2022 ITS Strategic Goals

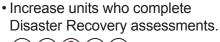## ♛ Advance FSU Strategic Initiatives

Improve university cybersecurity posture to ensure continuity of services & reduced reputational risk.

- Increase knowledge, communication, & training of campus cybersecurity professionals.
- Enhance collaboration among faculty & students in a single collaboration application.
- Increase units who complete Disaster Recovery assessments.

Expand & improve ITS research technologies, capabilities, & services to support FSU's aspirations as a Top 20 university.

- Support pilot projects in conjunction with the Health Data research team.
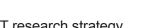- Diversify the researchers who leverage the Research Computing Center.
- Complete pilot study with the College of Social Sciences on the interactive clusters & GPU node.
- Partner with FSU's life sciences & digital humanities programs.
- Develop an IT research strategy.

↻ Develop Models for Continuous Improvement

Co-Create the next generation Enterprise Application landscape, infrastructure, & supporting architecture.
- Create & publicize the next generation road map & strategy document.

Establish or improve functions & processes that support IT operations.
- Provide model & tools to support organizational change.
- Create intake process for project demand requests.

👥 Enhance ITS Team Capabilities

Create & promote professional development opportunities for ITS Staff systematically & individual investment in personal development.

- Meet the ITS staff's expectation on training content & experience.
- Champion the Diversity, Equity & Inclusion activities & culture throughout organization.

💵 Establish & Adopt a Sustainable Financial Model

Establish a sustainable financial model to support costs of the agreed upon ITS services, projects, & strategic initiatives.
- Revise funding model to expand customer base of departments that utilize the RCC.

Modify financial reporting & administrative operations to support ITS unit-level leadership through evolving structures, priorities & requirements.
- Publish hardware life cycle strategy.

🔔 Improve ITS Service Delivery

Advance ITS' presence & reputation based on user-centered practices.

- Create a documented model & road map for IT Service Management.
- Increase user sessions on the ITS website.

Modernize operations & leverage automation opportunities to achieve operational excellence.
- Support increase of hybrid & remote learning, teaching, research & business.

🤝 Be a Strategic Partner to FSU Organizations & Departments

Provide model & road map to support Business Relationship Management.

- Expand partnerships & vendor engagements.
- Expand strategy for Business Relationship Management across the university.
- Train new ITAPP units on the available resources.

Partner with campus units to improve user satisfaction & management of IT resources.

- Assess IT positions & create work group on technology professionals.
- Expand the myFSUVlab to support demand across academic programs.

| Change Leadership & Planning | Community Technology Services | Enterprise Applications Services | Fiscal Operations | Information Security & Privacy Office | Research Computing Center | Shared Services | Shared Infrastructure Organization |