ITS SPRING TOWNHALL

April 13, 2021

FLORIDA STATE UNIVERSITY

INFORMATION TECHNOLOGY SERVICES

OVERVIEW

Welcome & Opening Remarks

Shout Outs

ITS Priorities

Tiger Team Updates

One O365

COVID Technology Response Team

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INFORMATION TECHNOLOGY SERVICES

WELCOME & OPENING REMARKS

Jane Livingston

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SUSTAINED SERVICE

Jane Livingston

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10 YEARS

Stephen Ropes – January 2011
Kenneth Fish – April 2011
Matthew Nelson – June 2011
Denise James – July 2011
Janice Wentz – July 2011
John McCloskey – July 2011
Lori Gormin – July 2011
Michael Henry – August 2011

Matthew Keelean - August 2011
James Oligney – August 2011
Katie Townsend – September 2011
Jeffrey Townsend – September 2011
March Hinchee – October 2011
Ann Slappey - November 2011
Jacob McVey – November 2011
John Cook – December 2011

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20 YEARS

Hans Meyer – January 2001
Diana Orrick – April 2001
Brooks Johnson – April 2001
Ken Johnson – May 2001

25 YEARS

Rick Arendes – March 1996

William Kirk – June 1996

Kerri Pigott – September 1996

Suzanne Kane – September 1996

Andy Johnson – November 1996

Michael Borchardt – December 1996

30 YEARS

Kevin   y 1991

Mark Fisher – May 1991

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35 YEARS

David Sammons – March 1986

Scott Brumage – October 1986

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ITS PRIORITIES | Jane Livingston

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ITS STRATEGIC ALIGNMENT

o Enhance ITS Team capabilities

    a. Build a program to support professional development opportunities for ITS workforce

    b. Improve organizational design to achieve greater impact across functions

    c. Communicate organizational values, goals and desired behaviors
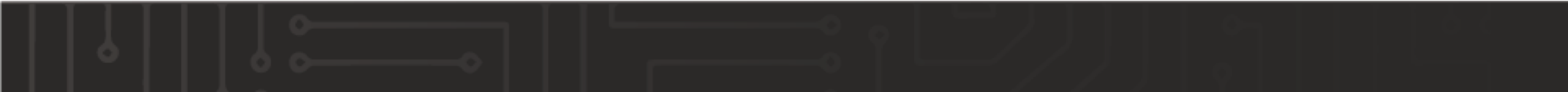
ITS CLIMATE AND INCLUSION ROLES
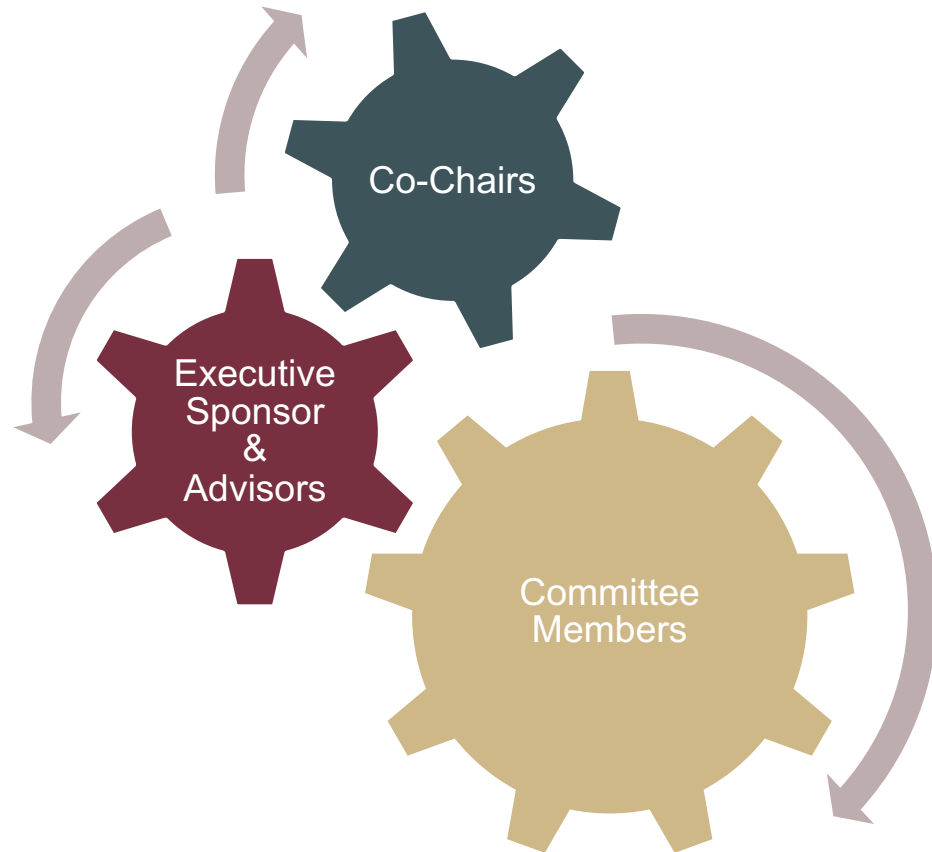
Executive Sponsor & Advisor:

Jane Livingston – ITS CIO

Michelle Douglas – FSU Diversity and Inclusion Office

Co-Chairs:

Kennetha Anderson and Clifford Stokes, Jr.

Committee Members:

Corey Webster	Bobby Roberts
Lisa Martin-Brown	Debbie Gill
Tom Mendoza	Denise James
Alex Morales	Jennifer Leale
Sara Mischler	Lisa Ryals
Ashley Thimmes	Alex Townsend
Sherry Stafford	Katrina Haseman

Co-Chairs

Executive Sponsor & Advisors

Committee Members

ITS CLIMATE AND INCLUSION COMMITTEE

This committee will assist in guiding the culture, inclusion and overall climate for ITS Staff by advising the CIO and the Executive Leadership Team.

o The main goal of this committee is to foster ideation, feedback and input. It will serve as an advisory committee and be part of the ITS strategic planning process for diversity and inclusion while engaging with the FSU Diversity and Inclusion Office. The committee will work to identify opportunities for improving recruitment, onboarding as well as retention of highly talented individuals within ITS.

NEXT STEPS

o Committee Orientation with FSU Diversity and Inclusion Office

o Development of Committee Meeting Schedule

o Defining high-level goals and creating detailed actions for each goal

EMAIL GROUP MANAGEMENT TIGER TEAM

Breeze Howard
Claire Borschel

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BRINGING TOGETHER A TIGER TEAM

Ken Johnson
- Tiger Team Sponsor
- ITS ELT

Claire Borschel
- Tiger Team Co-Chair
- ITS CTS
- Exchange Expertise

Breeze Howard
- Tiger Team Co-Chair
- ITS LEAS
- Mailman Administration

Will Atkins
- ITS CTS
- Exchange Expertise

Jason Carter
- ITS CSIM
- Exchange Administration

Kathy Chismar
- ITS SAS
- Campus Solutions Administration

Tom Doughty
- ITS ISPO
- Security Expertise

Diane Higgins
- ITS CSIM
- Identity Management Expertise

Team Formed
Feb 10, 2021
Final Report
Apr 1, 2021

Matt Hohmeister
- Psychology
- Departmental IT

Derek Kooi
- ITS CLP
- Salesforce Marketing Cloud Administration

Shawn Moore
- FAMU-FSU College of Engineering
- Departmental IT

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TIGER TEAM PURPOSE

How do we help people decide which of our services to choose when creating a new group?

How can we help people find existing groups for email correspondence?

Identify the group email technologies, their data flows and how they are used and managed.
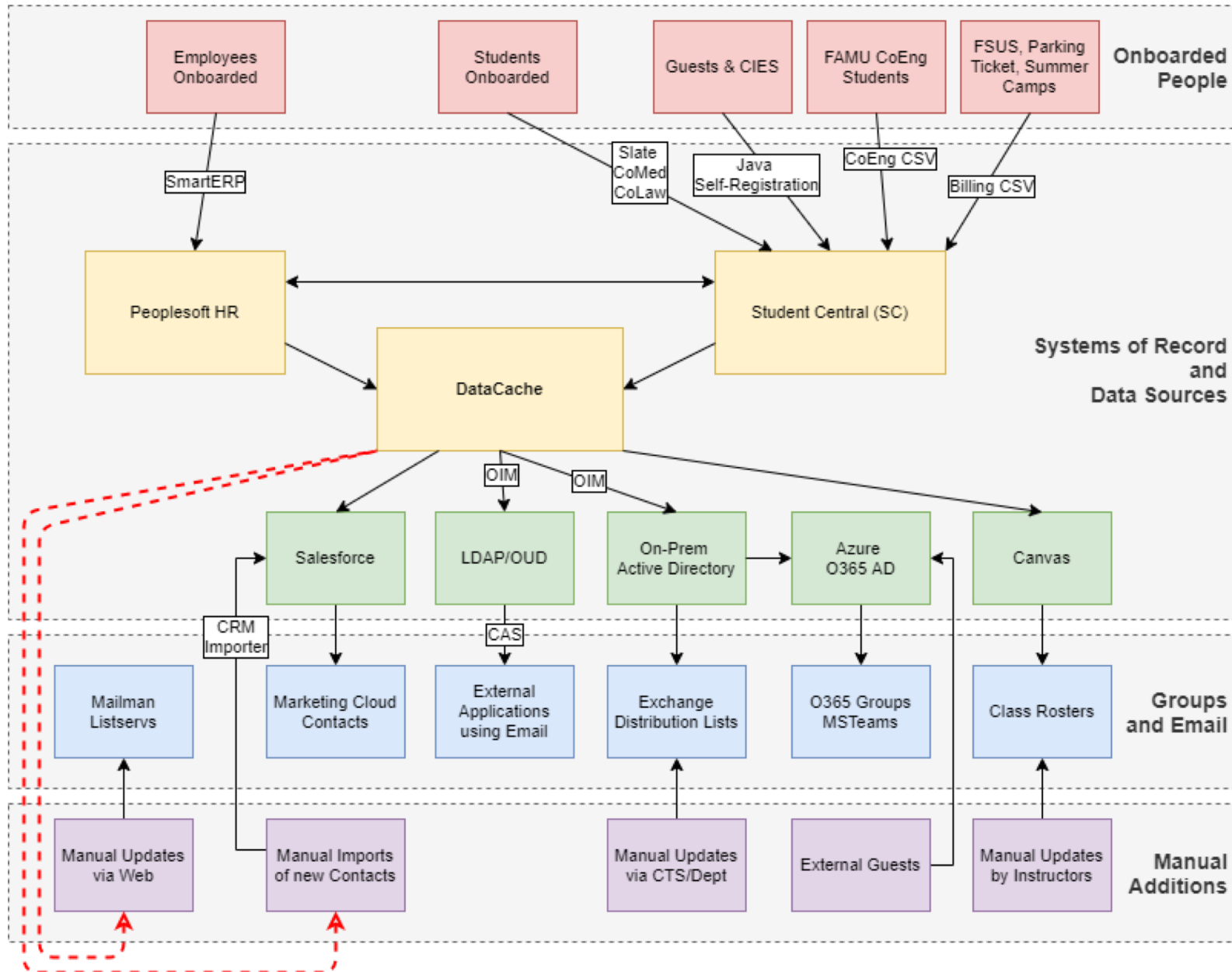
Groups can be outdated and group owners don't always have access or knowledge to manage group membership.

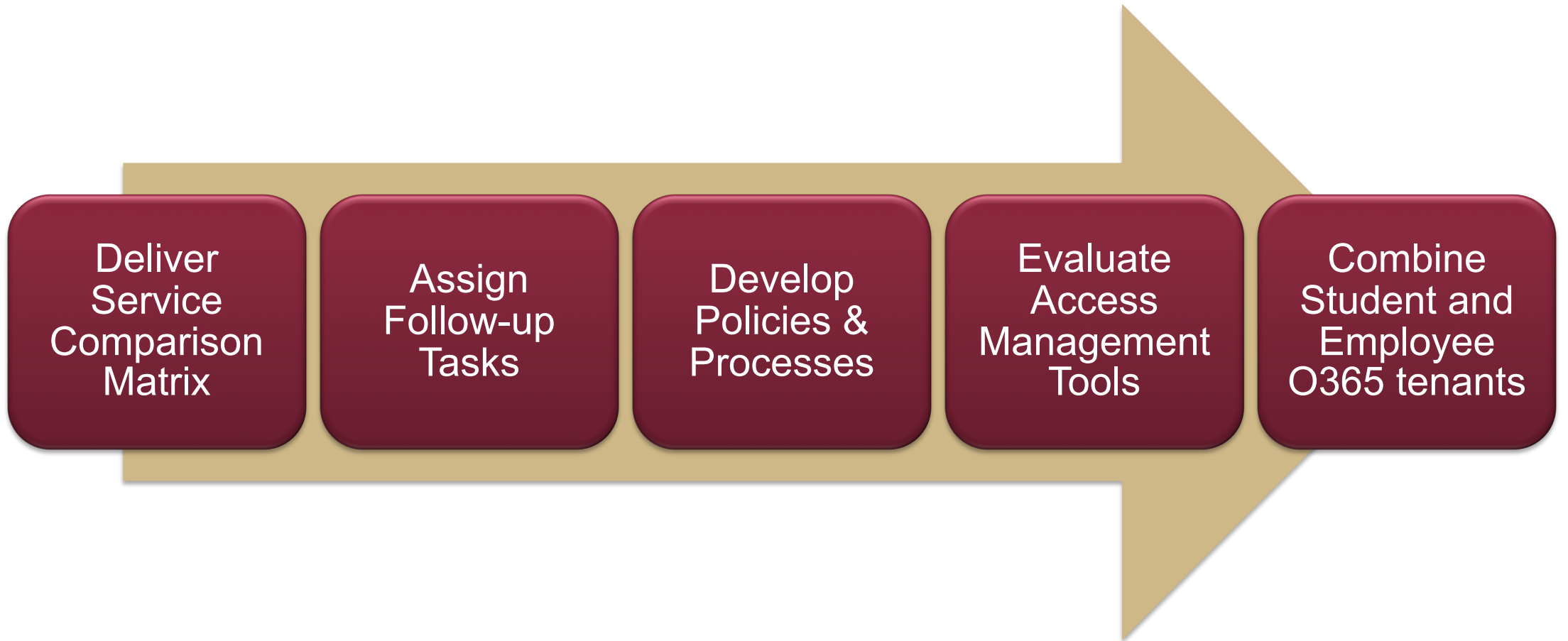How do we leverage automation and data systems to manage email groups?

CHALLENGES AND SUGGESTIONS

Dynamic Membership Rules

Service Matrix

Finding Groups

Consistent Management

Multiple Accounts / Roles

FERPA and Security

NEXT STEPS

Deliver Service Comparison Matrix → Assign Follow-up Tasks → Develop Policies & Processes → Evaluate Access Management Tools → Combine Student and Employee O365 tenants

CLASSIFICATIONS TIGER TEAM

Byron Menchion

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TOPICS TO COVER

Charter and Challenge

Key Issues To Address

Approach and Status

Questions

CHARTER AND CHALLENGE

- University-wide Compensation Study with Segal underway
  - ITS needs to have a comprehensive view of our overall job family
  - IT Job family changes need to align with our needs
- Back to campus activities
  - COVID 19 resulted in a rapid transition to remote
  - Returning in Summer 2021
  - Fully remote work, Hybrid remote or fully face to face?
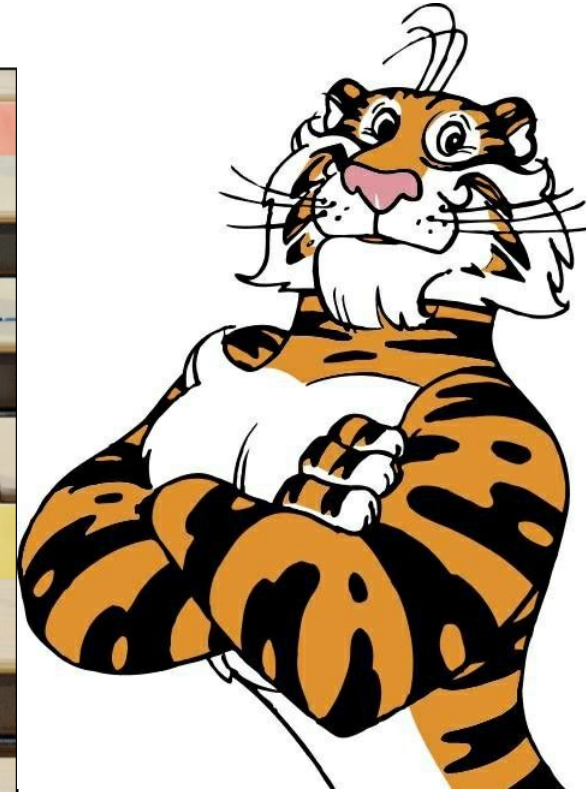- Deliver IT Classifications to HR by April 30th.

Tiger Team: Representation across the organization
- Alex Morales
- Byron Menchion
- Charlotte Souffront-Garcia
- Chuck Kemeny
- Clifford Stokes, Jr.
- Hans Meyer
- Jay Willoughby
- Jen Swain
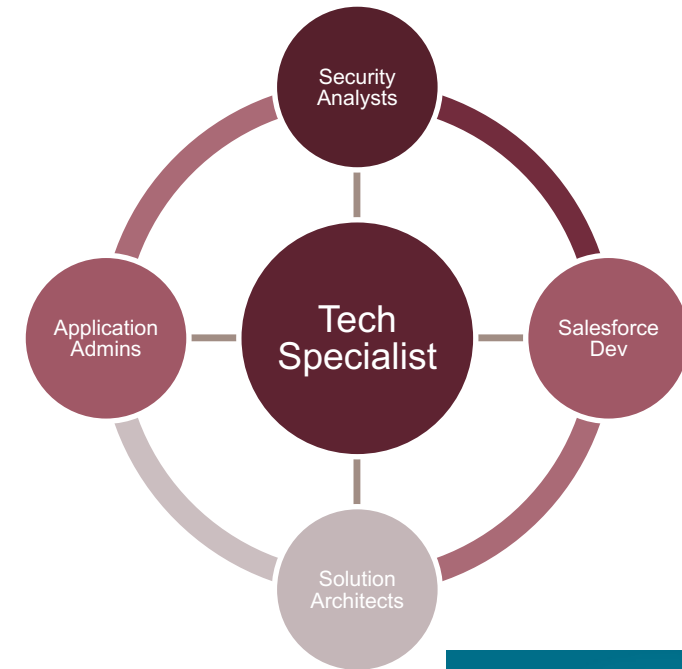- Mary Stephenson
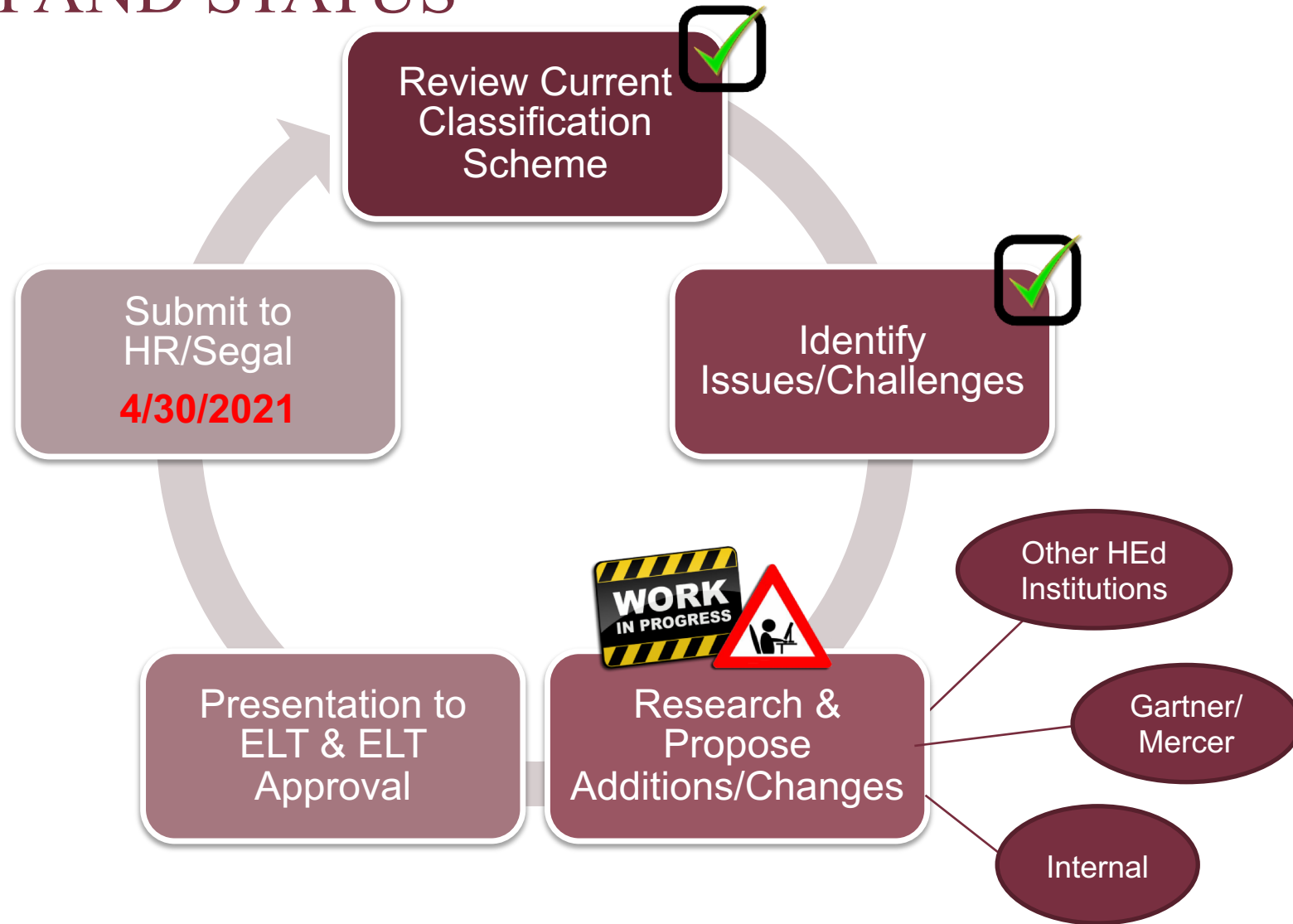- Phyllis Williamson

THE "IT CLASSIFICATION" TIGER TEAM

KEY ISSUES TO ADDRESS

o **Current classification schema has many deficiencies**
  - o Missing classifications related to roles that are being fulfilled today
  - o Classifications currently used for multiple roles
  - o Classifications that don't align well to external benchmarks
  - o Emerging technology and strategy roles
  - o Lack of a clear career progression for many classifications
  - o Technical Leadership/ Managerial Leadership

o **Management challenges:**
  - o Hiring and compensating employees at comparative market rates
  - o Developing employees along a career path

APPROACH AND STATUS

- Review Current Classification Scheme ✓
- Identify Issues/Challenges ✓
- Research & Propose Additions/Changes (WORK IN PROGRESS)
  - Other HEd Institutions
  - Gartner/Mercer
  - Internal
- Presentation to ELT & ELT Approval
- Submit to HR/Segal **4/30/2021**

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Questions?

TRANSITIONS TIGER TEAM | Rebekah Dorn

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TRANSITION TIGER TEAM

o Tiger Team kicked off last week

o Members:

    o Betsy Chester

    o Bill Hunkapiller

    o Charlotte Souffront-Garcia

    o Johnny White

    o Melissa Meschler

    o Rebekah Dorn

    o Tyler Schoenfeld

o Goal: Clear Guidelines by May 1

EARLY RECOMMENDATIONS

o Regular schedule with onsite presence by August 2021
  o As long as job responsibilities allow for this

o Staff will be responsible for the safe return of all equipment that was originally taken home

o Staff who are interested in alternative work locations will be required to submit a signed form to agree to any FSU policies and provide a set location schedule

  o Supervisors will be responsible for any short-term or long-term edits to the employee's schedule
  o HR will recommend timekeeping codes

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EARLY RECOMMENDATIONS

o Conference rooms will be available for use

   o Use Zoom/Microsoft Teams as needed

      o Special care is needed to ensure everyone can participate (hybrid)

      o Plan in advance on how participants can be included regardless of technology

o Parking challenges remain

o Stay home if you are sick

   o Use the Daily Wellness App

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TOOLS REGARDLESS OF LOCATION

- Continue collaboration through ITS Tools
  - Sharepoint, Microsoft Teams, Zoom
- Email versus Chat versus Call
- VPN
  - Accessing protected work files
  - Public WIFI
- VOIP
  - Forward voicemail messages to email

PROJECT OVERVIEW

o Currently have separate O365 tenants, accounts, mailboxes, OneDrive, Teams, and other O365 services for students and employees

o FSU will have a single centralized O365 for students and employees, with one provisioned mailbox and OneDrive regardless of affiliation(s)

o ITS plans to consolidate student accounts, mailbox and OneDrive data into One O365 (currently employee O365)

o Framework to simplify transition for future collaboration services and integrations

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BENEFITS

User	Organization

• Improved unified user experience
• Single account for O365
• Student, faculty, and staff centralized communication and collaboration
  – Email - Global Address Book (GAL) and distribution groups
  – Teams
  – SharePoint
  – OneDrive
• Future third-party integrations
	• Consolidation to single tenant
	• Enhanced collaboration and communication
	• Streamlined account management
	• Increased operational efficiencies
	• Increased security
	• Cost Savings

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PROJECT SCHEDULE

Activity	Start	End	YEAR 2021												YEAR 2022											
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ONE O365 PROJECT TIMELINE	1 Jan 21	31-Dec 22																								
INITIATION	1-Jan-21	26-Feb-21																								
Project Approval	1-Jan-21	7-Jan-21																								
Project Kickoff	26-Feb-21	26-Feb-21																								
PLANNING	1-Jan-21	30-Jun-21																								
Migration Planning	1-Jan-21	30-Jun-21																								
Outreach and Discovery (identify issues and develop response plan)	1-Jan-21	30-Jun-21																								
Communications Plan	1-Feb-21	1-Jun-21																								
Documentation Update	1-Mar-21	1-Jun-21																								
Policy Review and Update	1-Mar-21	30-Jun-21																								
EXECUTION	1-Jun-21	31-Dec-22																								
Pre-migration design and development (response and action to identified issues)	1-Jun-21	1-Oct-21																								
Phase 1	1-Oct-21	31-Dec-21																								
Provision new appladmit / student accounts in employee O365 (fsu.edu)	1-Oct-21	31-Oct-21																								
Move active students to employee O365 and migrate email (fsu.edu)	1-Dec-21	31-Dec-21																								
Close Phase 1	31-Dec-21	31-Dec-21																								
Phase 2	1-Aug-21	31-Dec-22																								
Maintain alumni email in student O365 (my.fsu.edu) and phase out	1-Aug-21	31-Aug-21																								
Maintain inactive student email in student O365 (my.fsu.edu) and phase out	1-Aug-21	31-Aug-21																								
Delete student O365 (my.fsu.edu)	1-Dec-22	31-Dec-22																								
Close Phase 2	31-Dec-22	31-Dec-22																								
CLOSE	31-Dec-22	31-Dec-22																								
Project Close	31-Dec-22	31-Dec-22																								

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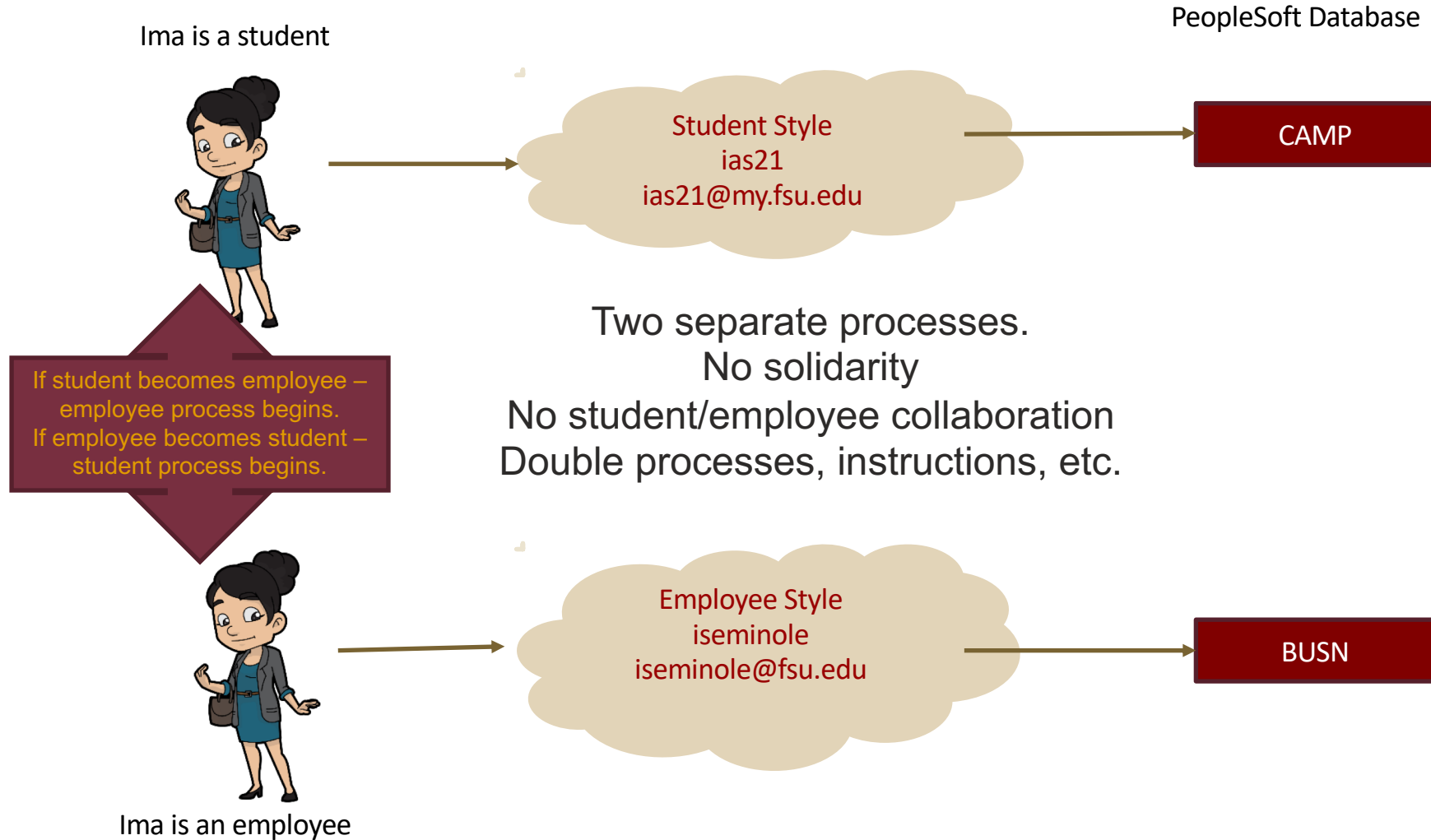INFORMATION TECHNOLOGY SERVICES

WHAT IS CHANGING

o @my.fsu.edu will be decommissioned

o Provisioning student email in One O365

o <u>New</u> students will be provisioned @fsu.edu email addresses

o <u>Current</u> students will be provisioned @fsu.edu email addresses and will <u>no longer be able to access</u> @my.fsu.edu email. Will forward @my.fsu.edu email for six months after migration

o Student employees will have one mailbox and OneDrive

o **<u>All new users</u>** will be provisioned same style FSUID and email address (NOLE Style)

o Alumni email is being phased out

CURRENT IDENTITY PROVISIONING

Ima is a student

PeopleSoft Database

Student Style
ias21
ias21@my.fsu.edu

CAMP

If student becomes employee – employee process begins.
If employee becomes student – student process begins.

Two separate processes.
No solidarity
No student/employee collaboration
Double processes, instructions, etc.

Employee Style
iseminole
iseminole@fsu.edu

BUSN

Ima is an employee

CURRENT PROVISIONING PROCESS

Students

- FSUID –   IAS20

- STU_EMAIL (CAMP)
    IAS20@MY.FSU.EDU

- If STU becomes EMPLOYEE
    - Add EMP_Email (BUSN)
        ISeminole@FSU.EDU

EMPLID	E_ADDR_TYPE	EMAIL_ADDR	PREF_EMAIL_FLAG
000033646	BUSN	mschaefer@fsu.edu	N
000033647	CAMP	mws1287@my.fsu.edu	N
000033648	HOME	bigbluenole@gmail.com	N

Employees

- FSUID –   ISeminole

- EMP_EMAIL (BUSN)
    ISeminole@FSU.EDU

- Add Alias Email –
  EMP_EMAIL (BUSN)
    Ima.Seminole@fsu.edu
    Ima.Seminole@med.fsu.edu

- If EMP becomes STU
    - Add STU_Email (CAMP)
        IAS20@MY.FSU.EDU

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PROPOSED IDENTITY PROVISIONING

NOLE Style
(F-initial, M-initial, L-initial, YY, abc if needed IAS21A)

ALL NEW USERS (post change)
o NOLE Style FSUID–   IAS21A
o NOLE_EMAIL –   IAS21A@FSU.EDU

o IF Employee
   o Add Email Alias   ISEMINOLE@FSU.EDU
                            ISEMINOLE@DEPT.FSU.EDU

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WHY IMMUTABLE (NOLE) ID?

o If we "just" keep CAMP and change to @fsu – we break everything. This proposal provides the smoothest and longest transition period

o Current third-party app provisioning may not allow for FSUID and Email changes

  o Third party applications "break"

  o Loss of history or data for user

o Third-party app discovery required for app owner to retrieve data

o Third-party apps currently may have orphaned accounts that impact licensing

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INTRODUCTION

o The **COVID Technology Response Team** is responsible for streamlining the technical requirements by gathering information on processes, producing deliverables, and ensuring the University's expectations are being met.

o Under the guidance of the **COVID Technology Response Steering Committee** who help make decisions, remove obstacles, and prioritize work with conflicting resources and timelines.

CTRT TEAM

o Andy Bucior – ITS, Technical Architect and Lead Developer for CTRT
o Freddy Juarez – DSA, Associate Director for OFSL and Qualtrics SME
o Jenn Specht – ITS, Developer for CTRT
o Rashad Aziz – CRI, Data Scientist
o Susan Berry – ITS, Salesforce SME
o Stephen Whitney – ITS, Salesforce SME
o Katie Townsend – ITS, Student Applications SME
o Rebecca Peterson – All things HR
o Jeremy Anderson – ITS Security & Privacy
o Kelly Dykes – UHS Technology Lead
o Chris Edgerton – UHS Lead Developer
o Ryen Pagel – UHS, Director Clinical Operations
o Emily Pritchard – Director, SAFER
o Candice Zarr – Project Manager
o Derek Kooi & Ronnie Kimberly – Marketing Cloud go-to-team
o Charlotte Souffront-Garcia – ITS/DSA, Lead

EVER CHANGING REQUIREMENTS = INNOVATION & CONTINUOUS IMPROVEMENT

UNIVERSITY HEALTH SERVICES

Kelly Dykes

FLORIDA STATE UNIVERSITY

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TELEHEALTH

12,066 Telehealth Visits

Telehealth vs In-Person 2020
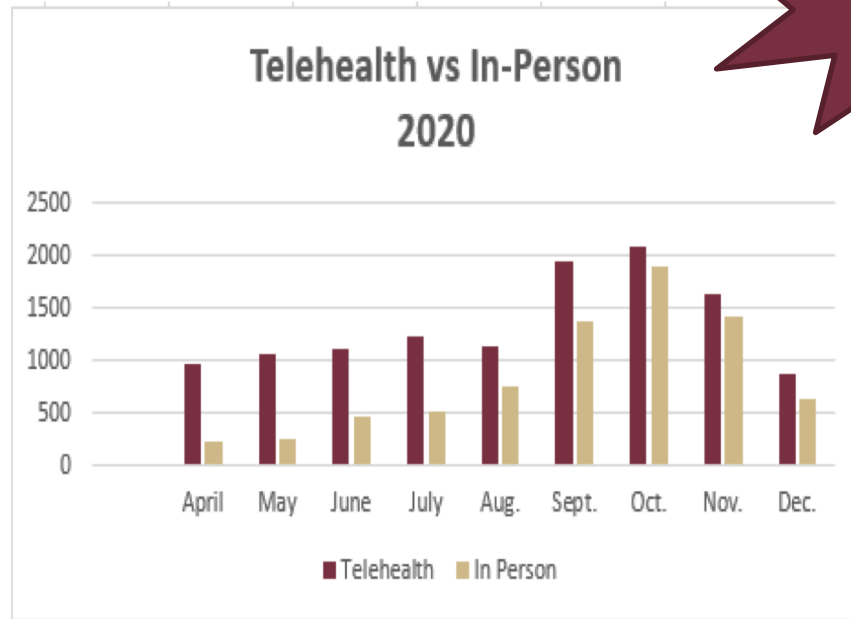
TELEHEALTH
NOW AVAILABLE
Call 850.644.4567
UNIVERSITY HEALTH SERVICES

COVID TESTING

o Custom Built Online Scheduling Platform – Repurposed

o Students & Staff Testing

o Integrated w/ Electronic Medical Records

o Existing & New Interfaces

o Stop Gap Reporting

FSU Faculty/Staff/Students

FSU Main, Panama City, and Sarasota Campuses

For a complete list of testing dates and to register

Enter Here >

CHALLENGE

1. Build contact tracing solution
2. Meet the requirements of the Florida Department of Health
3. HIPAA compliance
4. Short time frame: Two weeks

PROJECT APPROACH

- People and process first, then technology

- Allow for pivoting
  - Plan for enhancements

- Decision: New vs. existing technology

Workflow

Persona (people/groups)
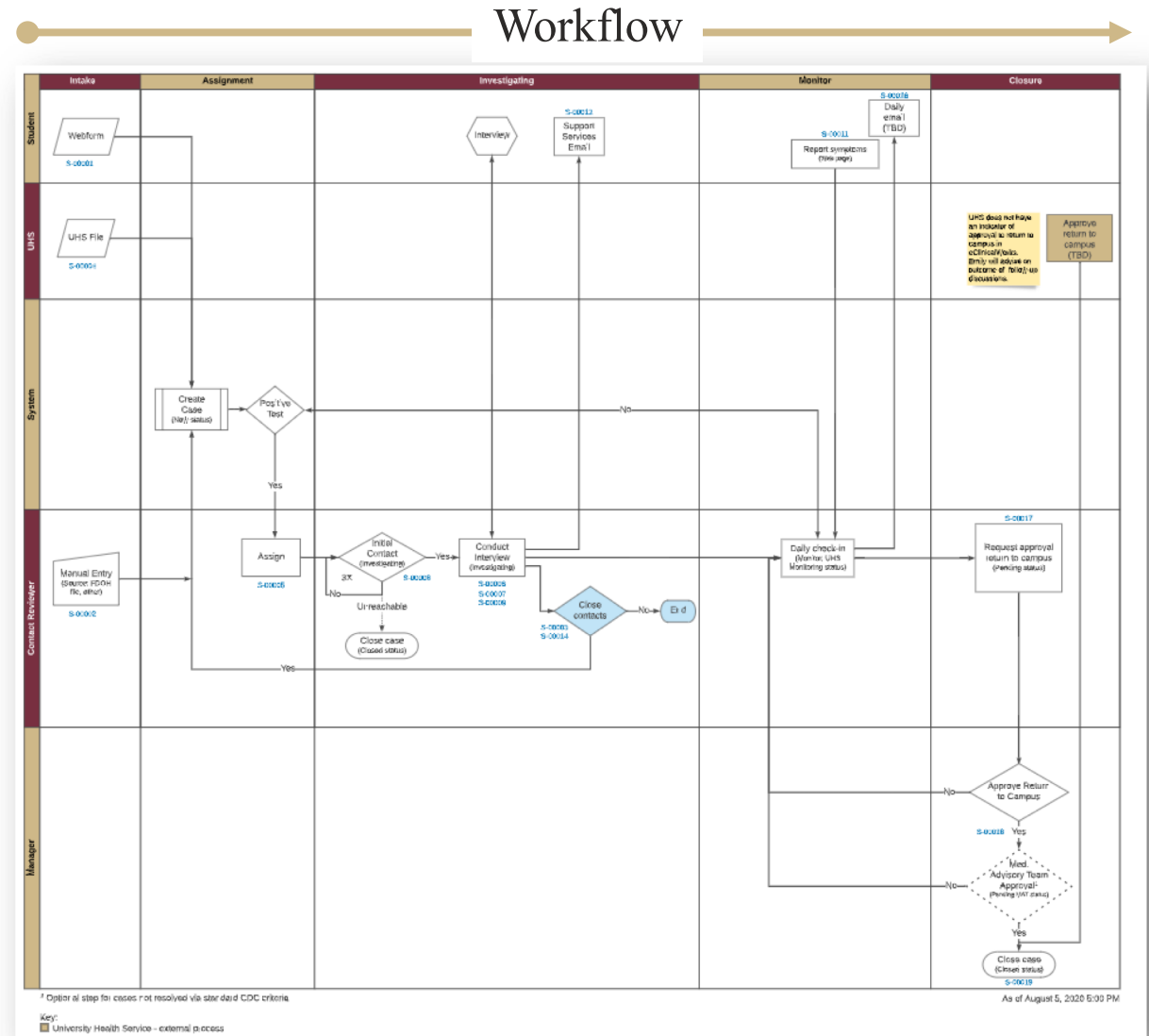
TIMELINE

Week 1

Week 2

Discovery & Approach

Design, Architect, Build
Training & Go-live
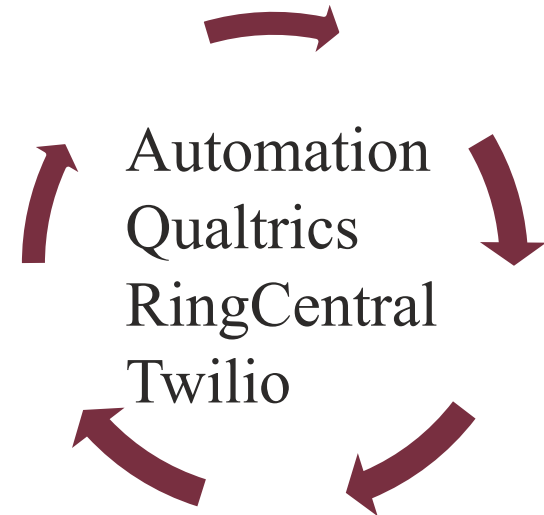
Automation
Qualtrics
RingCentral
Twilio

CHALLENGE

1. Monitor Campus-wide/Aggregate COVID Trends
2. Data from Multiple Source Systems
3. Report Publication
4. Privacy and Access Controls

CENTRALIZED DATA
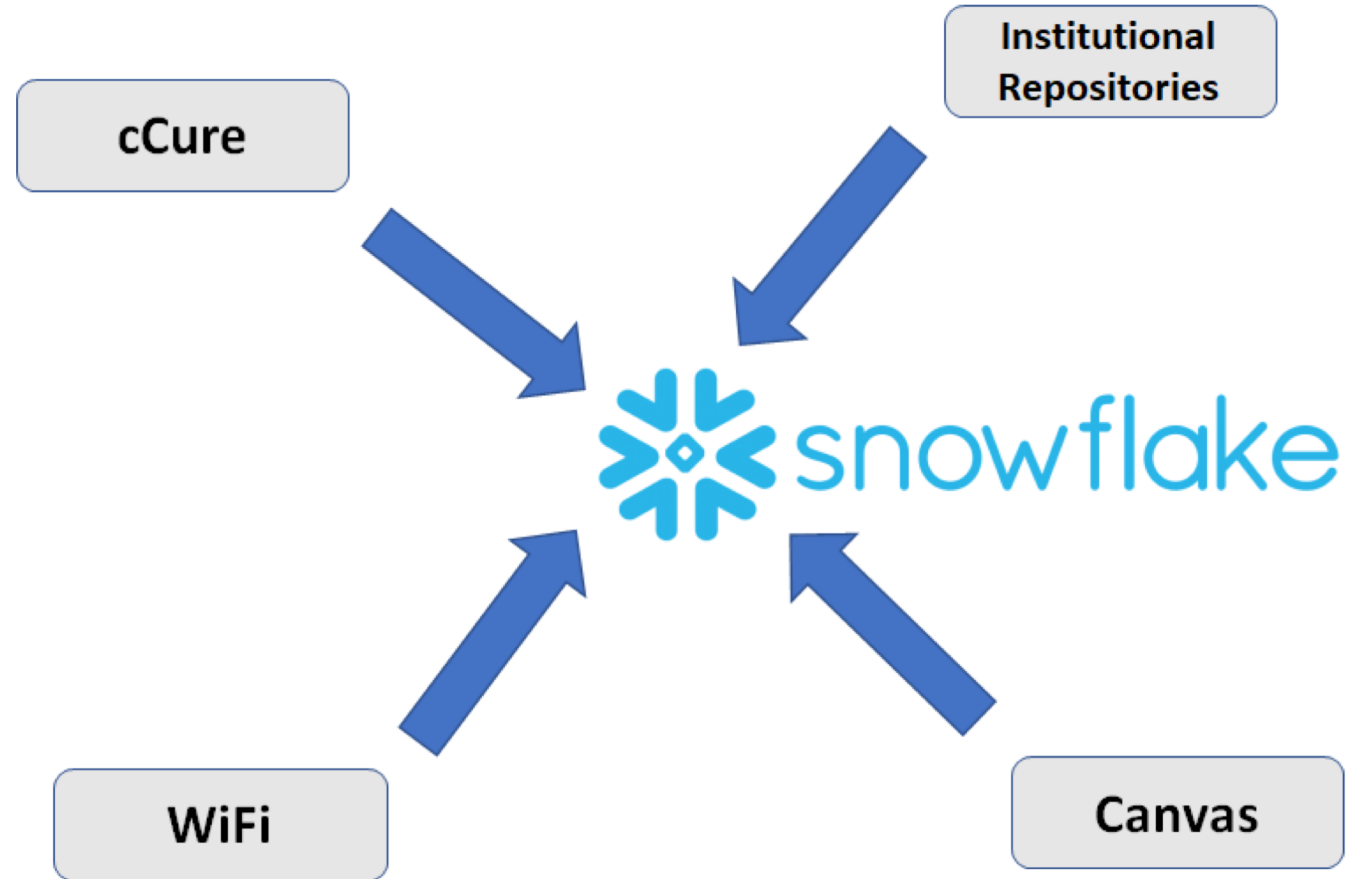
Current Occupancy Report

Strozier 4/13/2021 8:37:42 AM **18**

Dirac 4/13/2021 8:45:14 AM **7**

LOCATION ● Dirac ● Strozier
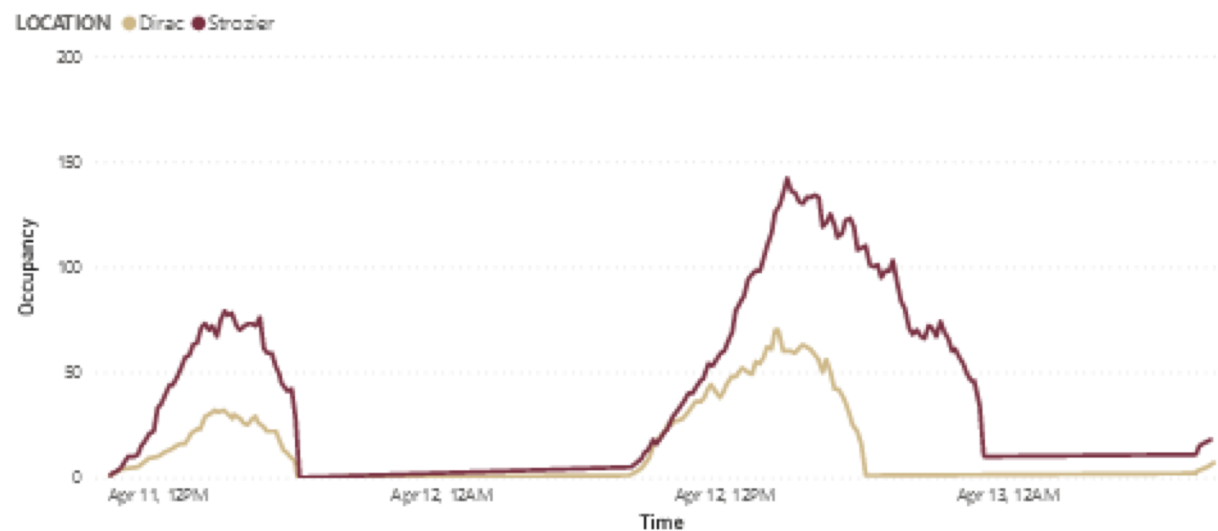
Occupancy Over Time

Time Window	Dirac	Strozier	Total
4/13/2021 8:50:00 AM	7		7
4/13/2021 8:40:00 AM		18	18
4/13/2021 8:30:00 AM	5	17	22
4/13/2021 8:20:00 AM		16	16
4/13/2021 8:10:00 AM	3	15	18
4/13/2021 8:00:00 AM	2	11	13
4/12/2021 11:10:00 PM		10	10
4/12/2021 11:00:00 PM		11	11
4/12/2021 10:50:00 PM		34	34
4/12/2021 10:40:00 PM		46	46
4/12/2021 10:30:00 PM		46	46
4/12/2021 10:20:00 PM		49	49
4/12/2021 10:10:00 PM		54	54
4/12/2021 10:00:00 PM		57	57
4/12/2021 9:50:00 PM		61	61
4/12/2021 9:40:00 PM		60	60
4/12/2021 9:30:00 PM		66	66
4/12/2021 9:20:00 PM		69	69
4/12/2021 9:10:00 PM		74	74
4/12/2021 9:00:00 PM		67	67
4/12/2021 8:50:00 PM		71	71
4/12/2021 8:40:00 PM		72	72
4/12/2021 8:30:00 PM		66	66

N in Isolation and Total Cleared Over Time
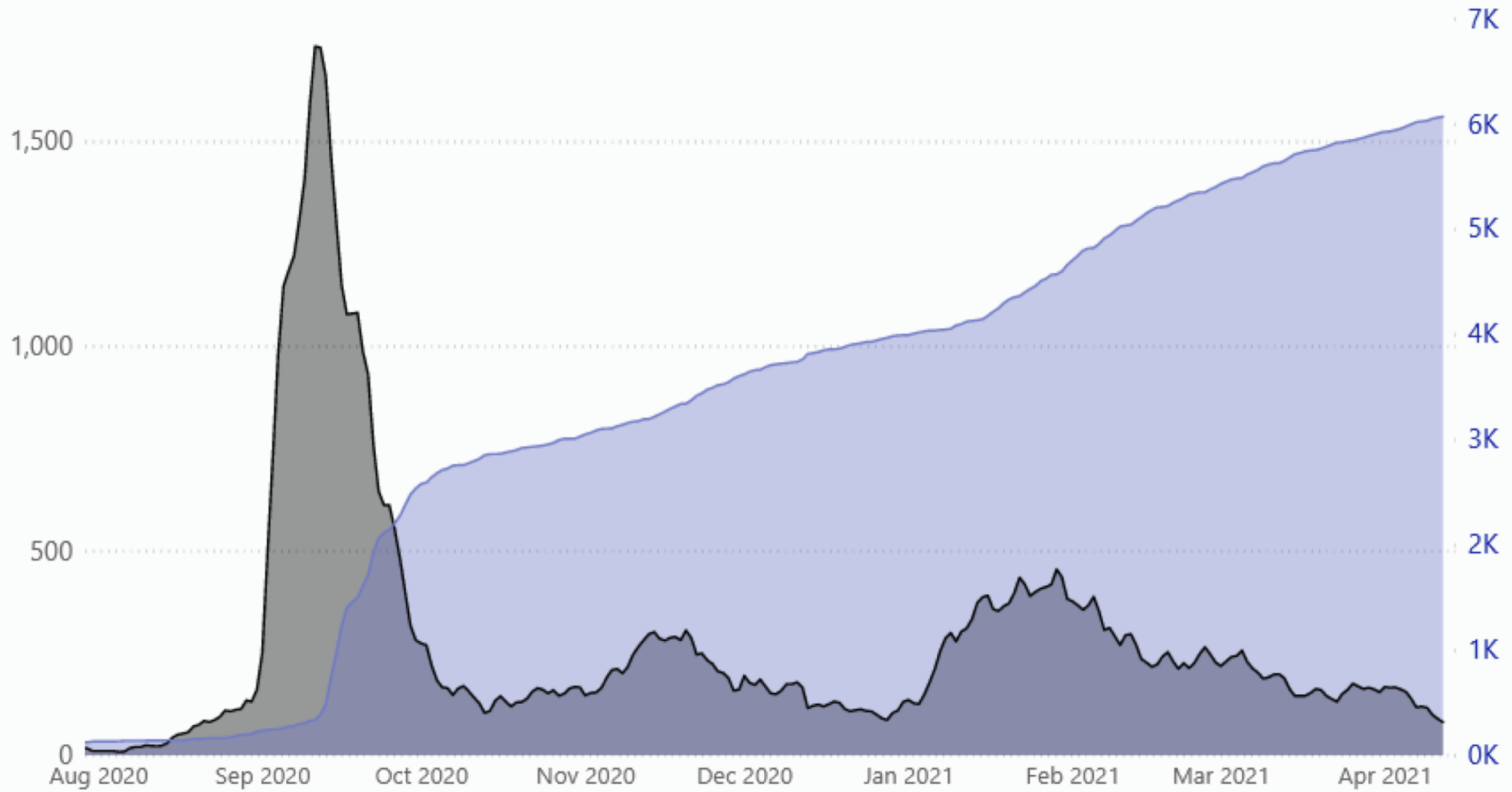
Legend:
- ● N in Isolation
- ● Total Cleared

Left axis (N in Isolation): 0, 500, 1,000, 1,500
Right axis (Total Cleared): 0K, 1K, 2K, 3K, 4K, 5K, 6K, 7K
X-axis: Aug 2020, Sep 2020, Oct 2020, Nov 2020, Dec 2020, Jan 2021, Feb 2021, Mar 2021, Apr 2021

UHS Daily Test Count and Percent Positive
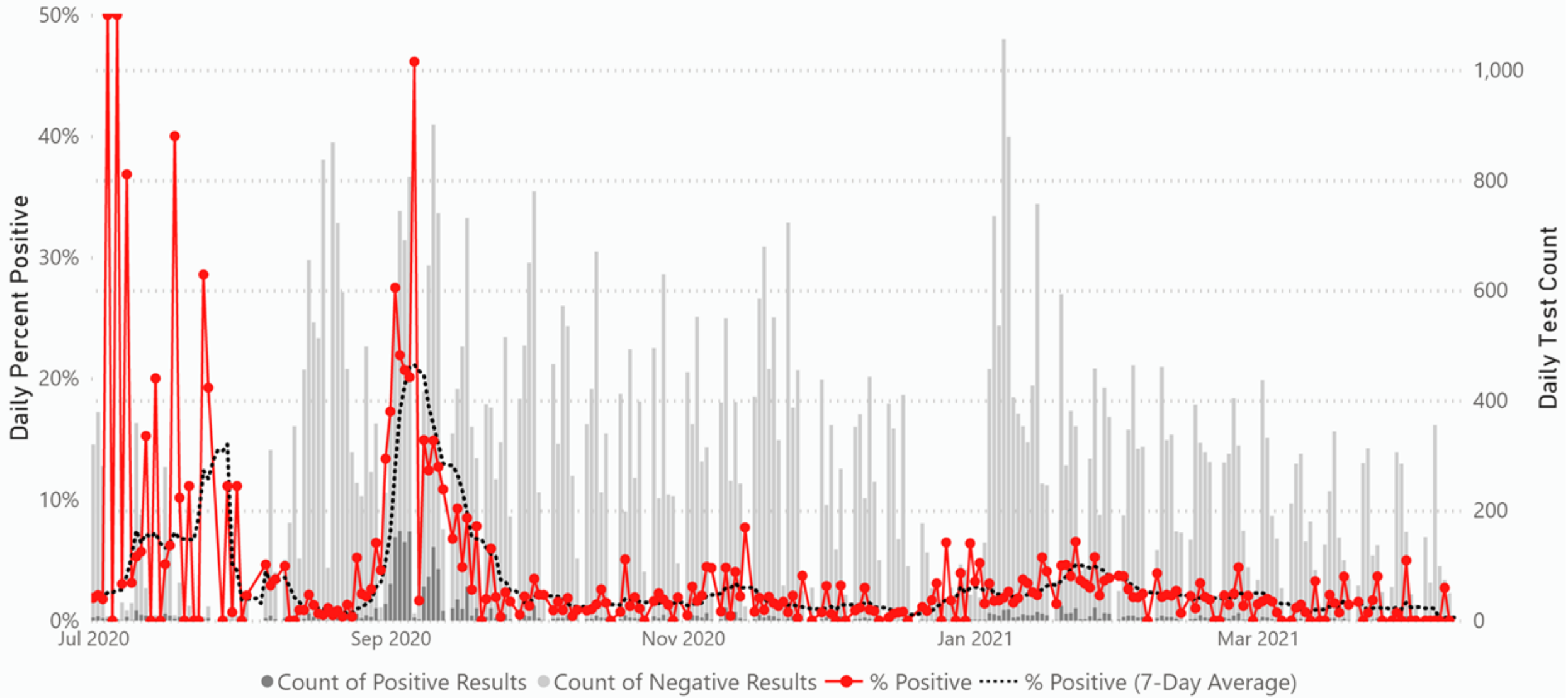
VACCINES

Charlotte Souffront-Garcia, Andrew Bucior,
Freddy Juarez

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SOLUTIONS

- MS Bookings
- Qualtrics
- CDR Maguire
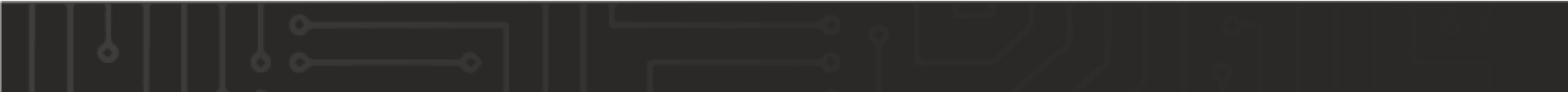
CHALLENGES

o Constant evolution and alterations to process

o Intentionally and unintentionally changing data formats

o Policy and legal issues with normal tooling/approaches

PRINCIPLES

o Use what we have where possible, potentially in a new way

o Attempt to introduce hard points through abstractions and interfaces

  o Isolate changes and reduce churn

o Err on the side of development speed

  o Increases technical debt, but solution may not be long-lived, due to changes in requirements or core assumptions

TOOLS/LANGUAGES

MAJOR ACCOMPLISHMENTS

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COVID-19
A YEAR IN REVIEW
March 2020 – March 2021

VLab

38,057
User Logins

198,576
Sessions Created

VPN

4 6 3 , 2 7 0

Total Unique Users

VPN Usage by Month

Mar-20	
Apr-20	
May-20	
Jun-20	
Jul-20	
Aug-20	
Sep-20	
Oct-20	
Nov-20	
Dec-20	
Jan-21	
Feb-21	
Mar-21	

10,000 20,000 30,000 40,000 50,000 60,000 70,000

■ Via VPN Max Concurrent Users
■ Cisco VPN Max Concurrent Users
■ VIA VPN Unique Users
■ Cisco VPN Unique Users

ZOOM

487,373,954
Meeting Minutes
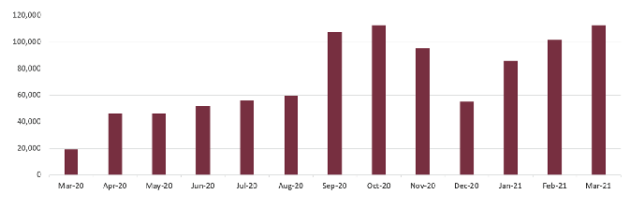
949,349
Total Meetings

Participants

9,249,113

Meetings by Month

120,000
100,000
80,000
60,000
40,000
20,000
0

Mar-20 Apr-20 May-20 Jun-20 Jul-20 Aug-20 Sep-20 Oct-20 Nov-20 Dec-20 Jan-21 Feb-21 Mar-21

CAS Student Logins

Active Students	**40,700**

Student Logins	**99.29%**

Sign In

Student Logins in Canvas & Zoom

ITS Staff Pride Video

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