

# ITS TOWNHALL

September 30, 2020

Jane Livingston, Associate Vice President & CIO



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# CELEBRATIONS/ SHOUT OUTS

Small Group Break Outs



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# AGENDA

- CELEBRATING EACH OTHER
- LOOKING BACK
- MAKING PLANS
- TODAY – UPDATES
- CHANGES AND NEWS

**\$120,040**  
In student savings from discounted computing support

**\$61,000**  
saved by transitioning myFSU Portal to new platform

31  
ITS completed projects focusing on administrative process efficiencies

## Collaborations

### VOC campaign gathers feedback from FSU community

We are listening. That is the message ITS sent when we embarked on a university-wide **Voices of the Community** campaign in summer 2018. The goal of the campaign was to appreciate the current climate towards ITS, articulate expectations of technology used throughout FSU and communicate to the university community that we care about their perceptions of our organization. Through conversations with 125 faculty, staff and students, four major themes took shape: collaboration, communication, contact and process confusion and continuous support. In short, the university needs more from ITS. More collaboration. More communication. More connections. More support. Since the research wrapped up, ITS has been using the feedback to improve processes, implement new offerings and instill change across the organization. Notable updates include launching the Technology Architecture Committee, starting to redesign the ITS service catalog and creating a "test pass" option for IT professionals who need technical support.

The full VOC report can be found on the ITS website—along with a video, infographic and executive summary at [its.fsu.edu/voc](https://its.fsu.edu/voc)

▶ CONTRACT US





# Voice of the Community – Year in Review

Click to add text



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# WHERE WE ARE

## Collaborate

- Distributed technology necessary for remote instruction and classroom technology for blended learning
- Provided Zoom training for faculty members
- Bolstered network service provided in quarantine residence halls
- Created applications to support COVID-19 reporting and contact tracing

## Communication

- Published a “TechList” for incoming students and help them get set up
- Create online training module for myFSU Student Central system for virtual new student orientation sessions
- Published extended 18-month annual report
- Hosted weekly meetings with deans, IT professionals and ITS staff

## Contact & Process Confusion

- Moved Research Computing Center support cases and ticketing into the new myFSU Service Center
- Led discussions with IT professionals regarding support procedures
- Revamped delegate access interface to mirror system
- Provided remote assistance tool to university IT professional

## Continuous Support

- Launched IT Pro Pass procedure for IT professionals to bypass tier 1 troubleshooting for quicker, more specialized support
- Partnering with Dirac Science Library to offer virtual technical training sessions



# WHERE WE ARE GOING



Visit the VOC website to keep up with our progress and continue the conversation

[its.fsu.edu/VOC](https://its.fsu.edu/VOC)



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# MINI-VOC

- Cybersecurity – How are we doing?
- 10 sessions
  - Faculty
  - Staff
  - Students
  - UITM
- State of Florida Security Survey
- Finalized in December 2020



BEGINNING WITH THE END  
IN MIND

JANE LIVINGSTON



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# ITS STRATEGIC PLAN PROCESS

- Strategic Planning Workshop in August 2019
- Established Priorities over the next few months
- Worked on team and individual goals
- Aligned the goals with the initiatives and the risk register

**WHY IS ALIGNMENT IMPORTANT?**

- +11 Increase teamwork + shared success
- ✓ CLARITY OF PURPOSE
- +11 - COMMON / SHARED PRIORITIES + goals +11
- WE CAN GET MORE DONE TOGETHER THAN SEPARATELY
- SO WE CAN GET + WORKING AGAINST EACH OTHER
- Move in Same Direction
- Buy In
- ✓ L13 INCREASE PRODUCTIVITY
- Results
- +11 - Optimize use of resources + staff
- Ensure strategic goals + priorities are addressed
- ✓ STAFF MORALE + Teamwork

**WHAT IS ALIGNMENT?**

- +11 UNIFIED, EFFICIENT, INTEGRATED DIRECTION
- Working towards a common goal(s)
- ✓ Creates efficiency / avoids confusion
- ✓ +11 synergy of purpose

**WHAT ARE THE CRITERIA FOR DESIGNING AN ORGANIZATION?**

- ✓ Tech alignment (1)
- ✓ Service alignment (1)
- ✓ LEVERAGING COMPLEMENTARY STRENGTHS
- ✓ PROFESSIONAL DISCIPLINE (3)
- +11 ✓ SHARED ACCOUNTABILITY (6)
- ✓ Define Success (2)
- +11 ✓ Maximization of Resources (1)
- ✓ FUNCTIONAL MODELS (3)
- +11 ✓ EXPERIMENTAL PILING MODELS (3)
- ✓ HIERARCHICAL ORG
- ✓ STAR MODEL

**ITS IS A STRATEGIC PRACTICE OF FSU**

- ALIGN w/ FSU MISSION GOALS
- BUILD A REINFORCING ALIGN MODEL TO IMPROVE COLLABORATION
- ENHANCE COLLABORATION THROUGH CONSULTATION, PRIORITIZATION, TRANSPARENCY AS WE WORK TO STRATEGICALLY DEMONSTRATE VALUE TO THE UNIVERSITY

**ADVANCE FSU STRATEGIC INITIATIVES**

- IMPLEMENT STRATEGIC DELIVERY POSTURE
- ESTABLISH FOUNDATIONAL CAPABILITIES FOR THE UNIVERSITY

**IMPROVE ITS SERVICE DELIVERY**

- CREATE A SMART PLAN TOOL FOR SERVICE
- FORMALIZE PROCESSES FOR PROGRAM REVIEW
- BUILD A COMMUNICATION CAPABILITY TO ENSURE TWO WAY ENGAGEMENT w/ OUR CUSTOMERS

**EMPHASIZE THE STRATEGIC ALIGNMENT + INTEGRATION OF ITS**

- BUILDS OUT PROFESSIONAL DEVELOPMENT OPPORTUNITIES FOR ITS WORKFORCE
- IMPROVE ORGANIZATION DESIGN TO ACHIEVE GREATER IMPACT ACROSS ITS
- BUILD ON SUCCESS OF ITADP
- COMMUNICATE ORGANIZATIONAL VALUES, GOALS + DESIRED BEHAVIORS + (RESPONSIBILITY)

**DEVELOP A MODEL FOR CONTINUOUS IMPROVEMENT OF ITS OPERATIONS + SERVICES**

- CREATE A TECHNICAL ARCHITECTURE MODEL
- PROVIDE FUNDING CYCLE OF STRATEGIC

**ESTABLISH + ADOPT A VISIBLE FINANCE MODEL**



Be a strategic partner to FSU



Advance FSU strategic initiatives



Improve ITS service delivery



Enhance ITS team capabilities



Develop a model for continuous improvement



Establish and adopt a sustainable financial model



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# ITS STRATEGIC PLAN PROCESS

	<b>MISSION</b> (What?)	Which the organization exists. This element is perennial.	Example: Make IT easier for the students, faculty and staff who learn, teach, conduct research and work at Florida State	State Vision
	<b>GOAL</b> (Where to?)	What you hope to accomplish	Example: Expand outreach and visibility of ITS as a partner	Articulate Goals
	<b>OBJECTIVES</b> (Where to?)	More specific goal using S.M.A.R.T criteria	Example: Increase outreach to campus through 20%	Specify Objectives
	<b>KPI</b> (How much?)	The key performance indicators for measuring the success of services	Example: Number of outreach efforts compared to last year	Perform Baseline Assessments
	<b>STRATEGY</b> (How?)	How will you achieve your stated objective	Example: Participation on events on campus, communicate to more unique audiences	Define Improvement Plan
	<b>TACTICS</b> (What?)	The concrete action plan on how to reach the tactic	Example: Create calendar of campus events to identify potential partnership	Execute Improvement Plan
	<b>METRICS</b> (How much?)	Indicators to measure the success of your tactics	Example: Number of campus events that has ITS presence	Evaluate Metrics & KPIs

- Multiple work sessions throughout 2020
- Identified individual and shared goals, objectives, tactics within the priorities
- A 5-Year plan creates the opportunity for synergy
- Isolated overlaps in energies and negotiate priorities
- Resulting in Tactics for 2020-2021
- Communicate our results in Annual Accomplishments and Personal Goals









# STRATEGIC PLANNING

## Advance FSU Strategic Initiatives






### Expand and improve data & analytics capabilities & services to support FSU's strategic initiatives.

- Support sources that receive real-time data. 
- Support cloud-based applications. 




### Expand & improve community engagement capabilities & services to support FSU's strategic initiatives.

- Transition change management solution to Salesforce. 
- Facilitate increase of messages sent to campus audiences. 
- Meet the users' expectations on the COVID-19 Contact Tracing application. 
- Increase resolution rate of CRM support tickets. 

### Improve university cybersecurity posture to ensure continuity of services & reduced repetitional risk.

- Increase network of campus cybersecurity professionals. 
- Increase units who complete Disaster Recovery assessments. 
- Review data and compliance policies and standards. 
- Increase cybersecurity awareness training among employees. 
- Decrease email tenants and servers. 

### Expand & improve ITS research technologies, capabilities, & services to support FSU's aspirations as a Top 20 university.

- Benchmark IT Research strategies, & develop an IT Research strategy. 
- Support pilot projects in conjunction with the Health Data research team. 
- Complete pilot study with the College of Social Sciences on the interactive clusters and GPU node. 

 Change Leadership & Planning	 Fiscal Operations	 S
 Community Technology Services	 Information Security & Privacy Office	 S
 Enterprise Applications Services	 Research Computing Center	

# STRATEGIC PLANNING

## Develop Models for Continuous Improvement

### **Co-Create the next generation Enterprise Application landscape, infrastructure, & supporting architecture.**

- Provide roadmap & strategy for next generation ERP.
- Establish strategy & plan to deploy serverless technology.
- Finalize TAC architecture principles & advise on projects.



### **Establish or improve functions & processes that support IT operations.**

- Provide model & roadmap to support organizational change.
- Publish process & strategy for project management.



### **Advocate for an effective governance model.**

- Published approach for engagement in the technology investment process.



Change Leadership & Planning



Fiscal Operations



Shared Services



Community Technology Services



Information Security & Privacy Office



Shared Infrastructure Organization



Enterprise Applications Services



Research Computing Center

# STRATEGIC PLANNING



## Improve ITS Service Delivery

**Advance ITS' presence and reputation through revision of communications platforms based on user-centered practices.**

- Increase user sessions on the Service Catalog website.
- Increase user sessions on the ITS website.



**Improve ITS' major incident response and communication processes.**

- Create comprehensive communication plan that responds to incident response priority levels.



**Modernize operations and leverage automation opportunities to achieve operational excellence of new and existing services.**

- Provide published roadmap to implement 5G services.
- Intergrate 2FA with O365, VPN, and CAS for employees.
- Support increase of remote learning, teaching, research and business.
- Automatically deprovision access to accounts through OIM.
- Decrease individual data centers.



Change Leadership & Planning



Fiscal Operations



Shared Services



Community Technology Services



Information Security & Privacy Office



Shared Infrastructure Organization



Enterprise Applications Services



Research Computing Center

# STRATEGIC PLANNING

## Be a Strategic Partner to FSU Organizations and Departments

### Expand outreach and visibility of ITS as a partner.

- Increase ways that ITS promotes services to faculty members.



### Provide model & roadmap to support Business Relationship Management.

- Partner with campus units to improve user satisfaction and management of IT resources.



### Ensure ITS outreach supports the university's goals.

- Increase communications, trainings, and work group activities.



### Partner with campus units to improve user satisfaction and management of IT resources.

- Assess IT positions and create a workgroup on technology professionals.



## Establish and Adopt a Sustainable Financial Model

### Establish a sustainable financial model to support costs of the agreed upon ITS services, projects, and strategic initiatives.

- Meet ELT's expectations on the reconfigured budget reports.
- Implement per capita funding model.



### Modify financial reporting and administrative operations to support ITS unit-level leadership through evolving structures, priorities and requirements.

- Publish hardware lifecycle strategy.
- Decrease overall software costs.



## Enhance ITS Team Capabilities

### Create & promote professional development opportunities for ITS Staff systematically and individual investment in personal development.

- Meet the expectations of ITS staff on training content and experience.
- Create individualized development plans for high performing employees.



# STRATEGIC PLAN – NEXT STEPS

- Do the 2020-2025 goals resonate with you?
- Do the 2020 tactics resonate with you?
- Provide feedback by survey on Teams – ITS Staff

# ITS SUPPORT PROCESS FOR IT PROFESSIONALS

Suzanne Kane and Lisa Martin-Brown



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# OVERVIEW

VOC Feedback

IT Professionals Workgroup

Deliverables

Rules of the Road

What's Next?





## VOC FEEDBACK

- From the VOC and from other feedback from the FSU community, we've heard that they would like to be more involved in partnerships and there be more collaboration
- We also heard that there is contact confusion
- We created a workgroup to evaluate interactions between the FSU community IT professionals and ITS





# WORKGROUP HIGHLIGHTS

- The workgroup discussed challenges encountered when contacting ITS Service Desk for technical support:
  - IT Professionals have often already performed basic troubleshooting steps offered by Service Desk Tier 1 using ITS support procedures.
  - IT pros previously routed directly to Tier 2 and Tier 3 had their cases resolved using procedures that could have been performed by Tier 1. Tier 1 involvement could have resulted in a faster resolution.
- Cases have been mis-routed and mistakenly returned to the provider group submitting the support request.
- The IT Professionals' role is often not apparent when they contact the Service Desk by phone or submit a case. Most interactions with the Service Desk start by conducting basic troubleshooting.



## WORKGROUP ACTIVITIES

- Collaboration on developing a procedure and workflow for support and statistics
- Participants suggested and voted on the service name, **ITProPass** was chosen



# DELIVERABLES

- Implementation of the ITProPass designation as voted, used to identify IT Professionals when requiring them to the bypass basic troubleshooting steps performed by Service Desk Tier 1.
- Distribute support procedure requiring the IT professional to perform the basic troubleshooting steps themselves when requesting to bypass Service Desk Tier 1.
- Implement a knowledge base with existing support procedures. This information will be made available to University IT Professionals.



# RULES OF THE ROAD

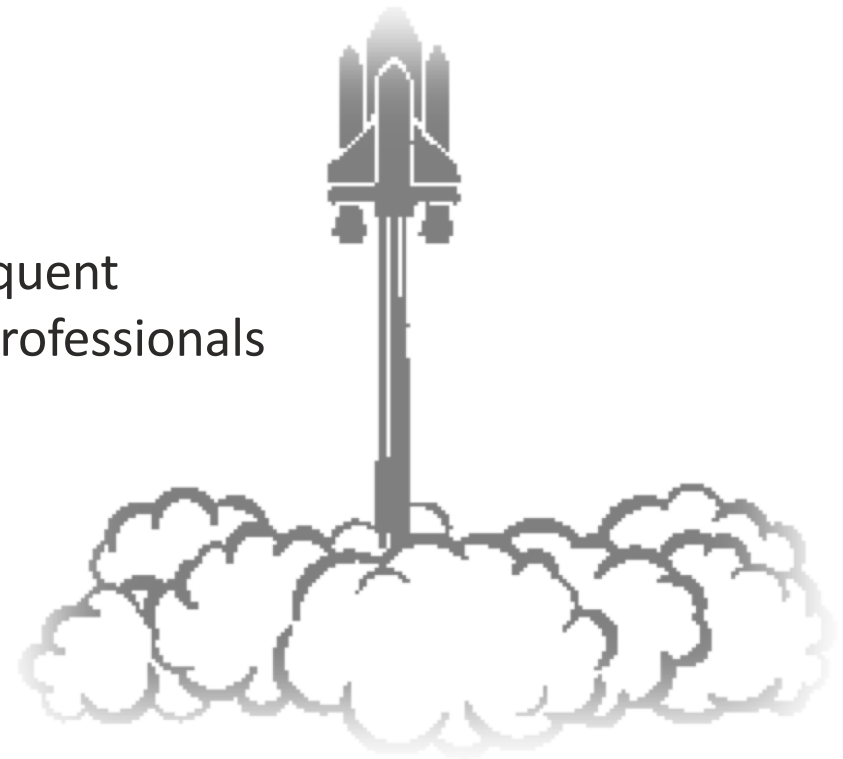


- ONLY IT Professionals are eligible for the ITProPass
- Access can be requested via a CRM Case to the Service Desk
- An FSU\_ITProPass role is required and procedures will be provided prior to use
- Cases should continue to be created and routed through the Service Desk for support
- Tier 2 and Tier 3 will report any issues with usage



## WHAT'S NEXT?

- Soft Launch
- Service Launch November 2020
- Continual Service Improvement through frequent communications and feedback from the IT Professionals and our Service Providers.



# SERVICE CATALOG

Jane Livingston



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# INTRODUCING SERVICE MANAGEMENT



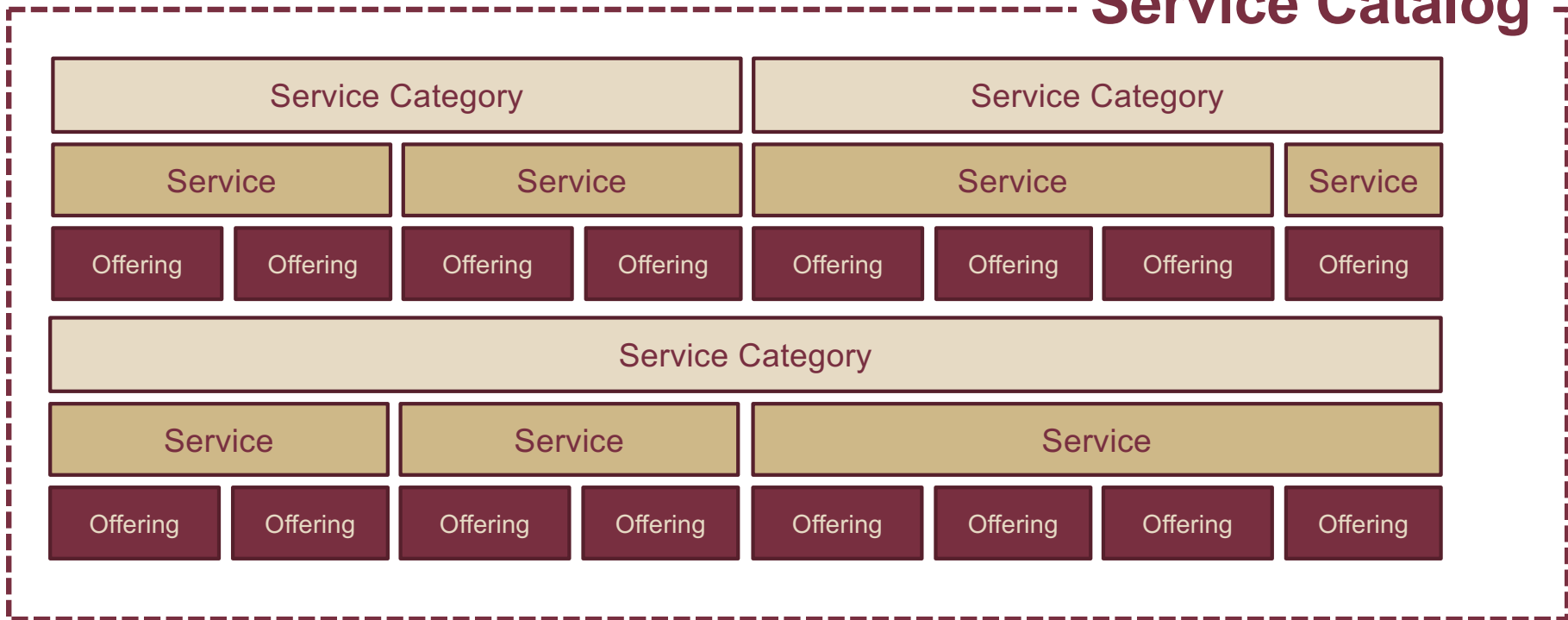
## Benefits of a Service Catalog

- Increase user satisfaction, ease of access
- Facilitate self-help
- Inspire business process improvement
- Provide insight into health of our offerings
- Reduce service costs



# NEW SERVICE CATALOG

## Service Catalog





# NEW SERVICE CATALOG

Service Category

➔ **Communication & Collaboration Tools**

Service

➔ **Web Conferencing**



ITS wants to ensure you have everything you need to accomplish your work here at FSU. That's why we provide a wide variety of web conferencing tools and services. Use the chart below to choose the tool and features that best fit your needs.

Offering

Offering

Offering

Offering



## Zoom

Cloud-based HD video and audio conferencing solution

[Sign In »](#)

[Learn More](#)

## GoToMeeting

Online meeting, webinar and training platform

[Sign In »](#)

[Learn More](#)

## Microsoft Teams

Online team workspace and collaboration hub

[Sign In »](#)

[Learn More](#)

## Skype for Business

Real-time communications via instant messaging, video calls and more

[Sign In »](#)

[Learn More](#)

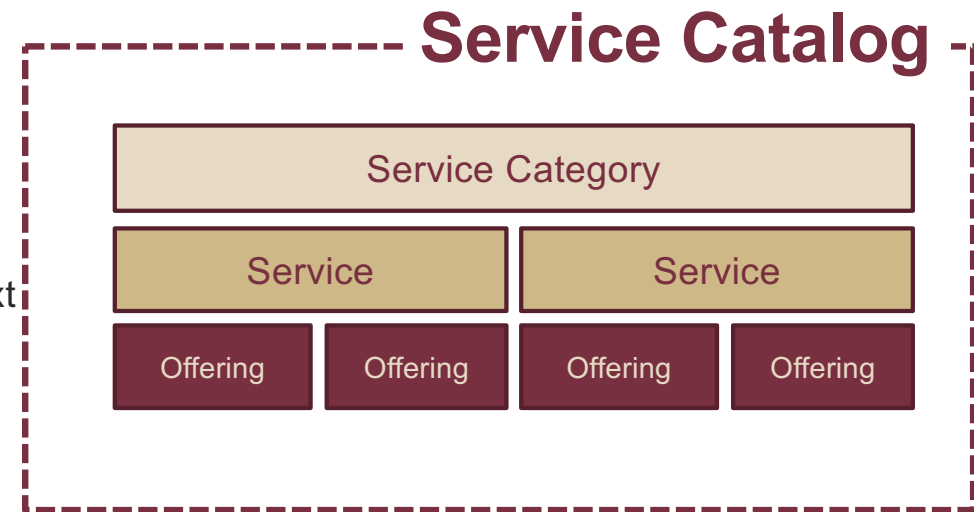


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# MANAGING A CATALOG – ROLES AND RESPONSIBILITIES

- **ITS ELT** is responsible for the overall catalog including service categories
- **Service Owners** manage services
- **Offering Managers** manage service offerings
- **Provider groups** are the group identified to receive tickets related to a service offering

Click to add text



# MYFSU SERVICE CENTER

Dan Powell



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# SALESFORCE PHASE 2 UPDATE



@message.fsu.edu



CoB

Architect & Design

Build

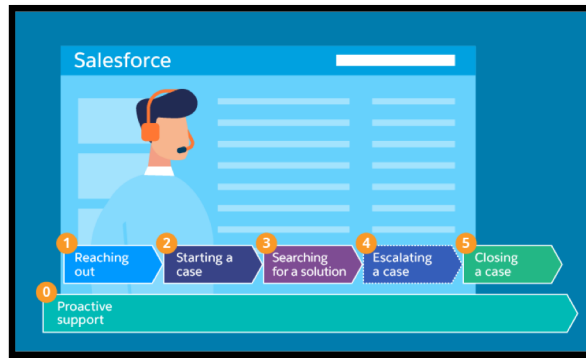
Testing

Training

Rollout

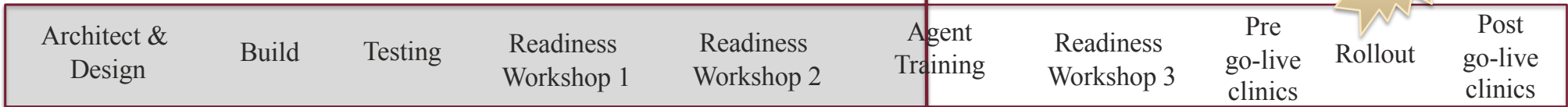


# SALESFORCE PHASE 2 UPDATE



Case management

Completing the phase



# STEP 1: CUSTOMER REPORTS A PROBLEM

The image shows a screenshot of the myFSU Service Center website. The top navigation bar includes links for Home, Report a Problem, My Service Center, FAQs, and Sign in. A search bar with the text "What can we help you with?" and "Ask a question..." is prominent. Below the search bar, there are three main service area buttons: "Report a Problem" (with a warning icon), "My Service Center" (with a folder icon), and "FAQs" (with a document icon). The "Report a Problem" button is highlighted with a red border. Below these buttons, there are sections for "Announcements" (stating "FSU Engineering Lab Networks are Currently Down. Update to follow.") and "Trending Articles".

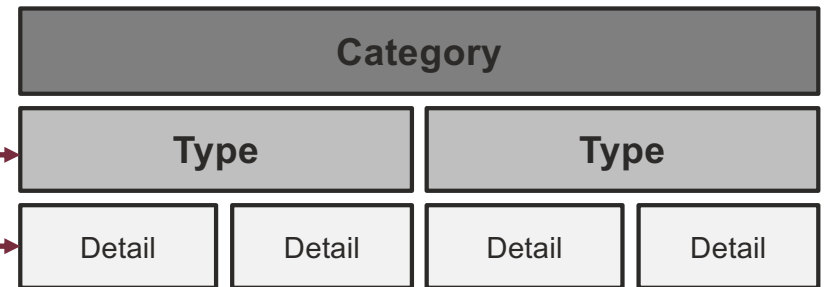
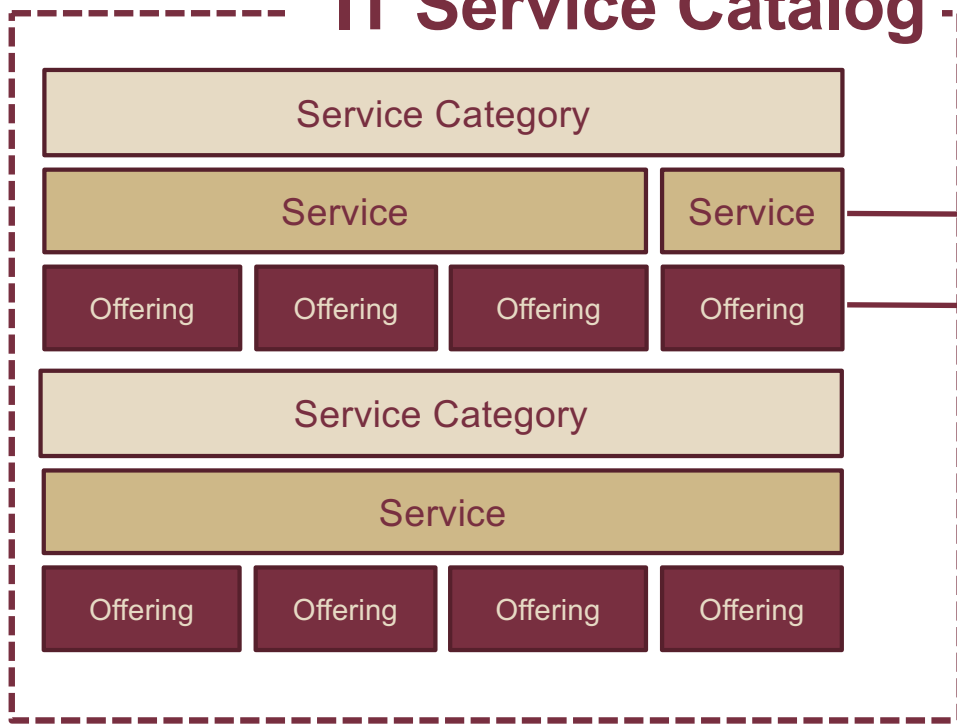
An inset window shows a detailed view of the "Case Overview" form. The form is titled "Case Overview" and includes the instruction "Tell us what you need." It contains four dropdown menus:

- \*How can we help you? (Selected: I need something)
- \*What area can best help you with this issue? (Selected: --- None ---)
- Please help us route this to the right support team. Does your issue pertain to any of these areas? (Selected: --- None ---)
- \*We treat all requests with priority. How is this issue impacting you? (Selected: Medium: I need help, but I can keep going)

Below the "Case Overview" form is the "Case Details" section, which includes the instruction "Tell us a little more about this issue." A black arrow points from the "Report a Problem" button on the main page to the "Case Overview" form in the inset window.

# HOW DOES SERVICE CATALOG IMPACT THE NEW MYFSU SERVICE CENTER?

## IT Service Catalog



### Category choices

1. Administrative & Financial
2. Faculty & Staff Services
3. Human Resource Services
4. IT Support Services
5. Student Services
6. Other



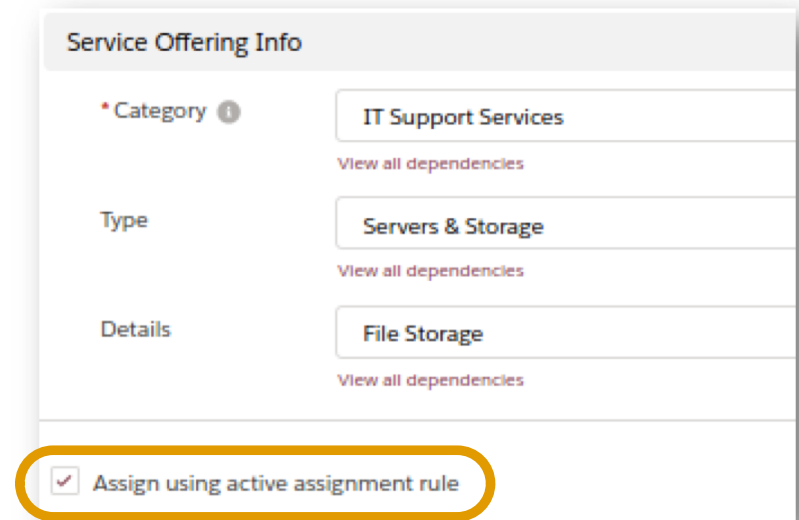
## STEP 2: CASE ENTERS A QUEUE

### Where will the case route?

To the primary triage queue for that service offering

### What if I only select the Category?

The case routes to Tier 1 support (ITS Service Desk)



The screenshot shows a 'Service Offering Info' form with three rows of information. Each row has a label on the left and a value in a rounded rectangle on the right. Below each value is a link that says 'View all dependencies'. At the bottom of the form is a checkbox labeled 'Assign using active assignment rule', which is highlighted with a yellow border.

Service Offering Info	
Category ⓘ	IT Support Services <a href="#">View all dependencies</a>
Type	Servers & Storage <a href="#">View all dependencies</a>
Details	File Storage <a href="#">View all dependencies</a>

Assign using active assignment rule





# WHAT IS A PROVIDER GROUP?

**The group of agents that:**

are most apt to solve a case for a service offering  
 get notified when a new case opens for a service offering  
 may or may not be from the same organizational team  
 includes the service offering manager

are the same group of agents from PeopleSoft CRM  
 may have many in manager roles and many in agent roles

Service Catalog as represented in Salesforce

Category	Type (Service)	Detail (Service Offering/Product)	Class Assignment Queue
IT Support Services	Analytics & Integrations	Data Analytics	ITS-Service Desk
IT Support Services	Analytics & Integrations	Data Integration	ITS-Service Desk
IT Support Services	Analytics & Integrations	Data Warehouse	ITS-Service Desk
IT Support Services	Analytics & Integrations	myFSU BI	ITS-Service Desk
IT Support Services	Analytics & Integrations	myFSU BI	ITS-Service Desk
IT Support Services	Analytics & Integrations	myFSU BI	ITS-Service Desk
IT Support Services	Application Development	Business Application Support	ITS-Service Desk
IT Support Services	Application Development	Community Engagement (Salesforce)	ITS-Community Engagement Technologies
IT Support Services	Application Development	Community Engagement (Salesforce)	ITS-Community Engagement Technologies
IT Support Services	Application Development	Community Engagement (Salesforce)	ITS-Community Engagement Technologies
IT Support Services	Application Development	Custom App Support	ITS-Service Desk
IT Support Services	Application Development	FI Support	ITS-Service Desk
IT Support Services	Application Development	HR Support	ITS-Service Desk
IT Support Services	Application Development	ITSM	ITS-Service Desk
IT Support Services	Application Development	Student Application Support	ITS-Service Desk
IT Support Services	Application Support	Application Load Testing	ITS-Service Desk
IT Support Services	Application Support	JZEE Platform Support	ITS-Service Desk
IT Support Services	Application Support	Operational Support for redundant/repeatable tasks	ITS-Service Desk
IT Support Services	Application Support	Oracle Database Support	ITS-Service Desk
IT Support Services	Application Support	WAF	ITS-Middleware
IT Support Services	Assessments & Testing	Business Impact Analysis (BIA)	ITS-Security
IT Support Services	Assessments & Testing	Disaster Recovery	ITS-Security
IT Support Services	Assessments & Testing	PCI Compliance	ITS-PCI
IT Support Services	Assessments & Testing	PCI Compliance	ITS-PCI
IT Support Services	Assessments & Testing	Risk Assessment	ITS-Security
IT Support Services	Assessments & Testing	Vulnerability Assessment	ITS-Security
IT Support Services	Authentication Services	Active Directory (ADFS)	ITS-Service Desk
IT Support Services	Authentication Services	LDAP	ITS-Service Desk
IT Support Services	Authentication Services	SAML2	ITS-Service Desk
IT Support Services	Authentication Services	Single Sign on (CAS)	ITS-Service Desk
IT Support Services	Classroom Equipment	Audio/Visual Equipment	ITS-Classroom Support



# WHAT IS A QUEUE?

A line of cases to be researched and solved

**Is a queue my provider group?**

No, a queue is a line of unassigned cases for a service offering

**What happens when there are multiple cases with a specific service offering?**

Case gets routed to a 'queue'

**What happens if I create a case and start working it?**

The case will be assigned to you so it will not be in the queue

A screenshot of a web-based case management system. At the top, there is a header for 'Cases' with a dropdown menu set to 'ITS-Service Outreach All Cases'. Below this, a table lists several cases. A yellow circle highlights the header area of the table.

Case Number	Case Name	Subject
1	00002350 Derek Kool	Hi - test
2	00003083 Derek Kool	Mass Email request
3	00003084 Kathleen Rellly	Mass Email Request
4	00003111 Derek Kool	Test3
5	00003145 CommunityUser3 ZZT...	Testing if multiple Sub...
6	00003324 Ronnie Kimberly	rk-R-massemail
7	00003333 Ronnie Kimberly	rk-R-so



# WHAT HAPPENS WITH PEOPLESOFT CRM?

## October 26

- Existing cases can continue to be worked to closure in PeopleSoft until winter break
- All new case will be created in Salesforce

## Winter break

- Open cases in PS CRM need to be re-created in Salesforce

## Archive

- In the plan, more details coming



# MORE INFORMATION, SUPPORT, QUESTIONS

- For project updates, visit:
  - <https://its.fsu.edu/fsu-service-center-modernization>
- For agents in Salesforce, open a case!
  - Category = IT Support Services
  - Type = Application Development
  - Details = Community Engagement (Salesforce)

A screenshot of a Salesforce case record. The record is titled 'Service Offering Info'. It shows three sections: 'Category' with the value 'IT Support Services', 'Type' with the value 'Application Development', and 'Details' with the value 'Community Engagement (Salesforce)'. Each section has a 'View all dependencies' link below it. At the bottom of the record is a section titled 'Additional Information'.

# ITS SERVICE CATALOG WEBSITE

Brooks Johnson



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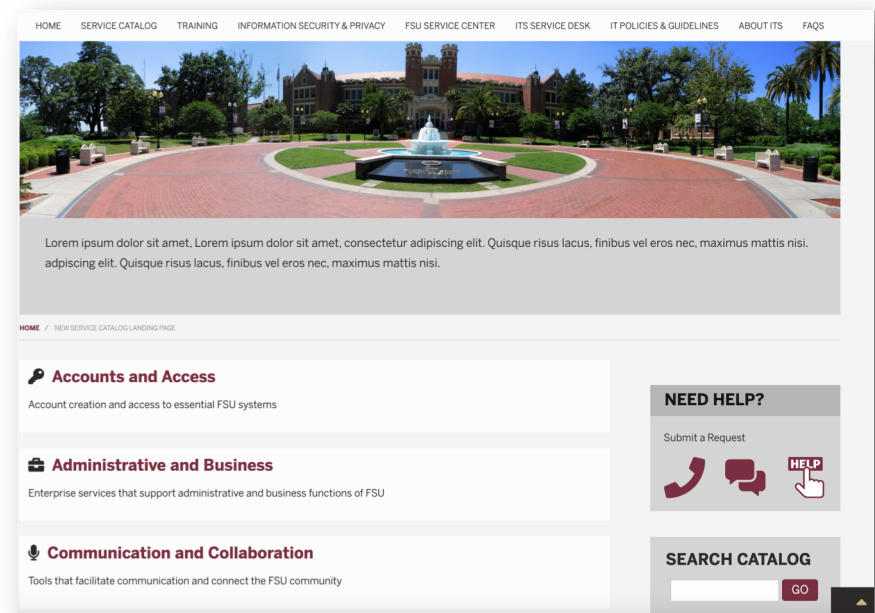
# ITS SERVICE CATALOG WEBSITE

All cases will be attributed to a service offering

Catalog will be reviewed on the ITS Service Center Website

*Service Offering Managers will have a chance to review the pages before go-live*

Contact Brooks Johnson in Change Leadership & Planning for more information, questions, or to learn the opportunities to make changes



# ITS SERVICE CATALOG WEBSITE

- New Layout
- Included tags to increase Search Engine Optimization
- Updated Descriptions as needed

The screenshot displays the ITS Service Catalog website interface. At the top, a dark blue navigation bar contains the text 'FSU | INFORMATION TECHNOLOGY SERVICES' and several menu items: HOME, SERVICE CATALOG, TRAINING, INFORMATION SECURITY & PRIVACY, FSU SERVICE CENTER, ITS SERVICE DESK, IT POLICIES & GUIDELINES, ABOUT ITS, and FAQS. The main content area is titled 'Test Events Calendar'. Below the title, there is a descriptive paragraph about the interactive events calendar. This is followed by sections for 'Requirements', 'Cost', and 'Request this Service'. The 'Request this Service' section includes a sub-section 'Request a Calendar and Make a Widget' and a list of steps for users to follow. On the right side of the page, there is a sidebar with several utility sections: 'AVAILABLE TO' with icons for Student, Faculty, Staff, and Departments; 'IT Pros' with an icon; a 'Sign-in' button; 'NEED HELP?' with a 'Submit a Request' button and icons for phone, chat, and a 'HELP' button; 'ALERTS / STATUS' showing 'All Services Online'; and 'RELATED SERVICES' with an upward arrow icon.



# COVID RESPONSE

Charlotte Souffront-Garcia



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# COVID-19 TECHNOLOGY RESPONSE TEAM

- One of the University's top priorities is to mitigate the spread of the virus
- Multi-department, solution-focused team was formed
- Streamline the technical requirements by:
  - Gathering information on processes
  - Producing deliverables
  - Ensuring the university's expectations are met
- Works closely with the COVID-19 Steering Committee



# REMOTE WORKING & BUDGET UPDATE



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## CONTINUING OUR WORK

- Priorities
- Work-Life
- Important vs. Urgent
- Keeping the focus on what is within your control



# IMPORTANT DATES

- TechTalks
  - Cybersecurity - October
  - LinkedIn Learning - November
- Donuts & Development
- Cybersecurity Month - <https://its.fsu.edu/cybersecurity>
- Research Computing Center
  - Virtual Data Workshop – October 6
  - Parallel Computing with MATLAB – October 22



# QUESTIONS & COMMENTS



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TAKE CARE

BE KIND TO YOURSELF AND YOUR  
PEOPLE

STAY SAFE

STAY WELL



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