



# INFORMATION TECHNOLOGY SERVICES

## ORGANIZATIONAL ALIGNMENT UPDATE

December 2019

Jane Livingston

# AGENDA

Welcome!

Get to know your neighbor!

Organizational Updates

Infrastructure Workgroup  
Recommendations

Open Q&A Session



# GET TO KNOW YOUR NEIGHBOR!

Introduce yourself!

Tell your partner where you work, your hometown, and your favorite holiday activity!





# ORGANIZATIONAL UPDATES

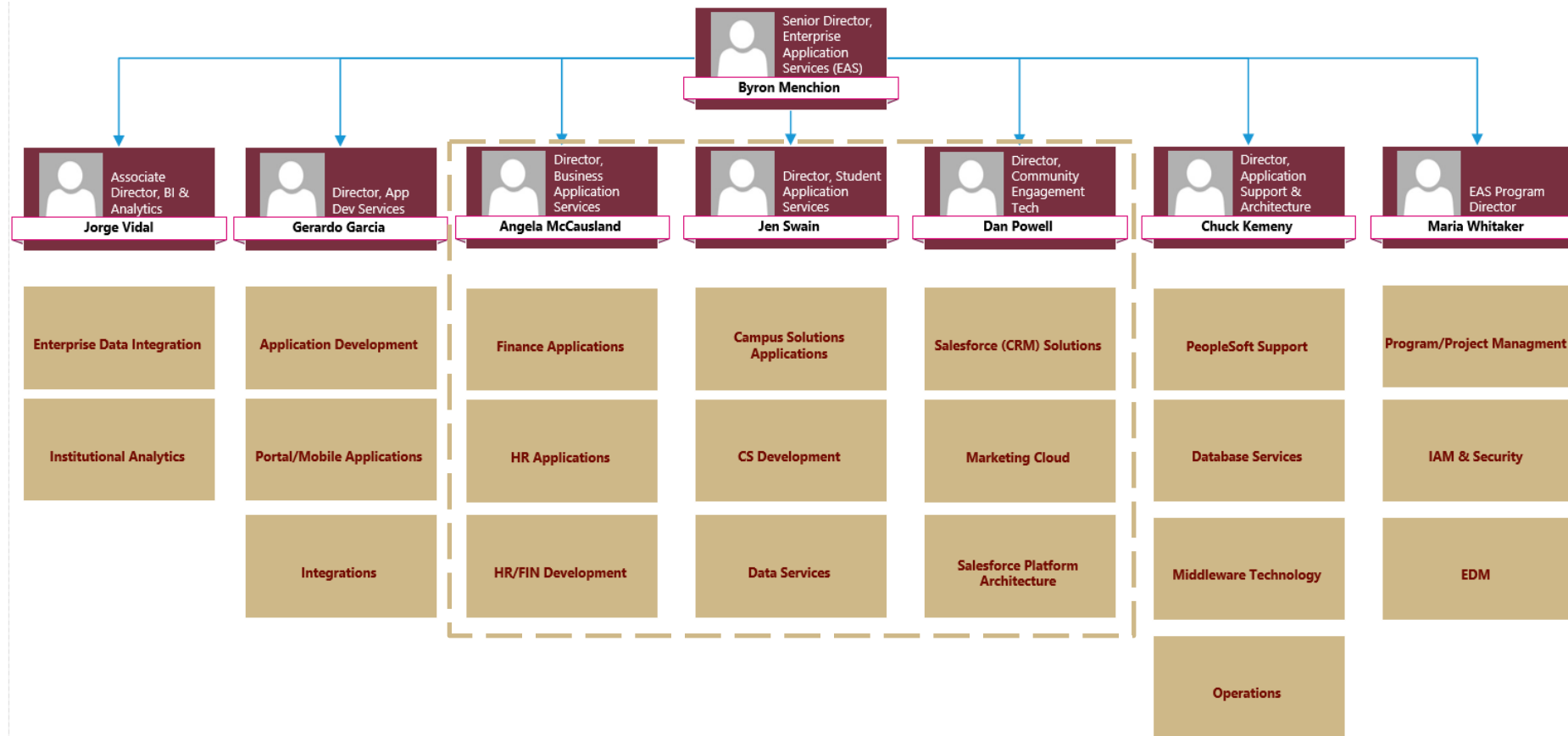
Byron Menchion

# OUR INPUTS TO ORG CHANGE

Huron Takeaways	VOC Feedback
<ul style="list-style-type: none"><li>○ <b>Span of control</b> - Optimize span of control and flatten the organization</li><li>○ <b>Specialization</b> – Improve focus of teams through domain specialization based on services to enable scalability of services</li><li>○ <b>Efficiency</b> – Reduce siloes and improve collaboration among teams in terms of communication, delivery of services, and flow of information</li><li>○ <b>Synergies</b> – Organize sub-teams to complement work activities and services across teams.</li></ul>	<ul style="list-style-type: none"><li>○ <b>Higher Velocity Delivery</b> – Prompt support for technical enhancements. Shorten the time from “request to delivery”</li><li>○ <b>Greater Collaboration</b> – Better cohesiveness and work between the units...”co-laboring”</li><li>○ <b>Contact &amp; Process Confusion</b> – Streamline IT support requests processes and engagement capabilities</li><li>○ <b>Support Innovation</b> – Evolve existing support and establish new services via innovation technologies</li></ul>



# ENTERPRISE APPLICATION SERVICES



**STILL UNDER CONSTRUCTION!!!**



# TAKING A DIFFERENT APPROACH

Specialization

 Director,  
Business  
Application  
Services  
**Angela McCausland**

Finance Applications


HR Applications

HR/FIN Development

Synergy



Efficiency

 Director, Student  
Application  
Services  
**Jen Swain**

Campus Solutions  
Applications

CS Development

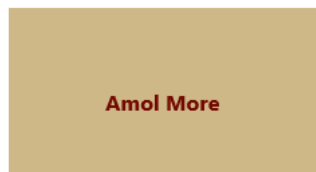
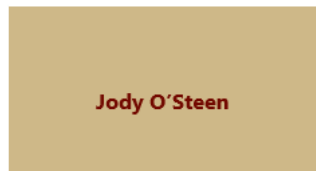
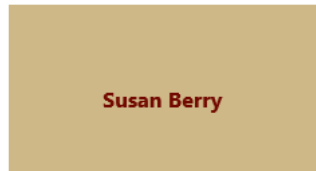
Data Services

Collaboration

Innovation



# COMMUNITY ENGAGEMENT TECH



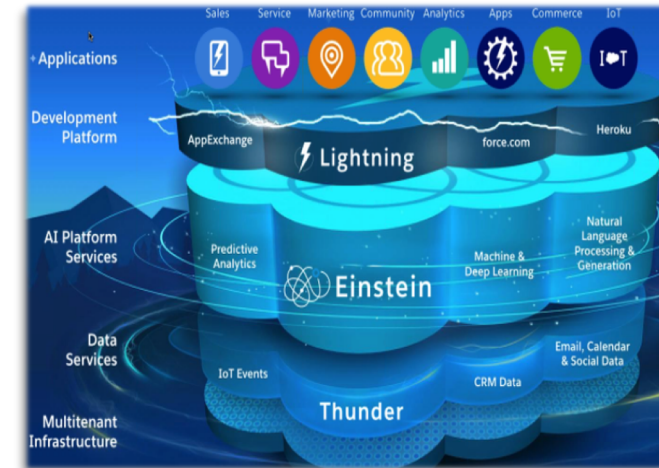
## Phase 1

- **Office of Fraternity & Sorority Life**
  - Support the initiative of having a healthy, safe, and thriving Fraternity and Sorority Life system at FSU
- **College of Social Work**
  - Support stronger student engagement within the college.

## Deployed – 11/6

## Phase 2

- **Information Technology Services**
  - Replace aging applications to increase the efficiency of ITS operations and improve Service Center effectiveness.
    - ITS Order & Billing System
    - ITS Helpdesk & Ticketing
  - Establish a foundational CRM system that can easily be expanded to meeting broader University engagement needs.









# INFRASTRUCTURE WORKGROUP RECOMMENDATIONS



# WEB & APP DEVELOPMENT SERVICES

Gerardo Garcia

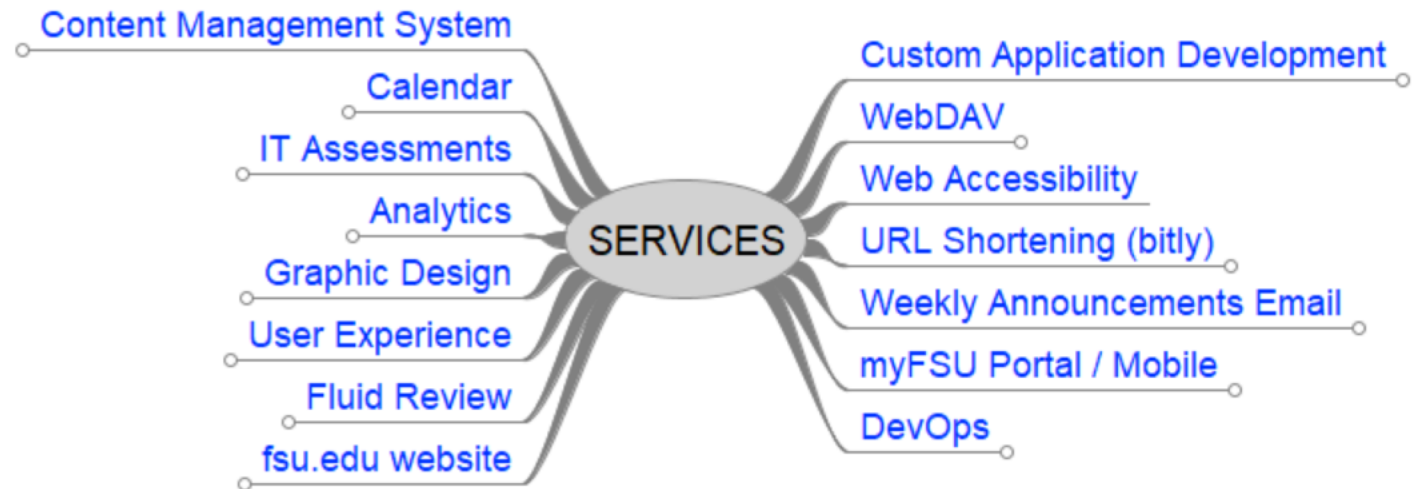
# SERVICES

## All Web Development Services

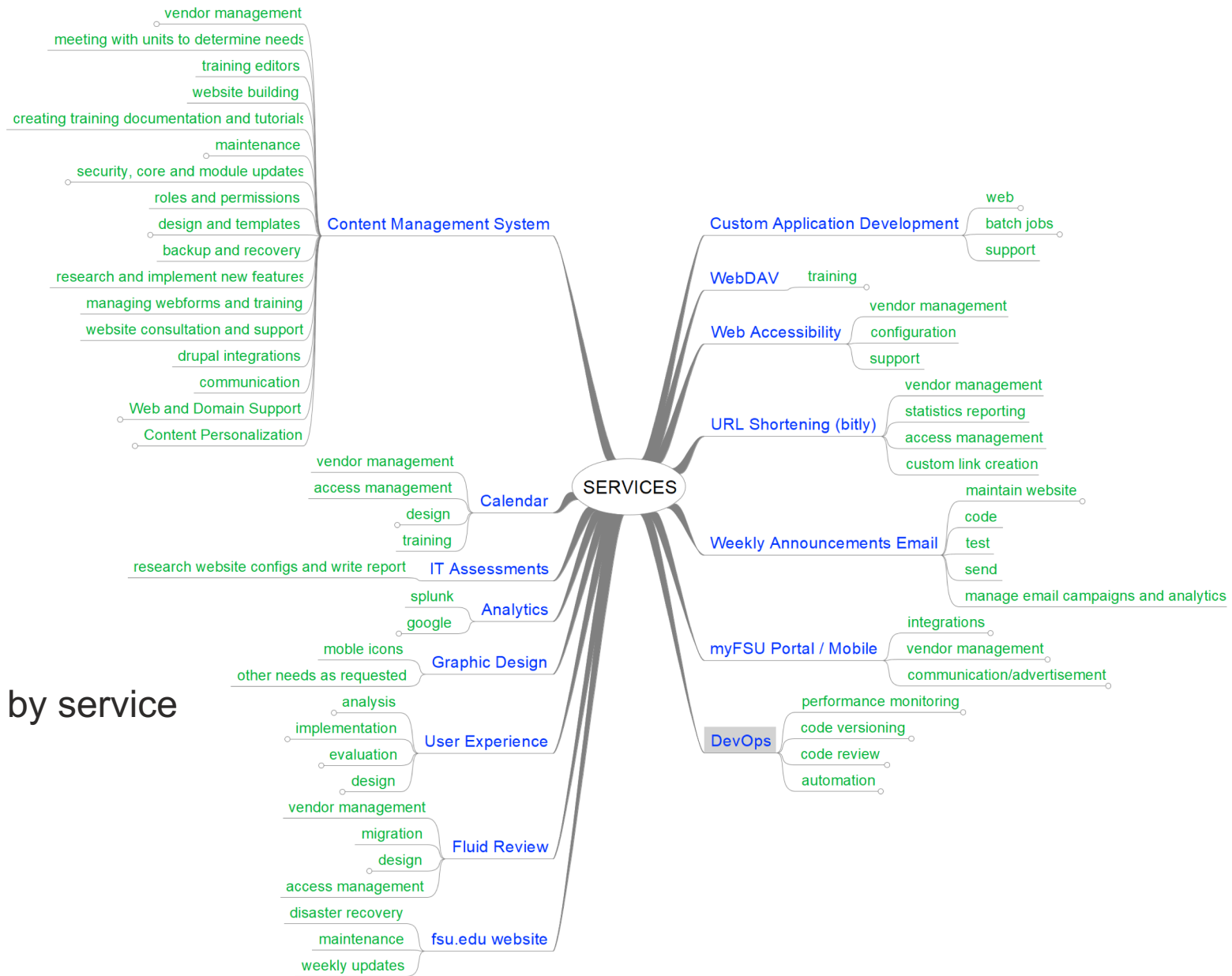
Currently managed by LEAS

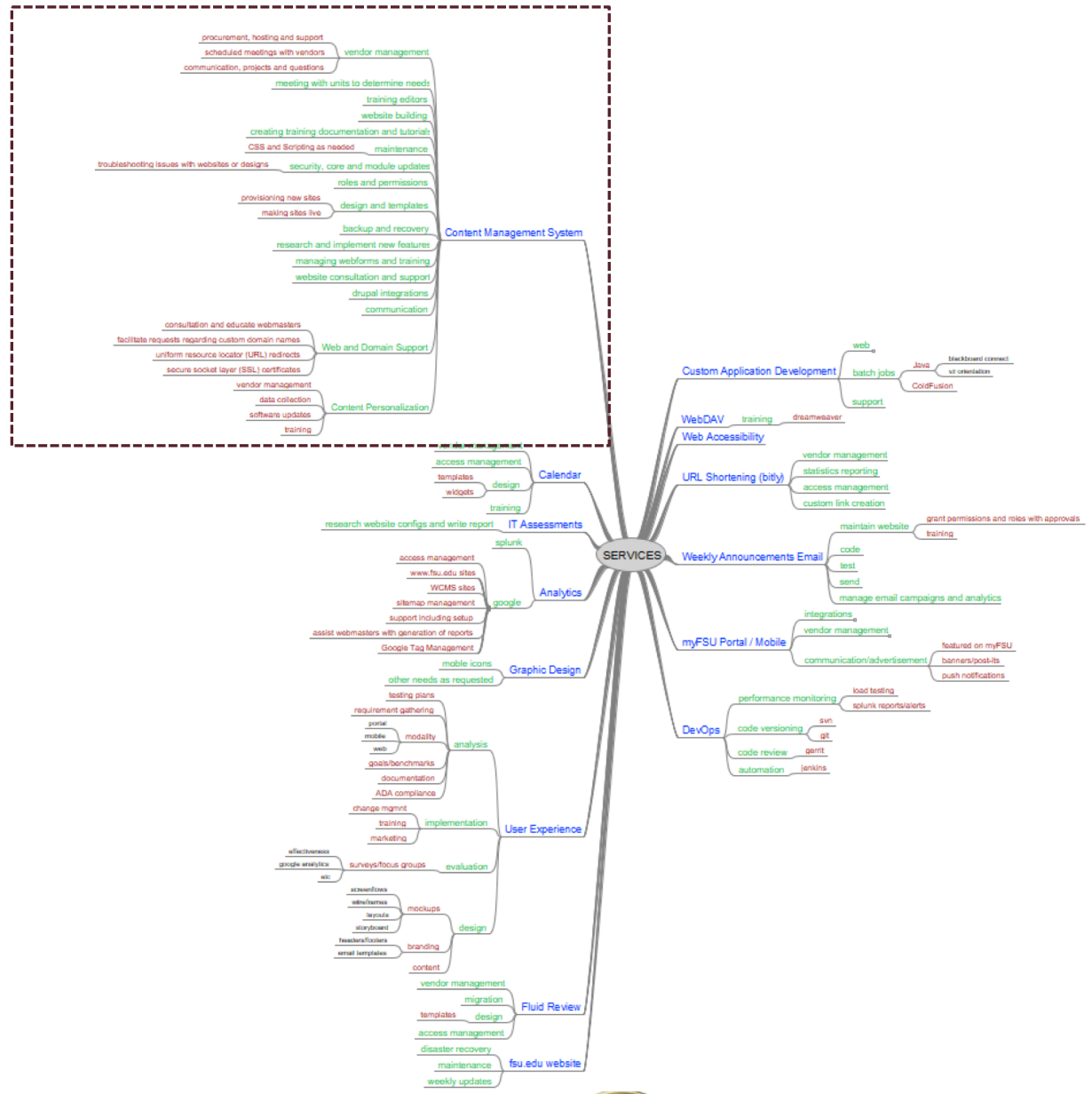
Other web services outside these groups:

1. **WebDAV** (hosting [www.fsu.edu](http://www.fsu.edu) and 90+ departmental sites)
2. **MyWeb** (1800 individual websites)



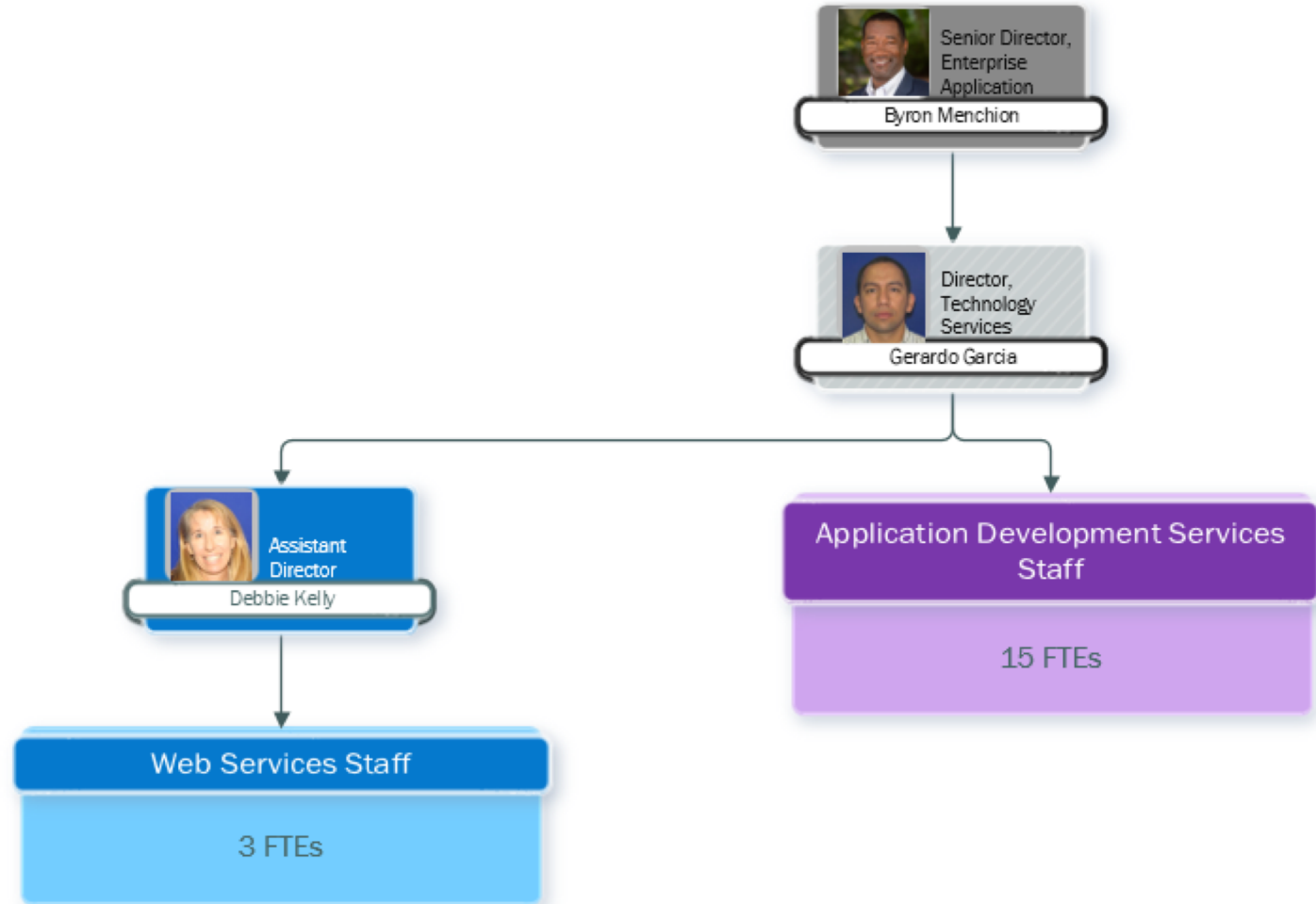
# Functions by service (all)





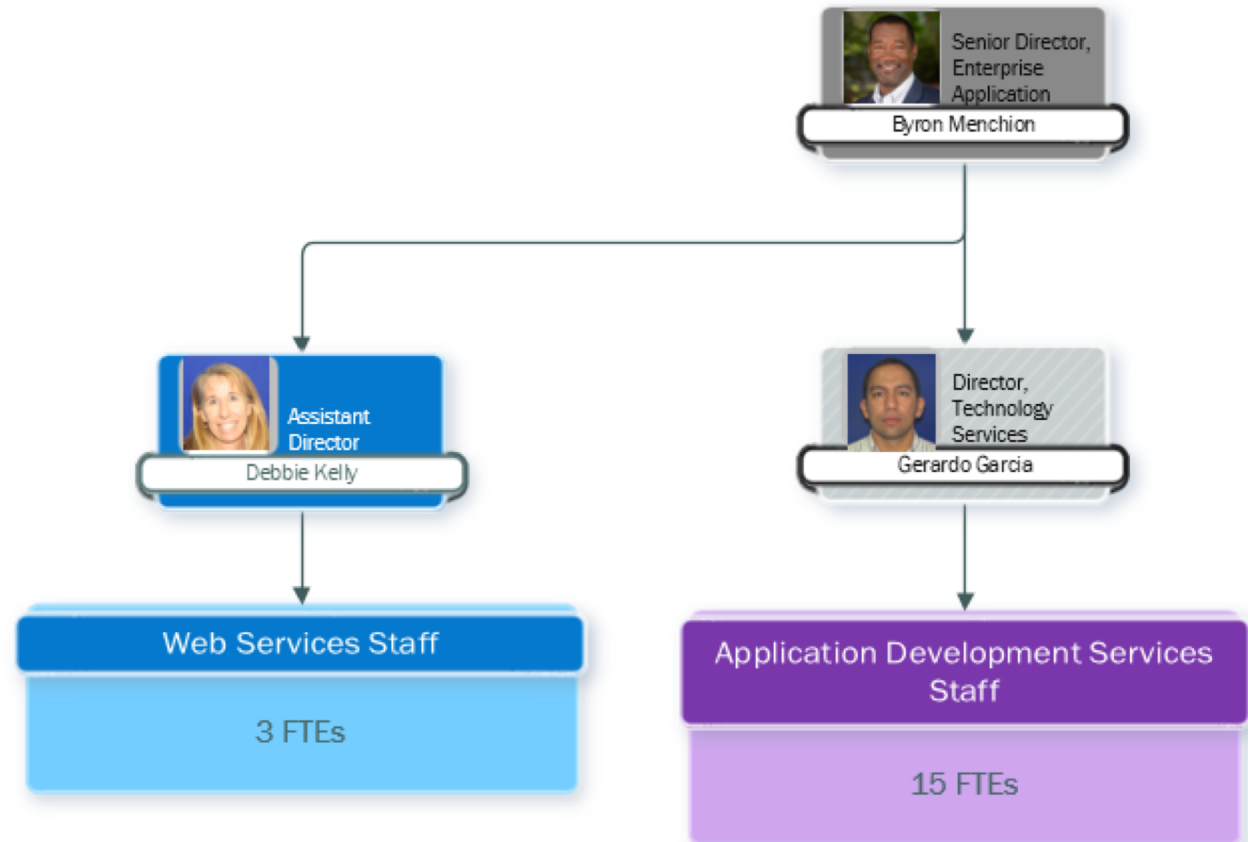
# OPTION 1

Web Services team to move under the **Application Development Services team**



# OPTION 2

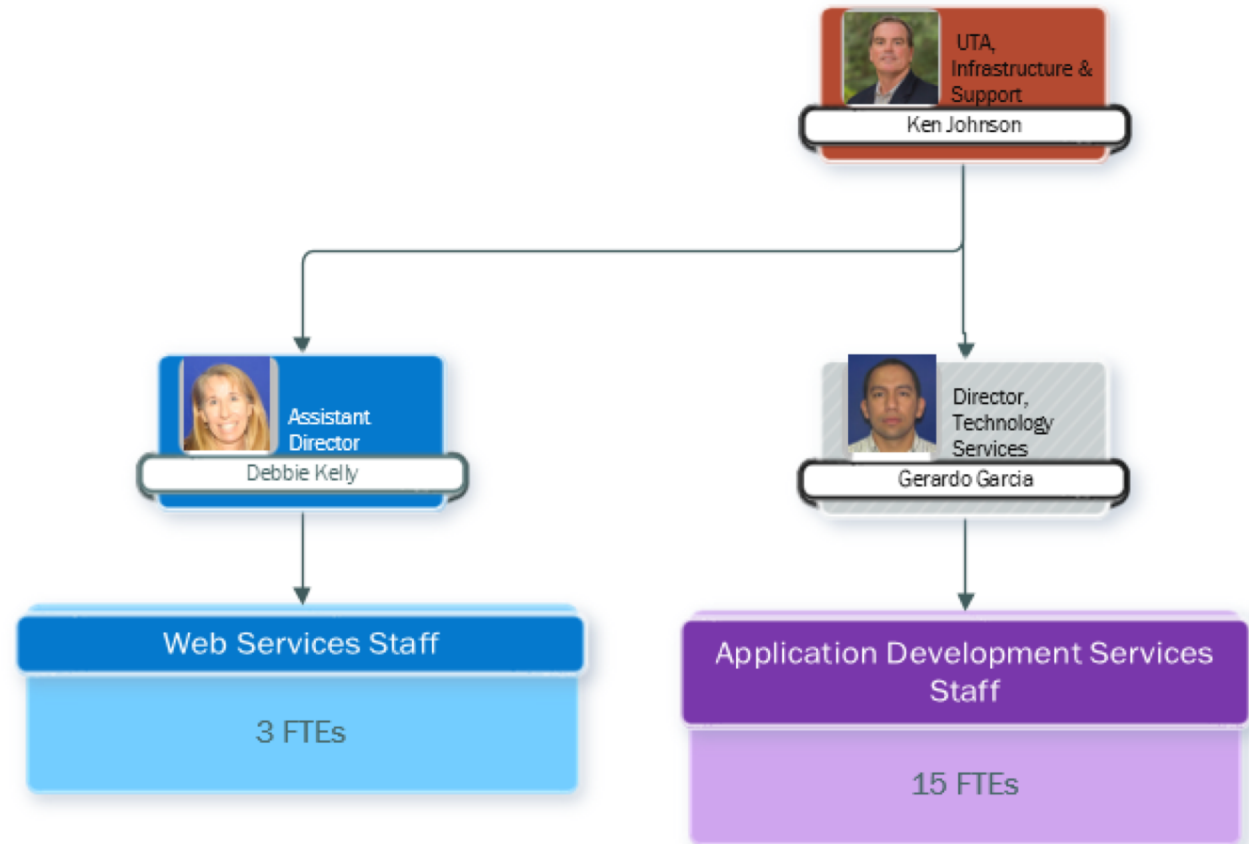
Web Services team to move under the **Senior Director for Enterprise Application Services**





# OPTION 3

Application Development Services team to move under the **Senior Director for University Technology Administration, Infrastructure & Support**





# IDENTITY & ACCESS MANAGEMENT

Chuck Kemeny

# WHAT WE CONSIDERED

## Systems

Active Directory (AD)

Oracle Unified Directory (OUD)

Oracle Identity Manager (OIM)

Central Authentication Services  
(CAS)

DUO (MFA)

DUO Access Gateway (DAG)

Azure Active Directory

Radius

## Functions

Authentication Services

Single Sign-on

Federated Access

Identity Life Cycle Management

Self Service Password and Profile  
Management

Management



# CURRENT TEAMS INVOLVED IN IDENTITY AND ACCESS FUNCTIONS

Team	Manager (ITS Area)	Applications
IAM	Darla Shrum (EApps)	OIM, OUD, CAS, DUO, DAG
MEAS	Lori Gormin (Infrastructure)	AD, Azure AD, ADFS
Service Desk	Suzanne Kane (Infrastructure)	AD, OIM, DUO, DAG
CTS	Alex Morales (Infrastructure)	AD
Middleware	Jose Rodriguez (EApps)	CAS
NCT	Fred Jordan (Networking)	Radius
Campus Solutions	Jennifer Swain (EApps)	Campus Solutions



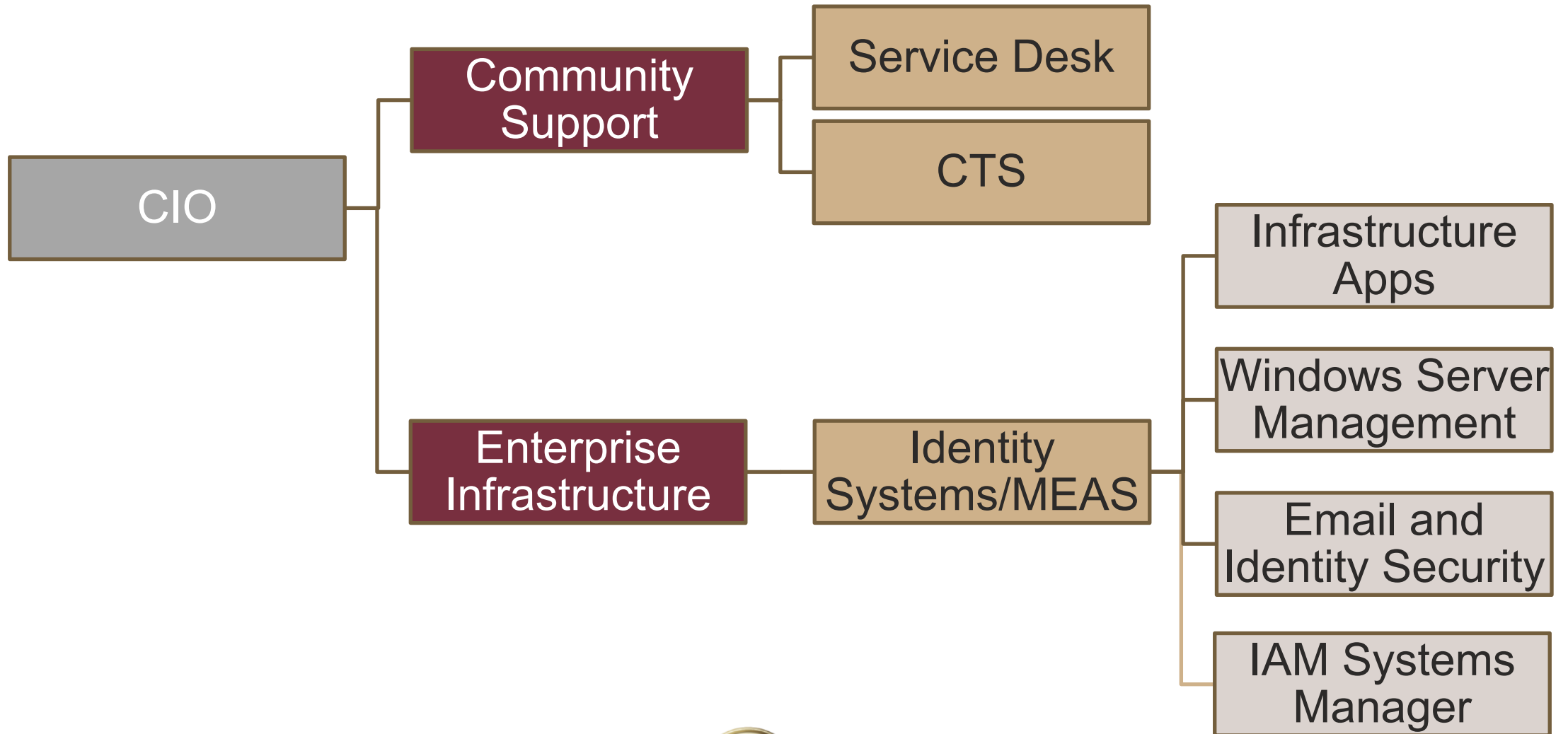
# RECOMMENDATION

## Proposed Changes:

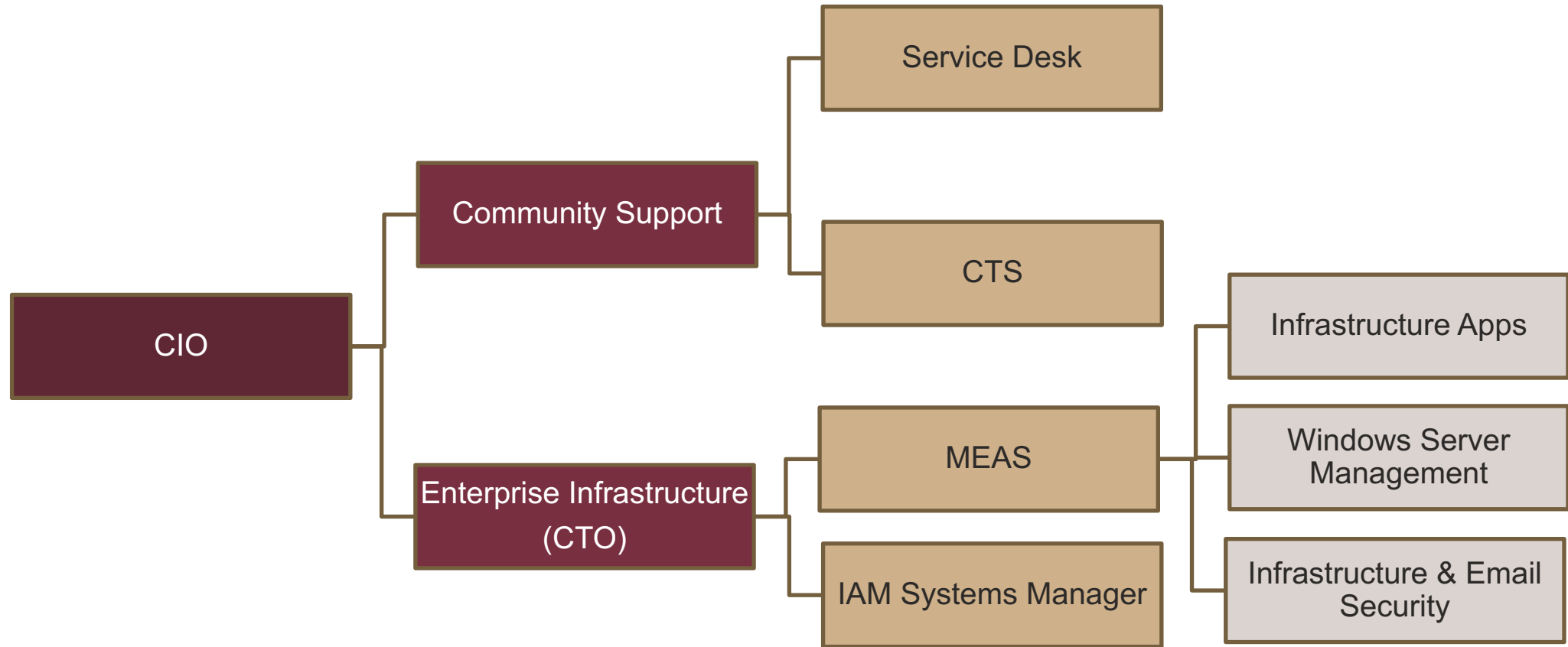
- Identity and Access Management Team move under the Enterprise Infrastructure Team
- CAS Backend Support would move from Middleware to the Identity and Access Management Team
- Identity systems and functions would move closer to AD & Azure AD support **either** under **MEAS** or **reporting to the CTO**
- An Identity and Access Management Strategic Workgroup be formed consisting of members from:
  - IAM Team
  - MEAS
  - Service Desk
  - CTS
  - ISPO



# RECOMMENDATION - CONTINUED



# RECOMMENDATION - CONTINUED





# CORE APPLICATIONS & SERVICES

Lori Gormin



# WHAT WE FOUND

## **Examined nearly 100 different applications and services that intercept Enterprise Infrastructure**

- We divided each application into 3 different categories
  - Back End Support and Configuration functions
  - Community Facing functions
  - Vendor Relations, Licensing and Contracts functions

**It is our recommendation that 90% of these applications should stay with the units that are currently maintaining them**

**We used this information to formulate a recommendation regarding the current Microsoft team**



# RECOMMENDATION

We recommend the current Microsoft Enterprise Applications and Systems teams

- **MEAS Enterprise Applications**
- **MEAS Enterprise Systems / Infrastructure**

be divided into the following groups or teams

- **Microsoft Enterprise Applications and Systems**
- **Identity Systems** (we recommend the *Identity and Access Management* team be moved to Enterprise Infrastructure into this new alignment group)
- **Email and Identity Security**
- **Windows Server Management**

There are intrinsic synergies with these 4 groups, and we believe it would be beneficial to combine them under one unit in Enterprise Infrastructure.



# WHAT COULD WE MOVE?

Move to Enterprise Infrastructure

- Identity Systems

Move to Enterprise Applications

- Database Services (SQL)
- Cold Fusion

Move to Community Support

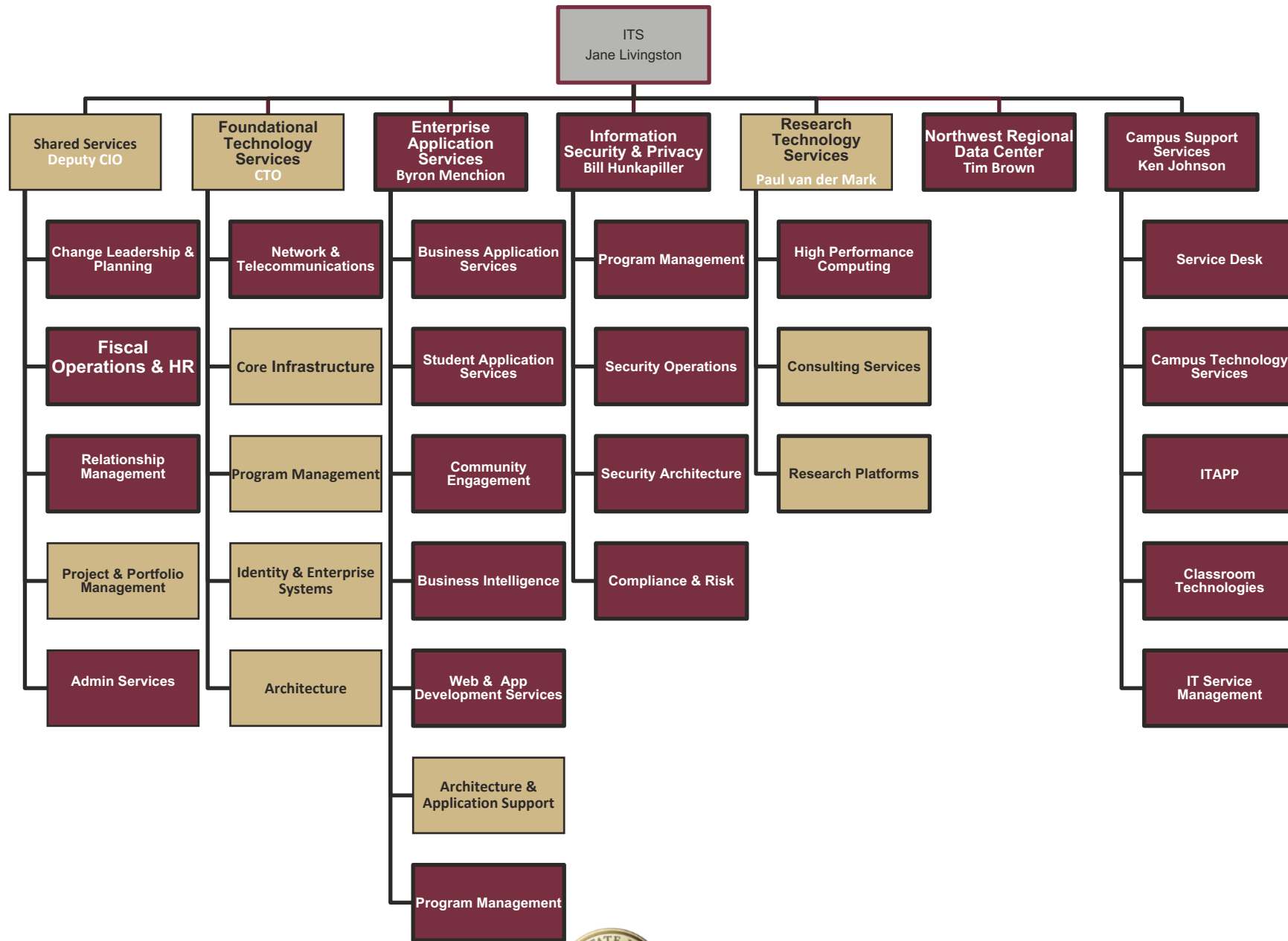
- O365 End User Support
- O365 Training
- O365 Marketing
- O365 Deployment
- Other General-Purpose Software





WHERE TO NEXT?

2020



New Group



YOU ARE DRIVING YOUR  
OWN CAREER





The half of knowledge is to  
know where to find knowledge



# QUESTIONS & COMMENTS

Text Your Questions:  
(484) 662-4026

# IMPORTANT DATES

- Headshots: December 9, 9:00 a.m. – 11:00.m.
- Charity Drive: December 4 - December 17
- IT Security Users Group: December 12, 3:00 p.m.
- Holiday Party: December 17, 3:00 p.m.
- MEAS Community Meetings: December 18, 3:00 p.m.
- FSU Closed: December 21 - January 1
- Spring Professional Development – More Information Coming Soon
  - Tech Talk
  - Donuts & Development
  - Socials

