



FLORIDA STATE
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ITS Virtual Townhall

April 20, 2020



Welcome & Opening Comments





ITS Priorities



Be a strategic partner



Advance FSU strategic initiatives



Improve ITS Service Delivery & User Experience



Enhance ITS Team capabilities



Develop model to improve ITS operations



Establish a sustainable financial model



Voice of the Community Follow Up Survey

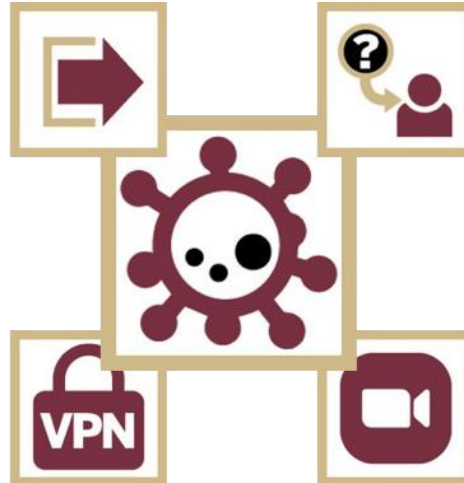
Have you noticed improvements:

- ITS Communications – 96% Agreed
- ITS Collaborations – 96% Agreed
- ITS Contact Confusion – 88% Agreed
- ITS Support – 100% Agreed

* Full Survey Results & Updates at <https://its.fsu.edu/about-its/voice-community>



Thank You ITS!





ITS Staff Pulse Survey

- Biggest Challenges:
 - Getting Enough Exercise
 - Anxiety about the Impact of Coronavirus
 - Feeling Isolated from Others
- 98% feel the same or better than the previous week



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ZOOM BREAKOUT ROOMS

How Are You Finding Work/Life Balance Among the Recent Changes?



ITS Staff Challenge

- Find a meeting during the next 2 weeks that can be a virtual walking meeting.
- Arrange details with meeting attendees
- Post selfie/photo on the ITS Staff site on Teams.



Welcome Bobby Sprinkle, new CTO

- IT for over 24 years
- Graduated USF
- Worked at
 - Boston University
 - NYU Med Center
 - Moffitt Cancer Center
 - Nielsen Media, etc.





Shared Infrastructure

- Networking
- Infrastructure Support
- Microsoft Systems and Applications
- Application Support
- Enterprise Systems Security



Fun (?) Facts

- Married with 7 Kids (21 – 8 years old)
- Born and raised in Tampa
- History
- College Football
- Woodworking



Welcome Cinnamon Gallatin, PMP

- IT for over 22 Years
- Graduated Indiana University and Purdue University
- Worked at
 - Purdue University
 - Pall Corporation
 - LSI Consulting
 - HCL-Axon



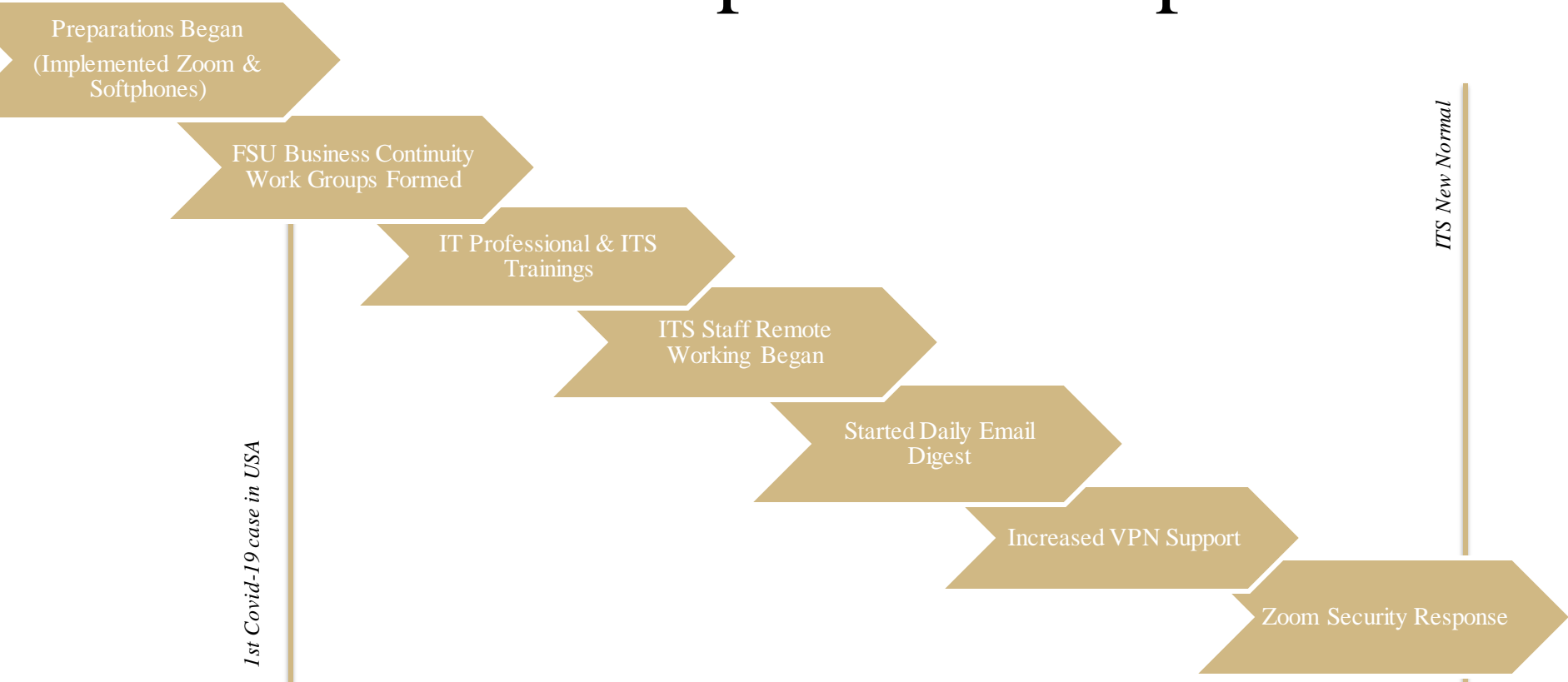


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ITS COVID-19 RESPONSE



Covid Response & Preparations





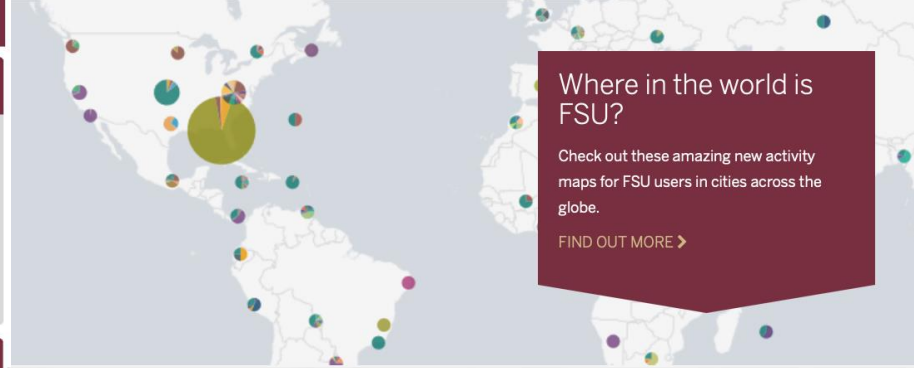
March 30 - April 3, 2020

ZOOM

3.7 Million (123%) Meeting Minutes
7,714 (118%) Meetings
92,320 (124%) Participants

VPN Logins

8,633 (110%) VPN Sessions
(Cisco AnyConnect & VIA)



Where in the world is FSU?
 Check out these amazing new activity maps for FSU users in cities across the globe.
[FIND OUT MORE >](#)

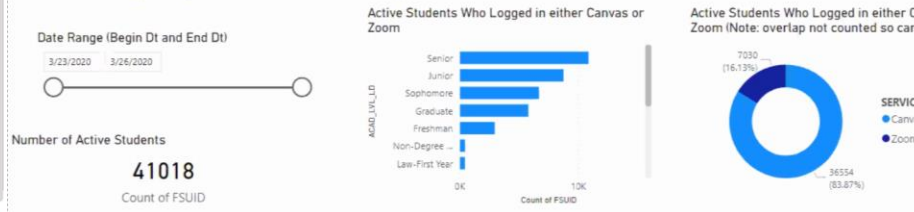
Service Desk Cases

1,260 (110%) Service Desk Cases
(includes Chat, Email, Phone, Service Request, & Incidents)

COVID-19 News & Announcements

25,759 (133%) Total Page Views
16 (127%) Articles Posted

Students CAS Login Report (Canvas and Zoom Only)

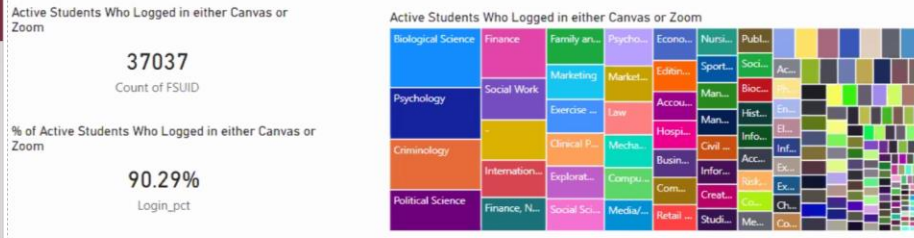


CAS Student Logins

95% (15%) of Students logged into CAS
38,887 (15%) Active Student FSUIDs

Voicemail to Email Requests

3% Increase in Activations
39 New Requests
1,267 Total Requests

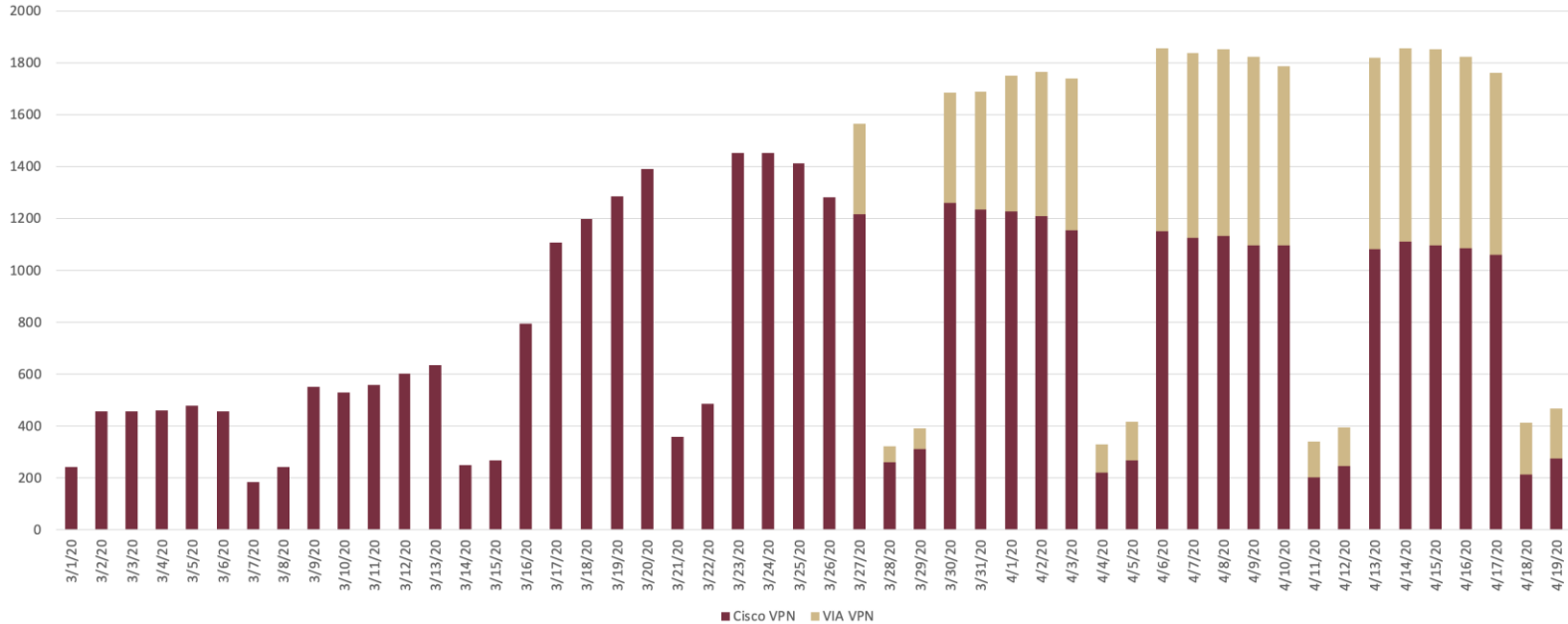


* Active Students means students who have active status and have at least 1 unit taken.



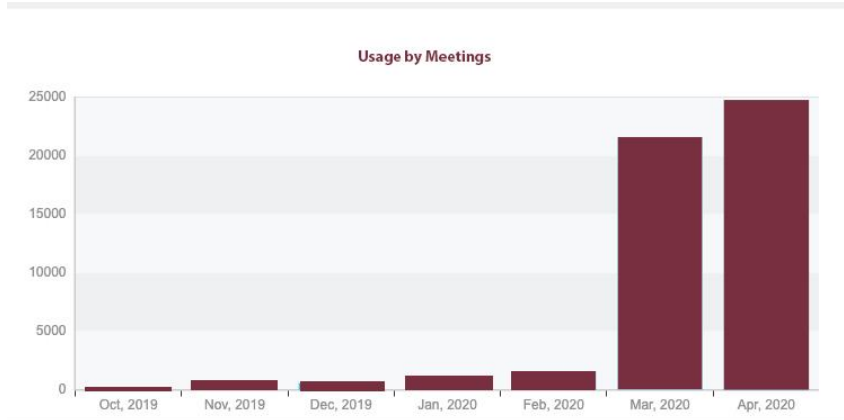
Remote Working - VPN

Unique VPN users





Remote Working - Zoom

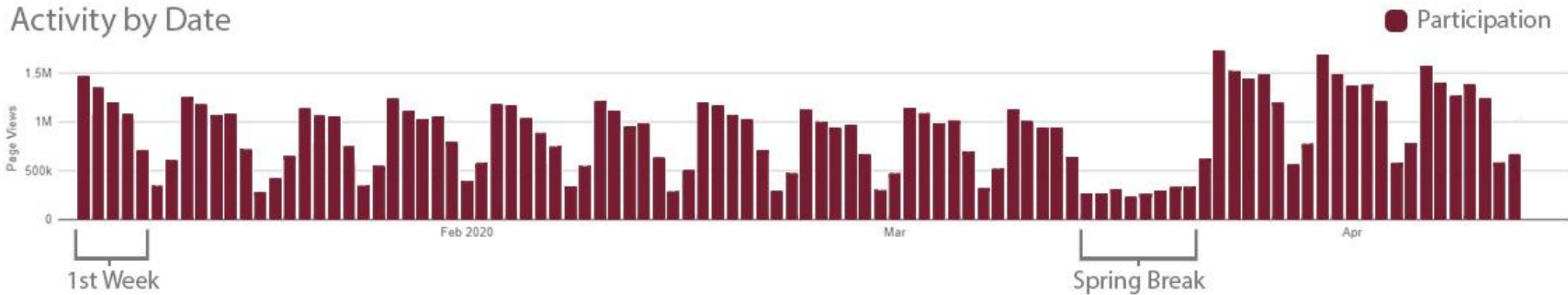


- **21,016,213** Meeting Minutes
- **515,663** Total Participants
- Highest Months
 - March – **21,500** meetings
 - April 1-19 – **24,700** meetings



Remote Teaching & Learning

- Canvas Usage



Note: Subterm data for MED, LAW, and IP excluded.



Security Implications

- We are usually a walled city and easier to protect
- We've sent all our townspeople out into the woods
- They are all on their own networks, with their Alexas, doorbells, etc





10 WAYS TO SECURE zoom MEETINGS

Follow these tips to help prevent Zoom meetings from being hijacked.

1



Use FSU Zoom

FSU uses a special Zoom for Education product that provides enhanced security and privacy. Instead of using a free Zoom account, always sign in to your FSU Zoom account with your FSUID and password at fsu.zoom.us.

2



Set a Unique Meeting ID

When you schedule a Zoom meeting, choose **Generate Automatically** under the Meeting ID options. This plugs one of the biggest holes Zoom-bombers can exploit.

3



Require Users to Sign In

Under Meeting Options, select **Only authenticated users can join** to restrict access to attendees who have Zoom accounts. Participants will either have to sign in before joining your meeting or join by phone.

4



Require Meeting Password

Check this box to require participants to enter a password before joining the meeting. The password is automatically included in the meeting invite, or embedded in the course link if using the Canvas integration.

5



Never Share Links Publicly

Send meeting links directly to attendees. For course meetings, use the Canvas integration to schedule your meetings so you don't have to send an announcement with the link. Never share meeting links over social media or public webpages. This allows

6



Create a Waiting Room

Adding this **Meeting Options** feature allows you to control when a participant joins the meeting. Let people in all at once or one at a time, and if you see a name you don't recognize, don't let them in. This is great for small meetings or meetings with one host who can

Zoom Security Implications



Project Priorities

- Archiving – Transcript Request, Applicant Data (Mention)
- Audit Remediation (Hunkapiller)
- **AWS DR (Hunkapiller)**
- Call Center in the Cloud (Sprinkle)
- Coldfusion Upgrade (Sprinkle)
- **COVID – 19 Response (Livingston)**
- DMARC Project (Sprinkle)
- Proofpoint Wombat Training (Sprinkle)
- DRUVA (Johnson)
- Email Policy Implementation Program (Sprinkle)
- F5 Upgrade (Sprinkle)
- FI Upgrade (Mention)
- Big Health Data (Sprinkle)
- **Huron Assessment (Schoubert)**
- NIST (Johnson)
- OIM Upgrade (Sprinkle)
- OnBase (Mention)
- PUM Upgrades (Mention)
- **Salesforce (Mention)**
- Service Catalog Rewrite (Dorn)
- SCCM (Johnson)
- Umbrella Expansion (Hunkapiller)
- Web Application Firewall (Sprinkle)



Salesforce Phase 2 Update



Case management



@message.fsu.edu



CoB

Architect & Design

Build

Testing

Training

Rollout



ITS 2020 Sustained Service Award Honorees



Johnny White -10 Years
Selvam Sivagurunathan -10 Years
Sinclair Madry – 10 Years
Thomas Hilton – 10 Years
Gerardo Garcia – 10 Years
Jason Freeman – 10 Years
John Dingus – 10 Years
Justin Kraft – 10 Years
Kiara Sullivan – 10 Years
Jan Condon – 10 Years
Ruby Zindler – 10 Years
Brett Simpson – 10 Years
Travis Zimmerman – 20 Years
Dr. Chris Hart – 20 Years



Martin Schaefer – 20 Years
Andy Bucior – 20 Years
Anthony Crago – 20 Years
Debi Williams – 20 Years
Irina Gorkov – 20 Years
Candy Lu – 20 Years
Robert Mills – 30 Years
Julie Eberhardt – 30 Years
Diane Higgins – 30 Years
Lewis Thurston – 35 Years
Oliver Austin – 35 Years
Danny Burnett – 35 Years
Dianna Norwood – 35 Years

CONGRATULATIONS AND THANK YOU FOR YOUR DEDICATED SERVICE TO FSU!



ELT Office Hours

Monday 10:00 - 11:00	Wednesday 9:00 - 10:00	Wednesday 11:00 - 12:00
Byron Menchion	Bill Hunkapiller	Tim Brown
Ken Johnson	Rebekah Dorn	Joan Schoubert
	Bobby Sprinkle	Jane Livingston
	Paul Van der Mark	



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QUESTIONS

