

ITS TOWNHALL

November 16, 2022

Fall Update



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

ITS & CAMPUS UPDATES

Rick Burnette



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

ITS VALUES

- How Can ITS Be More...



TRANSFORMATIVE



TRUSTWORTHY



INCLUSIVE



COLLABORATIVE



EMPOWERING



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

TOP 10 IT ISSUES IN HIGHER EDUCATION

Jonathan Fozard



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

TOP 10 ISSUES FACING HIGHER EDUCATION

Leading with Wisdom

Technology leaders need wisdom in order to inspire, lead, and manage their institution, IT organization, and workforce.



1 A Seat at the Table

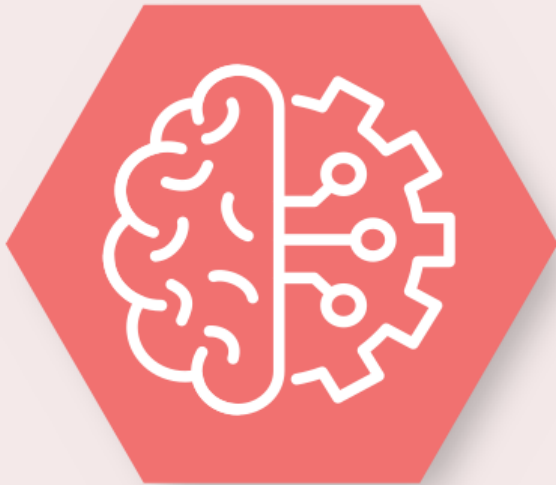
Ensuring IT leadership is a full partner in institutional strategic planning

3 Evolve, Adapt, or Lose Talent

Creating a workplace that allows for and supports movement up, down, and sideways to accommodate shifts in personal and professional goals and to foster healthier work/life balance

5 Enriching the Leadership Playbook

Leading with humility and candor to engage, empower, and retain the IT workforce



The Ultra-Intelligent Institution

Data and analytics can provide institutions with intelligence offered through ongoing, useful, and increasingly sophisticated insights.

2 Privacy and Cybersecurity 101

Embedding privacy and cybersecurity education and awareness in the curriculum and in the workplace

4 Smooth Sailing for the Student Experience

Using technology, data, insight, and agility to create a frictionless student experience

6 Expanding Enrollments and the Bottom Line

Focusing data and analytics initiatives on identifying academic programs with high potential for recruitment ROI

7 Moving from Data Insight to Data Action

Converting data analytics into action plans to power institutional performance, enhance operational efficiency, and improve student success



Everything Is Anywhere

With the institution no longer confined to the physical campus, leaders must find new strategies for supporting technology everywhere and anywhere.

- 8 A New Era of IT Support**
Updating IT services to support remote and hybrid work
- 9 Online, In Person, or Hybrid? Yes.**
Developing a learning-first, technology-enabled learning strategy
- 10 SaaS, ERP, and CRM: An Alphabet Soup of Opportunity**
Managing cost, risk, and value of investments in new ERP solutions



Learn more about the Top 10 IT Issues at
<https://www.educause.edu/2023issues>

EDUCAUSE

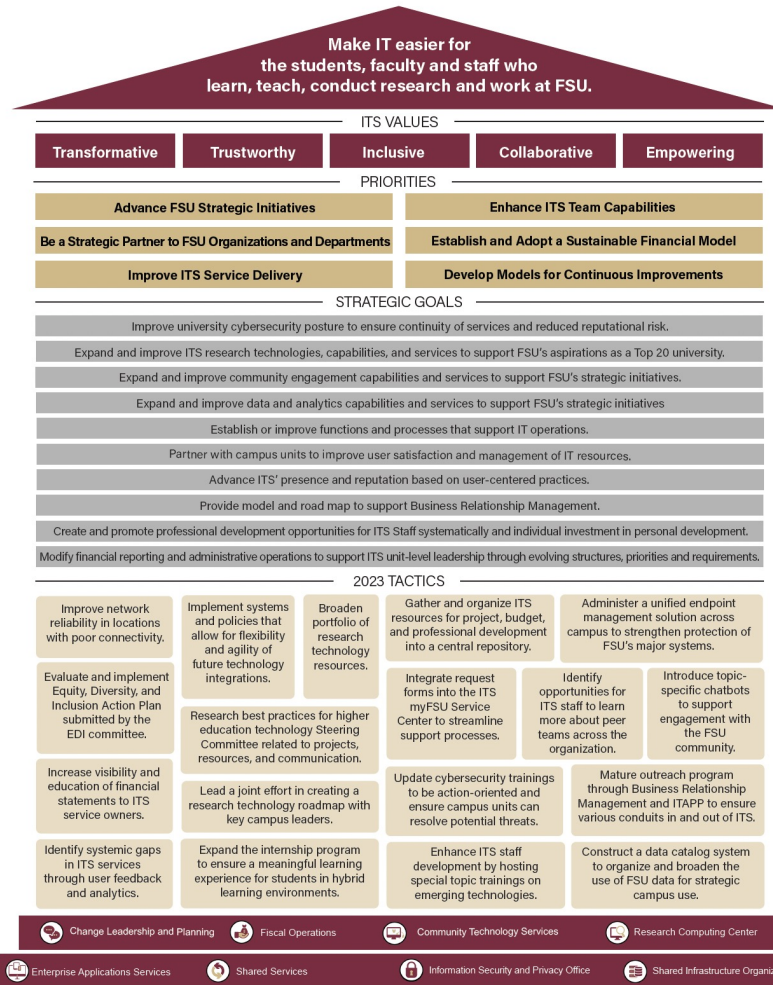
ITS STRATEGIC PLAN UPDATE

Rebekah Dorn



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INFORMATION TECHNOLOGY SERVICES

2023 TACTICS



<https://its.fsu.edu/about-its/planning>



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

2023 TACTICS

2023 TACTICS

Improve network reliability in locations with poor connectivity.

Implement systems and policies that allow for flexibility and agility of future technology integrations.

Broaden portfolio of research technology resources.

Gather and organize ITS resources for project, budget, and professional development into a central repository.

Administer a unified endpoint management solution across campus to strengthen protection of FSU's major systems.

Evaluate and implement Equity, Diversity, and Inclusion Action Plan submitted by the EDI committee.

Research best practices for higher education technology Steering Committee related to projects, resources, and communication.

Integrate request forms into the ITS myFSU Service Center to streamline support processes.

Identify opportunities for ITS staff to learn more about peer teams across the organization.

Introduce topic-specific chatbots to support engagement with the FSU community.

Increase visibility and education of financial statements to ITS service owners.

Lead a joint effort in creating a research technology roadmap with key campus leaders.

Update cybersecurity trainings to be action-oriented and ensure campus units can resolve potential threats.

Mature outreach program through Business Relationship Management and ITAPP to ensure various conduits in and out of ITS.

Identify systemic gaps in ITS services through user feedback and analytics.

Expand the internship program to ensure a meaningful learning experience for students in hybrid learning environments.

Enhance ITS staff development by hosting special topic trainings on emerging technologies.

Construct a data catalog system to organize and broaden the use of FSU data for strategic campus use.



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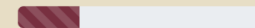
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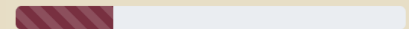
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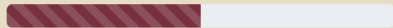
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FUTURE INITIATIVES

VotingList ☆

Priority ▾	Title ▾	Description ▾	Upvote ▾	Downvote ▾	DisplayTotalVo... ▾
Advance Relationshi	Prioritize project requests	Assign priority when issues/requests are submitted that way requests can be streamlined and more efficient and responsive to satisfy user	▲	▼	4
Advance Relationshi	Set Expectations of each Team	It would be great if each team work or states responsibilities when they develop a new system/application/ Business process recommendations and expectations during all user meetings	▲	▼	3
Advance Relationshi	Vendor Roadmap Alignment	Most of our vendors have roadmaps. It would be nice to have business analysts try to combine the items that would have value	▲	▼	2

Now:
Vote the ideas that matter to you

Sort via priority
Track the total votes



STAFF ENGAGEMENT PANEL

Andy Bucior
Alex Morales
Justin Shafer
Staci Smith
Kiara Sullivan



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STAFF ENGAGEMENT



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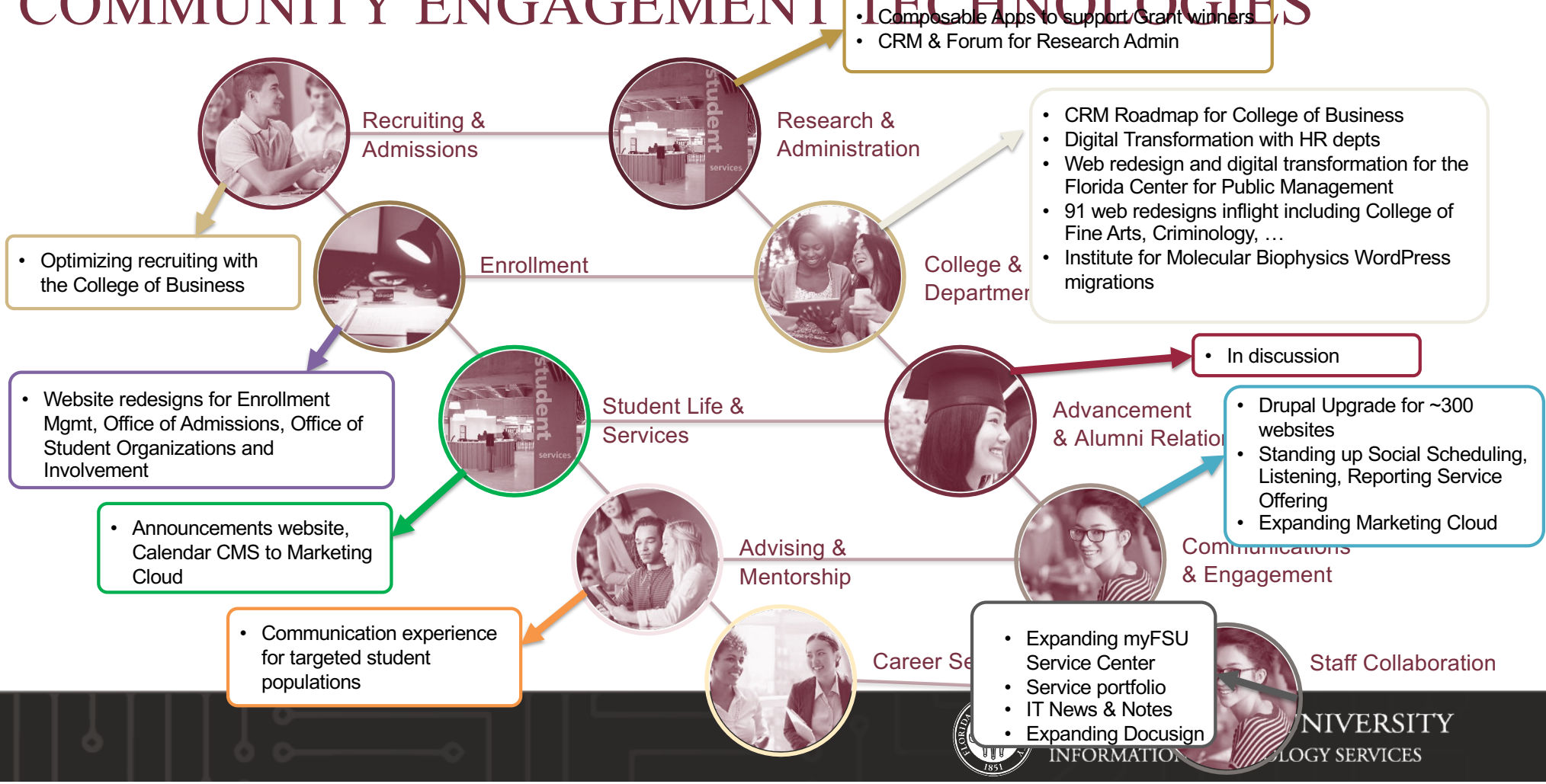
PROJECT UPDATES

ITS Staff

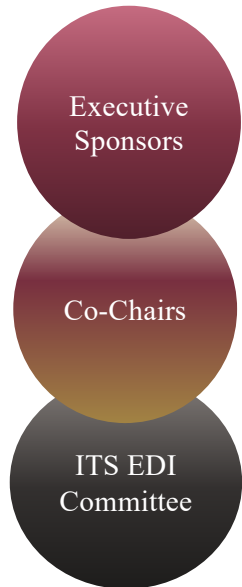


FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

COMMUNITY ENGAGEMENT TECHNOLOGIES



EQUITY, DIVERSITY, & INCLUSION COMMITTEE



Roles
and
Responsibilities



ITS Equity, Diversity, and Inclusion (EDI) Plan

This EDI Plan is designed to advance ITS efforts to promote, implement, and evaluate meaningful diversity, equity, and inclusion initiatives. The plan recommends broad strategies, suggestions, and ideas to guide our work together.



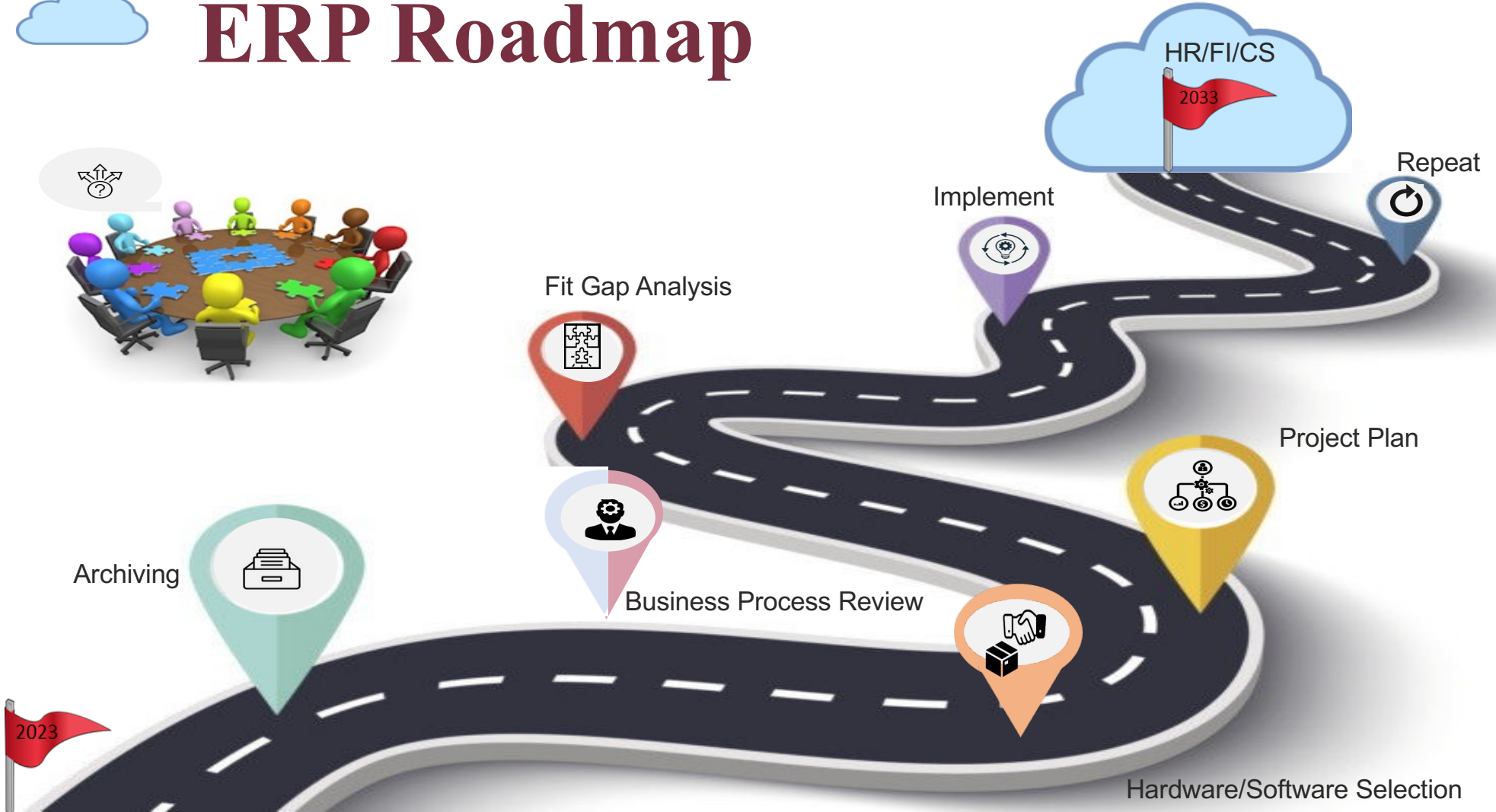
ITS EDI Committee Sessions



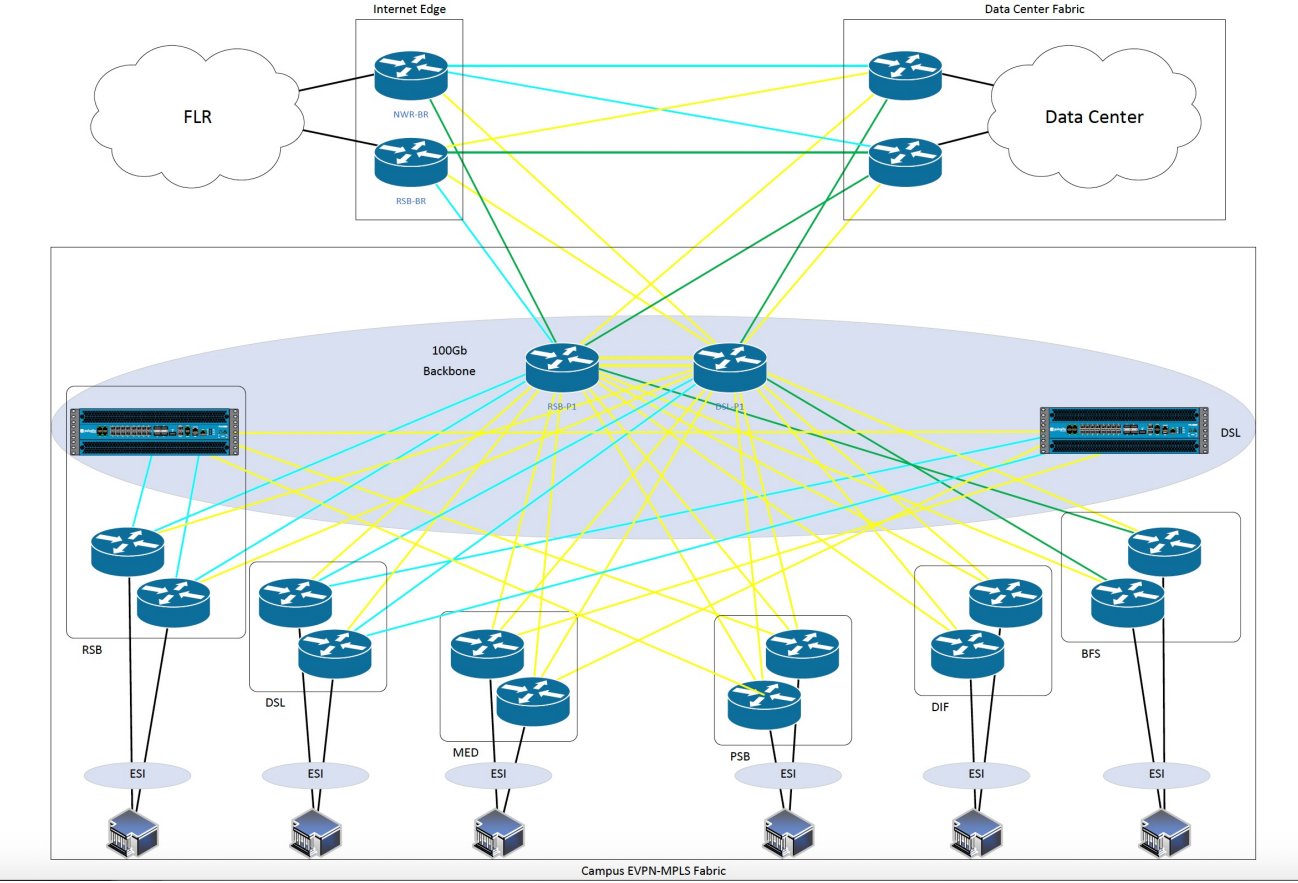
ITS EDI Strategic Plan



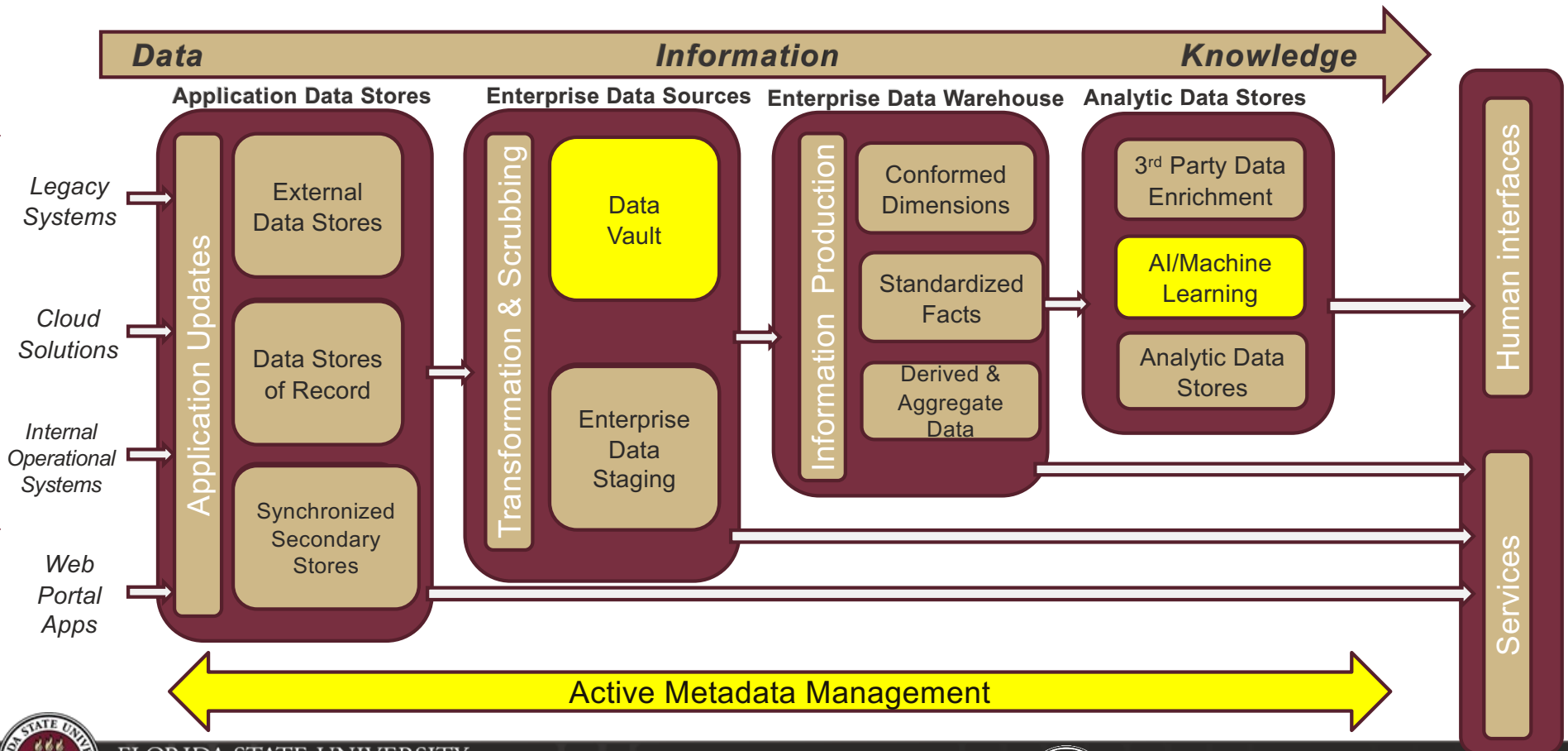
ERP Roadmap



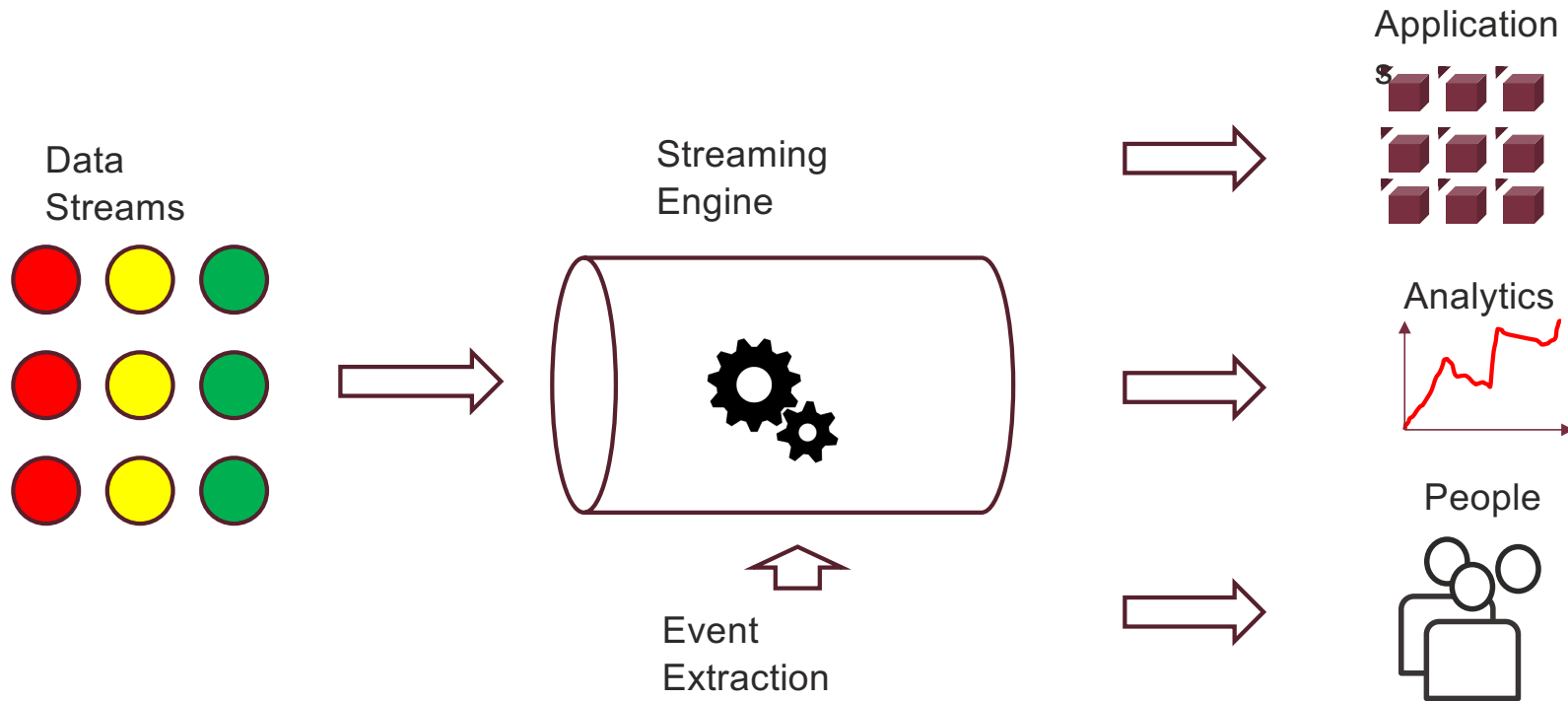
CORE UPGRADE



INFORMATION VALUE CHAIN



EVENT DRIVEN FRAMEWORK



INTERN COHORT

ITS Units Represented: 18

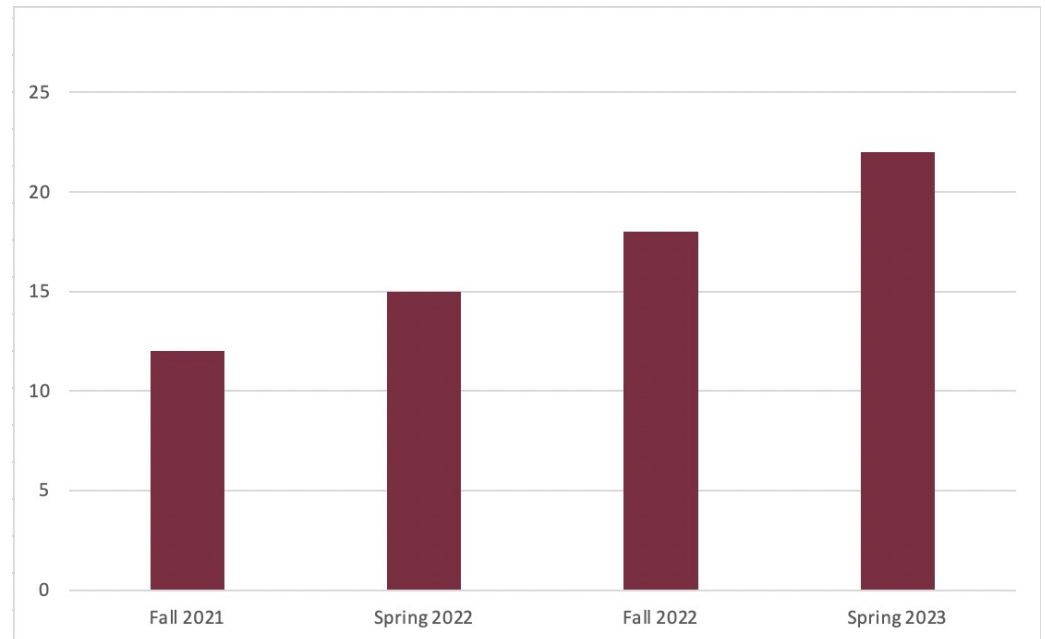
Interns Retained: 7

Supervisors Invested: 3,240 Hours

Partnerships:



Intern Growth by Semester

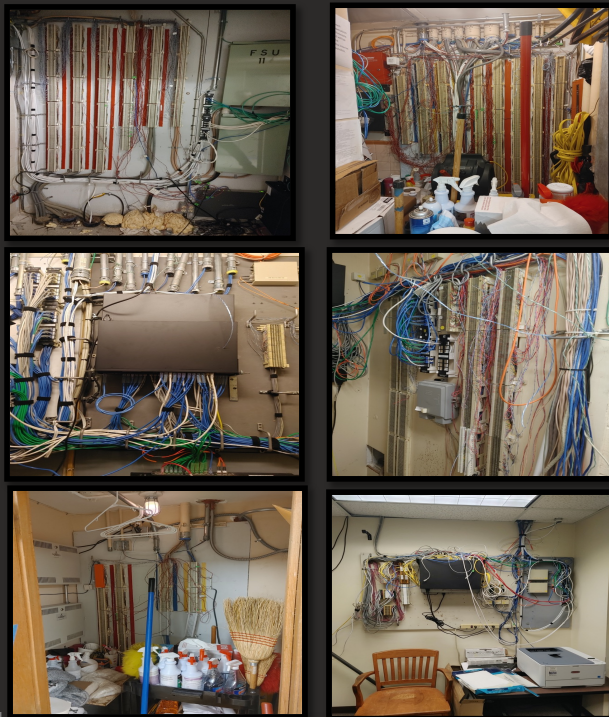


ACADEMIC BUILDINGS NETWORK PROJECT

This past July ITS was given \$2.5 million dollars to provide much needed network infrastructure upgrades to some of our academic buildings on campus. Our team has been working over the last couple of years to rate the network infrastructure for all buildings on campus which includes all wiring and hardware associated with the distribution of FSUs network in these facilities. With this funding we will be able to begin to address some of the lower rated buildings and bring them up to a current network standard that will support much higher bandwidth with much more reliable connectivity both wired and wireless. We are currently working hard on the design and procurement of material to get the first 6 to 9 buildings upgraded by the end of summer 2023. Some of which include HMU, KMU, Longmire, Williams, and Dodd.

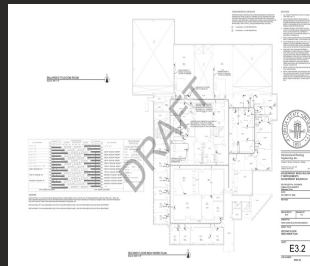
Existing Condition

Photos

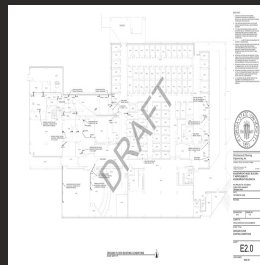


Progress Drawing

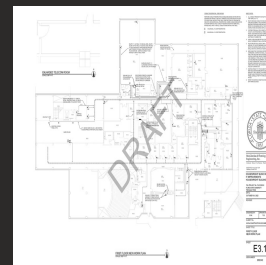
Ground floor



1st floor



2nd floor



Materials

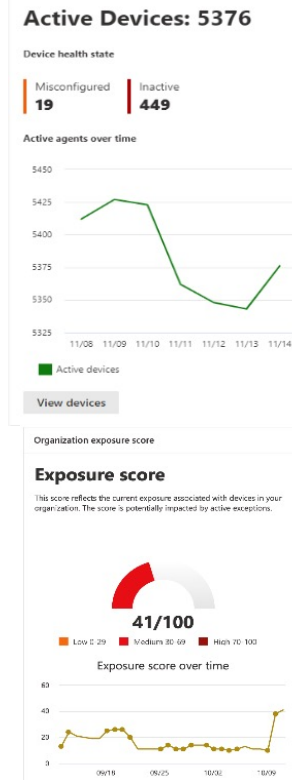


ENDPOINT DETECTION AND RESPONSE - DEFENDER FOR ENDPOINT

The service detects and investigates prominent security threats, identifies local attacks, and provides remediation guidance through patching, configuration settings and other activities

- **Multi-platform compatible** | Available for Windows and Mac operating systems
- **Real-time detection** | Discover vulnerabilities and remediate threats in minutes
- **Transparent** | Does not affect performance of devices once configured
- **Centralized management** | Runs on networked computers or standalone machines
- **Best practice** | Widely accepted cybersecurity best practice and requirement of cyber insurance companies

<input type="checkbox"/>	Name	Domain	Risk level ⌵	Exposure level ⌵
<input type="checkbox"/>	chs-a-c84sgb2.fsu.edu	fsu.edu	High	Medium
<input type="checkbox"/>	eng-l-16vg6m3.fsu.edu	fsu.edu	High	Medium
<input type="checkbox"/>	clsc-l-99vbs73.fsu.edu	fsu.edu	High	Medium
<input type="checkbox"/>	meas-test-8a.fsu.edu	fsu.edu	Medium	Low
<input type="checkbox"/>	meas-test-7a.fsu.edu	fsu.edu	Medium	Low



Top security recommendations

Recommendation	Exposed devices	Threats	Impact
Update Microsoft Windows 10 (OS and built-in applications)	1.55k	⊙ ⚠	▼ 30.54
Update Microsoft Office	1.35k	⊙ ⚠	▼ 17.79
Update Apache Log4j	163	⊙ ⚠	▼ 6.34

Top vulnerable software

Software	OS platform	Weaknesses	Threats	Exposed devices
Windows 10	Windows	1386	⊙ ⚠	3.2k / 5.01k
Log4j	Windows	2	⊙ ⚠	686 / 1.6k
Chrome	Windows	898	⊙ ⚠	1.09k / 6.17k

Show more



ITS WEBSITE REDESIGN

Restructure and refresh the ITS website to meet the needs and interests of the FSU community and deliver a **UX-driven design** that is **engaging and easy to navigate**

November 2022
Project Kickoff

March 2023
Website Launch

Services

Cybersecurity

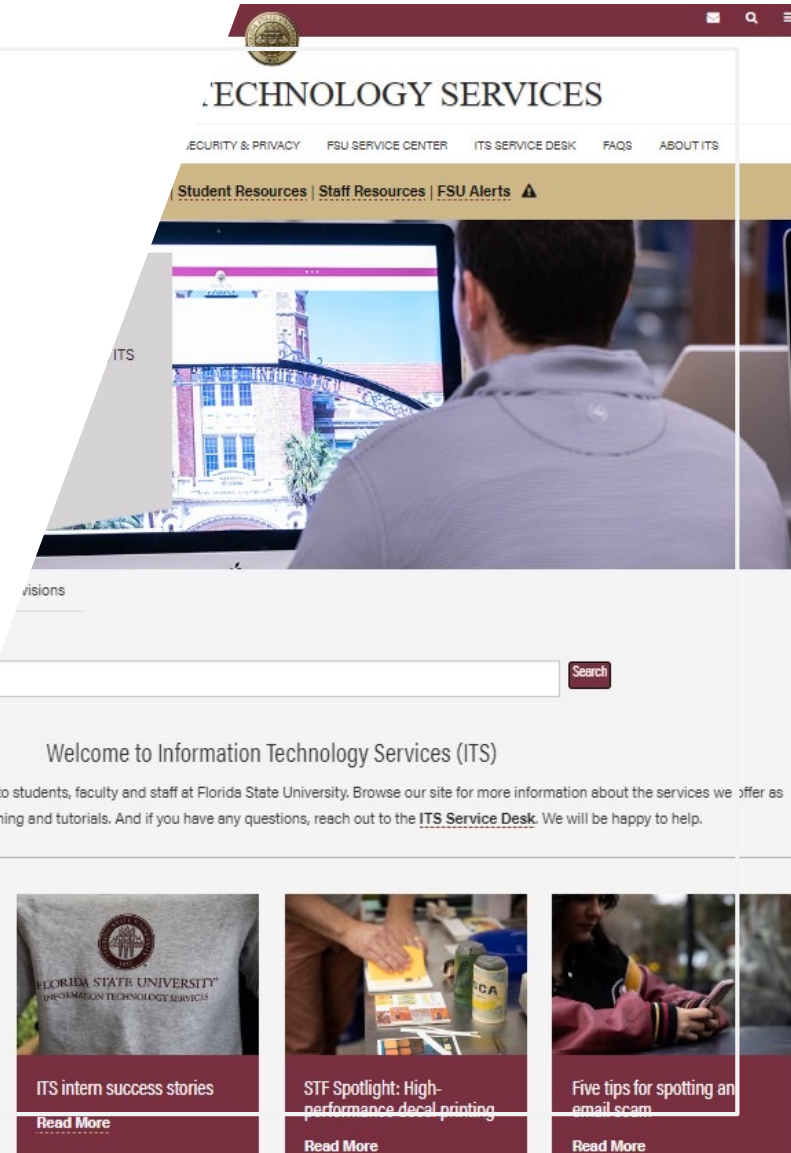
About ITS

Help

Team

effort

news regarding
as we offer. Or,
t of news articles:



PROFESSIONAL DEVELOPMENT

2022

- Splunk for Rookies – December 6th 9:30-12:00

2023

- Intern: Partnership Success - January
- ITIL (Supervisor approved) - February
- The 3 C's to a successful Meeting – March
- myFSU Service Center Best Practices – April



GET INVOLVED

Rebekah Dorn



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GET INVOLVED!



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HAPPY HOLIDAYS!



- Each Staff Member
- Pick up outside of Mores and Artes conference rooms

