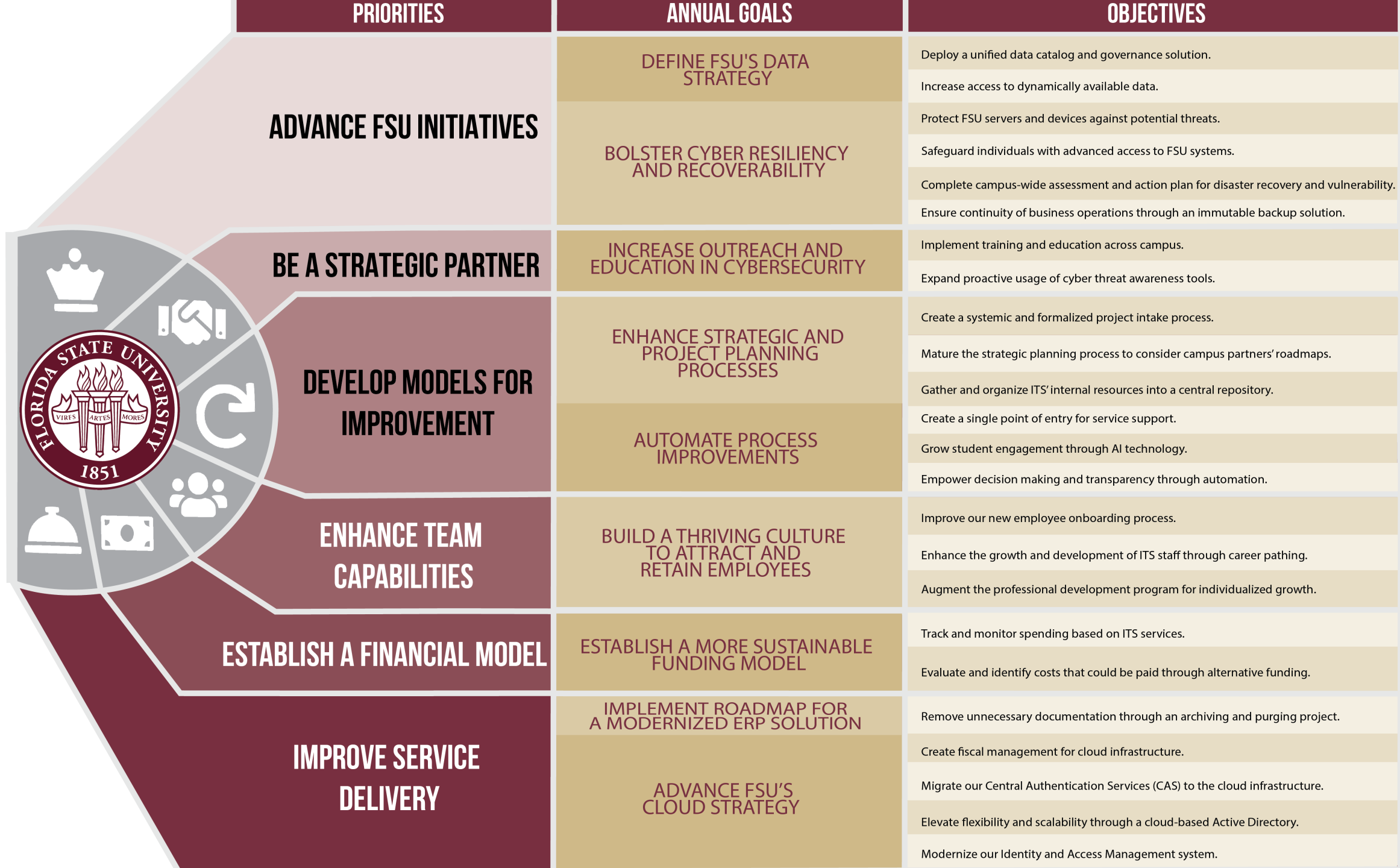


National High Magnetic Field Laboratory receives \$195M renewal through 2027!





WHERE TO NEXT?



FEEDBACK IS A GIFT!

Front

FOR ITS...

I WISH WE WOULD/COULD...

I WANT US TO...

I NEED US TO...

Back

TO ADVANCE MY CAREER...

I WISH MY LEADERSHIP TEAM WOULD...

I WANT MY LEADERSHIP TEAM TO...

I NEED MY LEADERSHIP TEAM TO...

PROJECT UPDATES

ITS Staff



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INFORMATION TECHNOLOGY SERVICES

2023-2024 STRATEGIC PROJECTS

- Privilege Access Management
- CrowdStrike Server/ Endpoint Protection - Campus Roll Out
- Proofpoint → Microsoft Defender
- Active Directory
- Immutable Back Up - Campus Roll Out
- Identity Access Management
- Migrating CAS to the Cloud
- Data Catalog/ Data Governance
- Data Vault
- ERP Roadmap- Purge/Archive
- Decisions
- MyFSU Portal
- Ruby- FSU's AI Chatbot

* This is not an exhaustive list of all strategic initiatives



PRIVILEGE ACCESS MANAGEMENT (PAM)

Adds safeguards through an extra layer of protection on logins, passwords and adds controls to manage who has access to permissioned accounts.

Current Status: Vendor Selected and in Contract Negotiations; Starting this Fall

Project Manager: Kennetha Anderson

Lead ITS Team: Collab Services & Identity Management

Impacted Teams: Endpoints (CTS); Servers & Storage (Linux, Windows Admin; ISPO; Applications; NCT; Enterprise Solutions

Target Completion: Phase 1: Early Spring 2024, Phase 2; Late Spring 2024



CROWDSTRIKE SERVER/ ENDPOINT PROTECTION – CAMPUS ROLL OUT

Ensures the highest level of security by protecting our servers across campus.

Current Status: Completed for ITS; Need to offer as a service and provide to campus

Project Manager: Corey Webster

Lead ITS Team: Servers & Storage, Collab Services & IDM

Impacted Teams: ISPO; CTS; Endpoint and Servers; NCT/CORE; ES, ITSM

Target Completion: December 2024



PROOFPOINT TO DEFENDER MIGRATION

Defender is the recommended solution for our email spam filter, replacing Proofpoint prior to end of contract term.

Current Status: Gathering requirements to determine implement plan

Project Manager: Kennetha Anderson

Lead ITS Team: Collab Services & IDM

Impacted Teams: ISPO; CTS; Servers - Linux

Target Completion: Migration completed by May 2024; Contract ends June 2024



ACTIVE DIRECTORY

Transition Active Directory on-prem services and workloads to authenticate exclusively against Azure Active Directory, a cloud-based solution. This transition will aid in FSU's success to explore modern cloud solutions.

Current Status: Planning for transition strategy

Project Manager: Andrea Dial

Lead ITS Team: Collab Services & IDM

Impacted Teams: NCT/CORE, ES, ISPO (EVERYBODY)

Target Completion: Phase 1: Exploration and Planning completed by June 2024, Project Completion- 2027



IMMUTABLE BACKUP – CAMPUS ROLL OUT

Detect, prevent, and remove potential threats and respond to risks of ransomware that could be attached to incoming files across campus.

Current Status: Completed for ITS; Will offer as a service and provide to campus. Service cost discussions are in progress.

Project Manager: Tom Morgan

Lead ITS Team: Servers & Storage

Impacted Teams: Collab Services & IDM; CORE/NCT, ITSM

Target Completion: December 2023- service established, March 2024- rollout to campus



IDENTITY ACCESS MANAGEMENT

Evaluating existing systems and processes and collaborating to generate a road map and culture change needed for implementing a more modern and robust IAM solution.

Current Status: Early phases, pre-procurement

Project Manager: Andrea Dial

Lead ITS Team: Collab Services & IDM

Impacted Teams: Enterprise Solutions, Shared Infrastructure, ISPO, ITS, Office of HR, Office of the Registrar, Campus Partners

Target Completion: December 2024



CAS TO THE CLOUD

Moving CAS to cloud infrastructure reduces the impact of major outages, improves service delivery and efficiency, and positions FSU for additional cloud service opportunities.

Current Status: Pilot is complete; currently architecting supporting infrastructure

Project Manager: Kennetha Anderson

Lead ITS Team: Middleware

Impacted Teams: Collab Services & IDM; Servers & Storage; NCT/CORE;
(Campus Partners)

Target Completion: Summer 2024



DATA CATALOG AND DATA GOVERNANCE

Our business and student data must be organized, managed, and maximized in a way that internal and external users safely and accurately access our data. This project will enable informed decision making and knowledge sharing.

Current Status: Vendor is selected; Contract finalized; Scheduling Kickoff meeting

Project Manager: Lillian Shafik

Lead ITS Team: Data & Analytics

Impacted Teams: CORE, ES, DBAs, PAM/IDM, Servers/Storage

Target Completion: June 2024



DATA VAULT

The data vault provides an extensible, scalable data warehouse architecture that can consolidate data from various source systems.

Current Status: Project is partially funded and in planning stage.

Project Manager: Lillian Shafik

Lead ITS Team: Data & Analytics

Impacted Teams: Enterprise Solutions; CORE; DBAs

Targeted Completion: June 2024



ERP ROADMAP- PURGE/ ARCHIVE

Our business and student data must be organized, managed, and maximized in a way that internal and external users safely and accurately access our data.

Current Status: Understanding policies and procedures for archiving and purging data; meeting with campus partners.

Project Manager: Kennetha Anderson

Lead ITS Team: Enterprise Solutions

Impacted Teams: IDM, Data, DBAs, CORE

Target Completion: June 2024



DECISIONS

This solution enables ITS to explore opportunities across our organization for automation and will challenge our staff to consider new ways to solve old problems.

Current Status: Procurement complete

Project Manager: Lillian Shafik

Lead ITS Team: Enterprise Solutions

Impacted Teams: Middleware, BI, Enterprise Solutions Development

Target Completion: June 2024



MY FSU PORTAL REDESIGN

ITS is completing a full redesign of the myFSU Portal and mobile app.

Current Status: In progress

Project Manager: Andrea Dial

Lead ITS Team: Portal and Mobile

Impacted Teams: Collab Services & IDM; NCT/CORE, ES, ISPO;
Campus Partners

Target Completion: June 2024



RUBY- FSU'S AI CHATBOT

Ruby is FSU's first AI-powered chatbot. She will guide our community to get the help they need faster and ease the case load on our service center agents. She will surface the appropriate knowledge article, connect you with someone who can assist, or create a case and route it to the appropriate support team..

Current Status: Launched and learning. First use case is underway with the ITS Help Desk while actively being trained by the DXT staff.

Project Manager: Julie Eberhardt

Lead ITS Team: Digital Experience and Transformation

Impacted Teams: IT Service Desk and all agents and users of the myFSU Service Center, other departments that want a version of Ruby will be in scope for future projects.

Target Completion: Launched and iterating



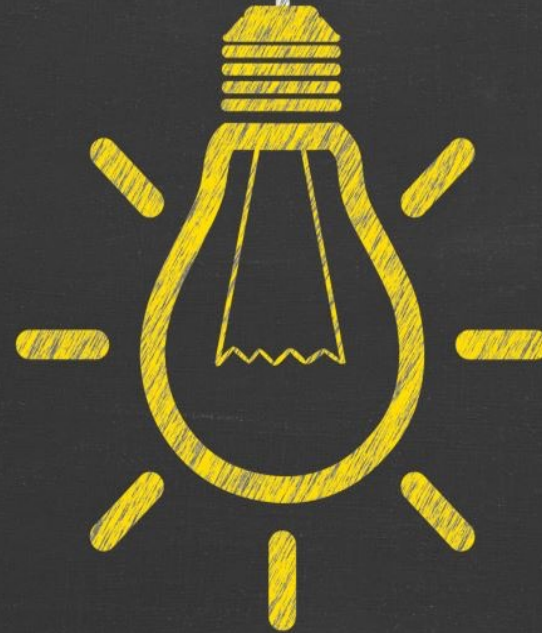
GET INVOLVED

Kathy Wilkes

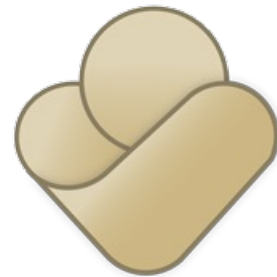


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WHERE DO YOU CONTRIBUTE?



Spotlight Microsoft Viva!



Whether you are going for one lesson or a whole collection, don't forget to take advantage of all Viva Learning has to offer!



Let's get learning!

Microsoft Viva

Use the Meeting Effectiveness survey in Viva Insights to gather feedback!

Effective meetings

Get feedback on your meetings ⓘ

Meeting effectiveness surveys

Want to get feedback about how effective your meetings are? Insights can send a survey to meeting participants to help you understand how effective your meetings are. [Learn more](#)

Save changes

➔ Providing feedback is optional
Feedback is anonymous

Share meeting feedback with **Emily Brown**

What made this meeting a success?

Agenda Attendee participation Focused discussions Clear next steps

What would've made it better?

Agenda Attendee participation Focused discussions Clear next steps

How effective was this meeting at achieving its business goals?

★ ★ ★ ★ ☆

Choose a star rating

The meeting organizer will only see aggregated results in Microsoft Viva Insights and will not have a view of who responded. Want tips to make your meetings more effective? [Review your meeting habits](#)

[Privacy Statement](#) Cancel Send

Meeting effectiveness surveys

📅 How effectively did your meetings achieve business goals?

4 out of 5 star average rating

★ ★ ★ ★ ☆

This feedback is determined from 2 meetings. [Learn why this matters.](#)

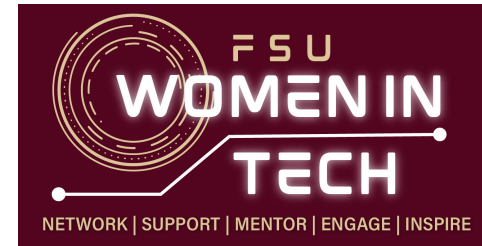
See all meeting feedback



Be self-aware!
Microsoft Viva

GET INVOLVED

- Professional Development Committee
 - Smartsheet for Project Management – 11/14
 - Spring Calendar will be released soon
- Women in IT
 - WIT Holiday Party – 12/5/23
 - RAD Demo Course (FSUPD and WIT) – 12/12/23
 - January 2024 – WIT Community Meeting
- Spring Townhall & Staff Showcase Conference Planning Committee
 - Meetings start in January 2024



SAVE THE DATE!



Spring Townhall & Staff Showcase Conference

April 9

8:00 a.m. – 5:00 p.m.



‘TIS THE SEASON



6th Annual ITS Dessert Auction

Thursday, December 7 | 2:30 p.m. – 3:30 p.m. | *The Commons*
Bring Items To Be Auctioned No Later Than 2:30 pm

- Sign Up to Bring Dessert Auction Items
- Financial Donations Go Towards Christmas Connection

- Adopt a Family
 - Fulfill Wishlist For a Child in Need



TODAY'S PLAN



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

SCHEDULE – NOVEMBER 8

- 9:00 – 2:00
 - Red Bus Blood Donation
- 12:00 p.m.
 - Lunch Served/ Team Meetings
- 1:30 p.m.
 - Open House Setup
- 2:30 - 4:30 p.m.
 - Open House
- 5:00 p.m.
 - Happy Hour/Dinner
 - Pedros – Apalachee Parkway





The half of knowledge is to
know where to find knowledge



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