SPRING 2022 TOWNHALL

Information Technology Services

March 2, 2022

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

MEET YOUR NEIGHBOR

o Introduce Yourself to Your Neighbor

  o Name

  o Team

  o Years at FSU

  o What Is Your Superpower?

ORGANIZATIONAL UPDATES

o Vision For the Future

    o Charlotte Souffront-Garcia

    o ITAPP- New Partnerships

        o Facilities

        o Education

        o Florida Natural Areas Inventory

        o Dedman College of Hospitality

ITS VALUES | Rebekah Dorn

ITS VALUES

o Process

  o Summer – Fall 2021

  o Sought feedback from ITS staff

  o Committee narrowed down the list

  o ELT selected final values

o How can you live these values in the work that we do?

ITS VALUES

o **Transformative**

Our work fuels the university's aspiring goals through forward-thinking innovation.

o **Trustworthy**

Unwavering integrity and transparent conversations manifest lasting relationships.

o **Inclusive**

Equal accessibility and open dialogue create a welcoming atmosphere for all.

o **Collaborative**

Active and responsive partnerships contribute to service-minded solutions.

o **Empowering**

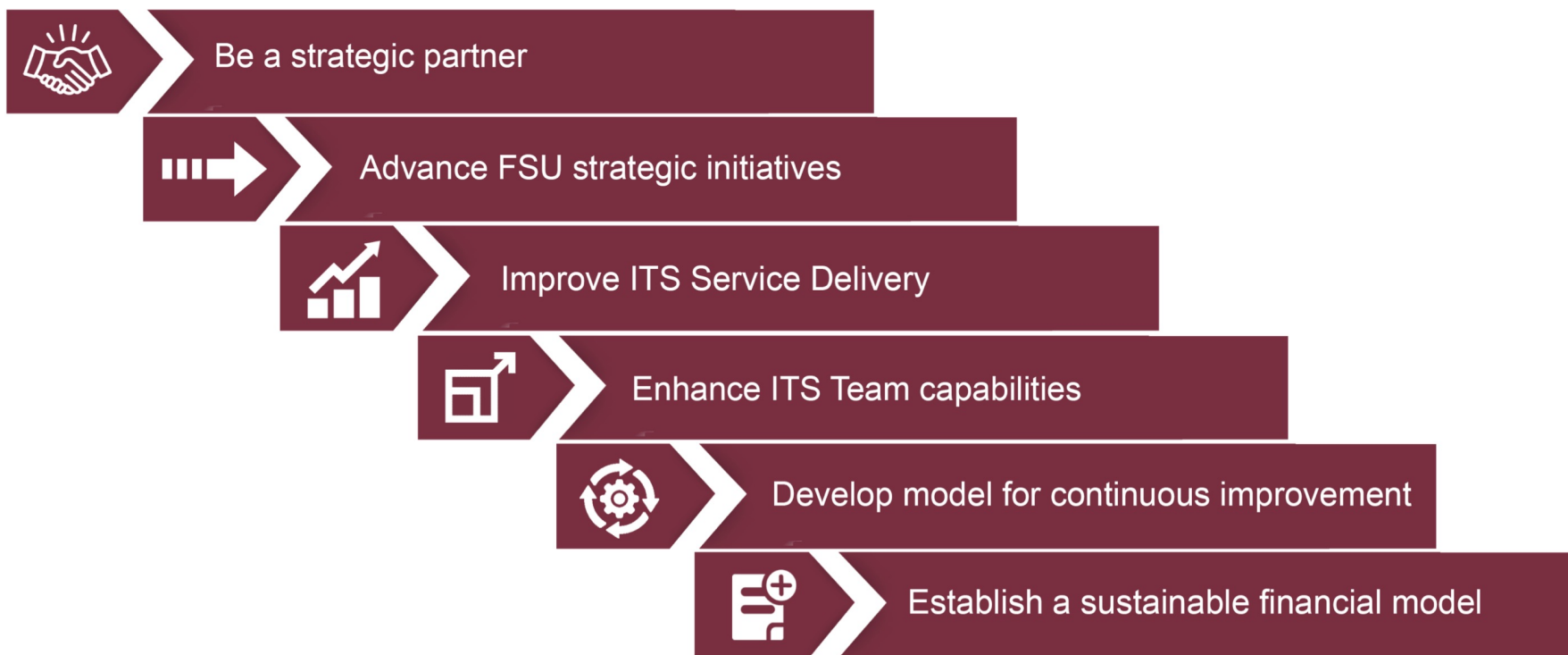Solutions through our technology and expertise solve tomorrow's challenges.

ITS STRATEGIC PRIORITIES

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ITS PRIORITIES

- Be a strategic partner
- Advance FSU strategic initiatives
- Improve ITS Service Delivery
- Enhance ITS Team capabilities
- Develop model for continuous improvement
- Establish a sustainable financial model

STRATEGIC PLAN FOR 2022

♛ Advance FSU Strategic Initiatives

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

- Increase knowledge, communication, & training of campus cybersecurity professionals.
- Enhance collaboration among faculty & students in a single collaboration application.
- Increase units who complete Disaster Recovery assessments.

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

- Support pilot projects in conjunction with the Health Data research team.
- Diversify the researchers who leverage the Research Computing Center.
- Complete pilot study with the College of Social Sciences on the interactive clusters & GPU node.

- Partner with FSU's life sciences & digital humanities programs.
- Develop an IT research strategy.

↻ Develop Models for Continuous Improvement

Co-Create the next generation Enterprise Application landscape, infrastructure, & supporting architecture.
- Create & publicize the next generation road map & strategy document.

Establish or improve functions & processes that support IT operations.
- Provide model & tools to support organizational change.
- Create intake process for project demand requests.

| Change Leadership & Planning | Community Technology Services | Enterprise Applications Services | Fiscal Operations | Information Security & Privacy Office | Research Computing Center | Shared Services | Shared Infrastructure Organization |

STRATEGIC PLAN FOR 2022

🛎 Improve ITS Service Delivery

Advance ITS' presence & reputation based on user-centered practices.

- Create a documented model & road map for IT Service Management.

- Increase user sessions on the ITS website.

Modernize operations & leverage automation opportunities to achieve operational excellence.

- Support increase of hybrid & remote learning, teaching, research & business.

🤝 Be a Strategic Partner to FSU Organizations & Departments

Provide model & road map to support Business Relationship Management.

- Expand partnerships & vendor engagements.

- Expand strategy for Business Relationship Management across the university.

- Train new ITAPP units on the available resources.

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

- Assess IT positions & create work group on technology professionals.

- Expand the myFSUVlab to support demand across academic programs.

| Change Leadership & Planning | Community Technology Services | Enterprise Applications Services | Fiscal Operations | Information Security & Privacy Office | Research Computing Center | Shared Services | Shared Infrastructure Organization |

STRATEGIC PLAN FOR 2022

Enhance ITS Team Capabilities

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

• Meet the ITS staff's expectation on training content & experience.

• Champion the Diversity, Equity & Inclusion activities & culture throughout organization.

Establish & Adopt a Sustainable Financial Model

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

• Revise funding model to expand customer base of departments that utilize the RCC.

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

• Publish hardware life cycle strategy.

| Change Leadership & Planning | Community Technology Services | Enterprise Applications Services | Fiscal Operations | Information Security & Privacy Office | Research Computing Center | Shared Services | Shared Infrastructure Organization |

STRATEGIC PLAN FOR 2023

Advance FSU Strategic Initiatives
o   Expand and improve data and analytic capabilities and services
o   Expand and improve community engagement capabilities and services
o   Improve University Cybersecurity Posture
o   Expand and improve ITS Research Technologies, capabilities, and services

Be a Strategic Partner to FSU Organizations and Departments
o   Provide model & roadmap to support Business Relationship Management
o   Improve user satisfaction and management of IT resources

Develop a model for continuous improvement
o   Co-Create the next generation Enterprise Application landscape, infrastructure, and supporting architecture
o   Establish or improve functions and/or processes that support IT operations

Enhance ITS Team capabilities
o   Create & Promote PD opportunities for ITS Staff

Establish and adopt a sustainable financial model
o   Modify financial reporting and administrative operation
o   Establish a sustainable financial model

Improve ITS Service Delivery
o   Revise communications platforms based on user-centered practices

JOIN THE CONVERSATION

o 2023 Planning Workshop
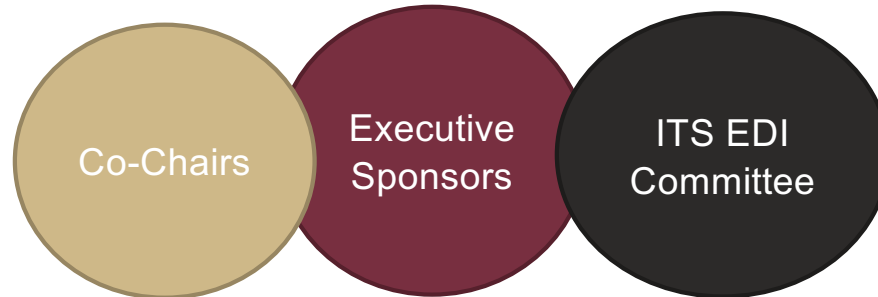 - o April 7
  - o 1:00 p.m. – 4:00 p.m.
  - o 1440 TSB

ITS SPECIAL COMMITTEES

EQUITY, DIVERSITY, & INCLUSION COMMITTEE

Co-Chairs

Executive Sponsors

ITS EDI Committee

Roles and Responsibilities

ITS EDI Committee Sessions

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 Strategic Plan

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PROFESSIONAL DEVELOPMENT COMMITTEE

Committee Members:

- Breeze Howard
- Brianna McClean
- Dave Cook
- Kathy Wilkes
- Kaylyn Minnix
- Phil Kramer
- Sara Mischler
- Sarah Dennis
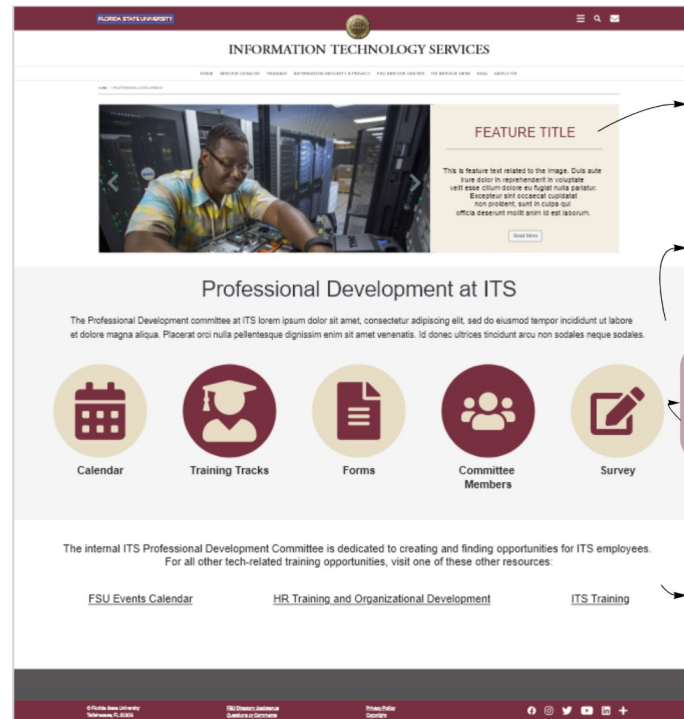
Feature carousel to highlight individual accomplishments, etc.

Committee description and information to help distinguish other pro/dev opportunities.

Large clickable targets to quickly take users to each available page. Removes list-like menu for easy reading.

Links to other FSU professional development to limit confusion and encourage usage of other resources. Plain formatting to further limit confusion.

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PROFESSIONAL DEVELOPMENT COMMITTEE

o Website and Training process currently in development

o Planned Training Opportunities
  o General Topics
    o Lunch & Learns, Donuts & Development, Tech Talks
      o Retirement & Benefits, Smartsheet Dashboards, SharePoint learning session, etc.
  o Learning Tracks for all ITS Staff
    o Customer Service (L1 & L2)
    o Diversity Equity Inclusion
    o Leadership & Management
  o Specialized Tracks based on projects, positions, and roles
    o Salesforce Trailblazer, AWS roles, etc.

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TECHNOLOGY ARCHITECTURE COMMITTEE

28 Members Technology Architecture:

Information Technology Services	College of Medicine	Mag Lab
College of Arts and Sciences	College of Business	Libraries
Office of Distance Learning	Office of Research	Housing
College of Social Sciences	Public Safety	COAPS
Office of Communications	Psychology	CAPS
Panama City Campus	Facilities	HPC
Institutional Research		

Primary Charge:

Consider, review, and recommend technology plans, projects, policies, and procedures to ensure alignment to technology principles, standards, and strategic plan.

Review/Recommendations:

VPN Solution/Standard	myFSUVLab Service
Student Tech Fee Proposals/Process	Centralized DR Service
SaaS Vendor Technology Assessment Questionnaire	Colocation Service

Year 3 goals include:

Technical training and end user training	Outreach to campus
Technology assessments and recommendations	ITS project lifecycle process

PROJECT HIGHLIGHTS

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MYFSU SERVICE CENTER – KNOWLEDGE BASE – NEW FEATURES

Comparing Versions

How? Search for the knowledge article:

o How can I <u>compare</u> differences between a Knowledge <u>article</u> and its other <u>versions</u>?

Persistent Link

o Ensures your constituents are always directed to the most recent published <u>version</u>

o Solves for different article ID's and URL's for each version of that article

HR UPGRADE

Project Activities & Timeline	**Project Timeline:** 10/11/21 to 04/30/22
	Project Resources: Business Analysts (HR, CS, FI), Developers, PS Admins, DB Admins, PMO Office, Data & Analytics, Imaging, Home Office HR, Payroll, FDA, IR, and the Budget Office.
	Integration Testing: *Currently In Progress*
	Home Office User Acceptance Testing (UAT): *Currently In Progress*
	GO-LIVE Dates: 04/22/22 (Noon) through 04/23/22 (TBD)
What's New?	Employees will have an updated user experience across the HR system:
	-Fluid Timesheets
	-Updated Notifications and Action View
	-Global search capabilities improved
	-New Homepages and Tiles

Kim Grant
ITS-BAS, Human Resources
kimberly.grant@fsu.edu
850.645.1807

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ONE O365 - PROJECT DATES

Feb. 26, 2021	-Project Kickoff
June 30, 2021	-Initial outreach and discovery complete -Initial Impact Assessment complete
Oct. 2021	-Communicate and remove access for inactive students
Feb. 4, 2022	-Nole email introduced -Admitted applicants provisioned @fsu.edu email accounts in One O365
May 4, 2022	-Current students provisioned @fsu.edu email accounts and migrated to One O365 -New preferred email process implemented
June 2022	-Communicate alumni (current) with unused email accounts that access will be removed Dec. 2022
Nov. 2022	-Remaining Alumni and Inactive Students with unused email accounts (one-year period) begin phase out (student O365) -Implement process to remove alumni email access after a one-year period is reached (student, One O365) -Implement process to remove inactive student email access after the three-year period is reached – (student, One O365)
Dec. 2022	-Remove access for alumni with unused email accounts (notified June 2022) -Application, system, process updates completed to consume Nole email -Nole email will replace Camp email

MILESTONES

✔ Remove inactive student email accounts

✔ Approve FERPA directory information (student email)

✔ New account provisioning One 365 (@fsu.edu)

Update email policy

Migrate student accounts and email

Standardize preferred email

Phase out alumni email

Support third-party apps to use NOLE or Preferred email

CURRENT ACTIVITIES

Student Migration

- Scheduled May 4, 2022
- Migration testing
- Migrating 51K student accounts and 11K admitted applicants
- Employee opt-in
- Communications – March 2022

Preferred Email

- New preferred hierarchy May 4, 2022
- Data cleanup (FSU and Personal email types)*
- Preferred email feature changes*
- Communications – March 2022

Alumni

- Alumni phase out Dec. 2022 through May 2025
- Partnering with Alumni Association and Foundation
- Communications – June 2022

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PROJECT INFORMATION

One O365 | Information Technology Services (fsu.edu)

https://its.fsu.edu/one-o365

one-O365@fsu.edu

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HOW TO ENGAGE AND PREPARE

o Visit the One O365 project web site - its.fsu.edu/one-o365
o Download the One O365 communications kit
o Review the One O365 student email upgrade guide
o Update department websites and documentation to replace references to @my.fsu.edu student email
o Prepare to support students during the transition

o Identify third-party applications that may be impacted by preferred email changes (May 4, 2022)
o Identify third-party applications that may be impacted by email changes for students (Dec. 2022)

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OTHER PROJECTS & INITIATIVES

Contact:

Anne Neidhardt

Link to Smartsheet
Resources -
 https://app.smartshee
t.com/b/publish?EQB
CT=bed98daf351e46f
69dd11f90988ea20f
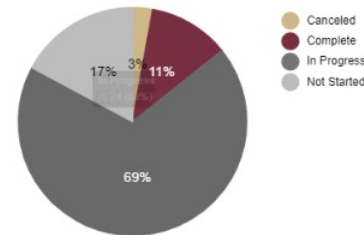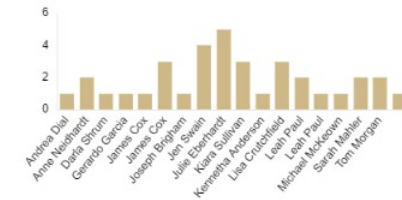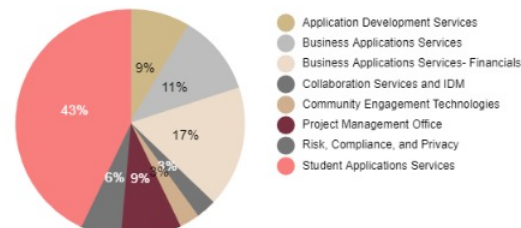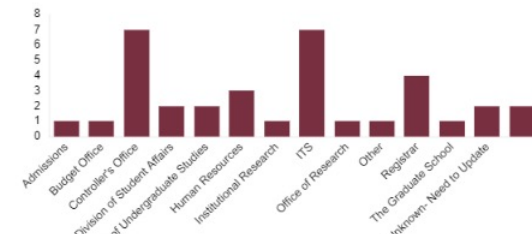
OPEN Q&A

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