



# Voice of the Community Accomplishments 2019-2020

## Collaboration

- Developed framework for organizational change management process and support team
- Created work groups to maximize synergies throughout ITS
- Launched Technology Architecture Committee
- Served as member of FSU Research Development Partners group
- Created Student and Business Application Services teams to align development and planning and better support home offices
- Launched Zoom web conferencing tool for students, faculty and staff and provided training
- Expanded audience of monthly ITS Tech Talk series to all campus IT professionals
- Increased ITS representation on campus committees and working groups in response to remote learning, teaching and working
- Coordinated email digest of university announcements related to COVID-19
- Organized daily COVID-19 calls with IT professionals across campus
- Created applications to support COVID-19 reporting and contact tracing
- Worked with Facilities to prep classrooms for social distancing and installed classroom technology to accommodate blended learning
- Provided access to remote desktop support tool to customer bases across FSU
- Worked with University Housing to bolster network service provided in quarantine dorms

## Contact & Process Confusion

- Implemented Salesforce as new customer relationship management (CRM) solution
- Streamlined service request and problem intake methods
- Provided access to remote desktop support tool to university IT professionals to enable distributed, virtual IT support to campus departments
- Led discussions with IT professionals to discuss support procedures and identify ways to resolve current pain points
- Moved all Research Computing Center support cases and ticketing into the new FSU support system
- Created workgroup to review Service Desk intake methods
- Automated approval of online forms to speed up workflows for HR, financial and student processes
- Created PPM workgroup to define and standardize ITS project terminology and project artifacts
- Revamped delegate access interface to mirror system used by students and streamline shared transactions



## Communication

- Hosted ITS Open House and poster session
- Published monthly ITS Pursuits newsletter for technology professionals at FSU
- Hosted weekly meetings with deans, IT professionals and ITS staff to hear concerns and promote transparent communication
- Delivered CIO presentations at campus partner meetings
- Presented roadshows to departments to discuss technology needs and solutions
- Replaced FSU mass communications tool with Marketing Cloud
- Published extended 18-month annual report highlighting ITS partnerships and accomplishments as well as goals for the year ahead
- Completed ITS pre-orientation video to introduce new students to ITS resources
- Published a "TechList" of technology requirements and resources for incoming students
- Established webpages to share updates, training materials and other resources for major ITS projects
- Shared weekly ITS stats, including wireless activity, support cases and key service usage with FSU Cabinet and stakeholders
- Produced video of university leadership and colleagues commending ITS on support for remote operations

## Continuous Support

- Launched improved myFSU Service Center
- Revamped and reorganized entire ITS service catalog
- Developed user-centered, self-help Knowledge Base
- Created ITProPass to offer expedited, higher-tier support for IT professionals at FSU
- Improved software documentation on Research Computing Center website
- Reviewed Campus Solutions support website and updated documentation
- Prepared readiness workshops and training for release of new Service Cloud customer service platform
- Partnered with Dirac Science Library to offer virtual technical training sessions

