



# PURSUIITS

November 2022



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# ITS FY2022 Annual Report

*“As we reflect on the last year’s accomplishments, I appreciate the work being done throughout the organization and am proud of our successes.” - Rick Burnette, Associate Provost and Interim Chief Information Officer*

We are excited to share with you the FY2022 ITS Annual Report. Throughout the report, you will find stories and hard data that show how ITS is using technology to fuel innovative solutions and partnerships across campus. From consolidating student and employee email accounts to delivering the university’s first online environment capable of processing and storing protected health information, discover the transformative role technology is playing in learning and working at FSU.

[See the Report](#)

## ITS News

### ITS Townhall and Open House

Mark your calendars for November 16! It is going to be an event-filled day at TSB. First, we will kick things off with a holiday social catered by 4 Rivers at 11:45AM. Then, don’t miss the Fall 2022 ITS Town Hall at 1PM, which will look at current ITS initiatives and future developments. Finally, we will wrap up the day with an open house and poster session from 3-5PM. The open house will invite campus partners to meet our staff and learn about current projects happening across the organization. We look forward to having all ITS employees back in the building for the first time since 2020. See you there!

[Add to Calendar](#)

### Third-party Applications Using O365

As part of the One O365 project, ITS will be wiping out all data stored in the CAMP email type for active students and replacing it with the NOLE email type in December. When this happens, it may cause third-party apps that still use the CAMP email type to stop functioning properly. Departments currently using third-party applications to send email notifications or do account matching must update the application and code to use the NOLE email type or request a crosswalk file of new email addresses.

[More Info](#)

### CAS Upgrade

ITS is upgrading the university’s CAS single sign-on authentication service on November 17. The upgrade will be transparent to users, but all departments with applications that use CAS are encouraged to test the applications to ensure they will continue to work after the upgrade.

[Request More Info](#)

# Drupal 9 Upgrade

In spring 2023, ITS will be upgrading from Drupal 8 to Drupal 9. Drupal 9 will include more accessibility features, updated fonts and styling and an updated template to use the new Strata 3.3. In preparation for this upgrade, ITS is setting up unit websites with the new Drupal 9 functionality. Each unit will have the opportunity to preview their website to ensure the look and functionality is correct in the new Drupal 9 environment before it goes live. A list of sites ready to review is available on the ITS website.

[Review Website](#)

## myFSU Service Center Bridge Page

As of November 3, the bridge page between myFSU Portal and the myFSU Service Center is no more. Now, when someone clicks the myFSU Service Center icon within myFSU Portal they will be automatically signed in and sent directly to the myFSU Service Center site. From there, they can submit service requests and incidents and browse FAQs. Agents can access the case management system by clicking the profile icon in the upper right corner of the page and selecting "Agent Sign In".

[Sign In](#)

## ITS Professional Development Training

Did you know the ITS Professional Development Committee has a training-filled November planned for you? From e-commerce safety to supporting the tech needs of older adults, check out the training calendar for upcoming professional development opportunities.

[Professional Development Calendar](#)

@FSU







# High-Performance Decal Printing Creates "Tattoos" for Ceramic Art

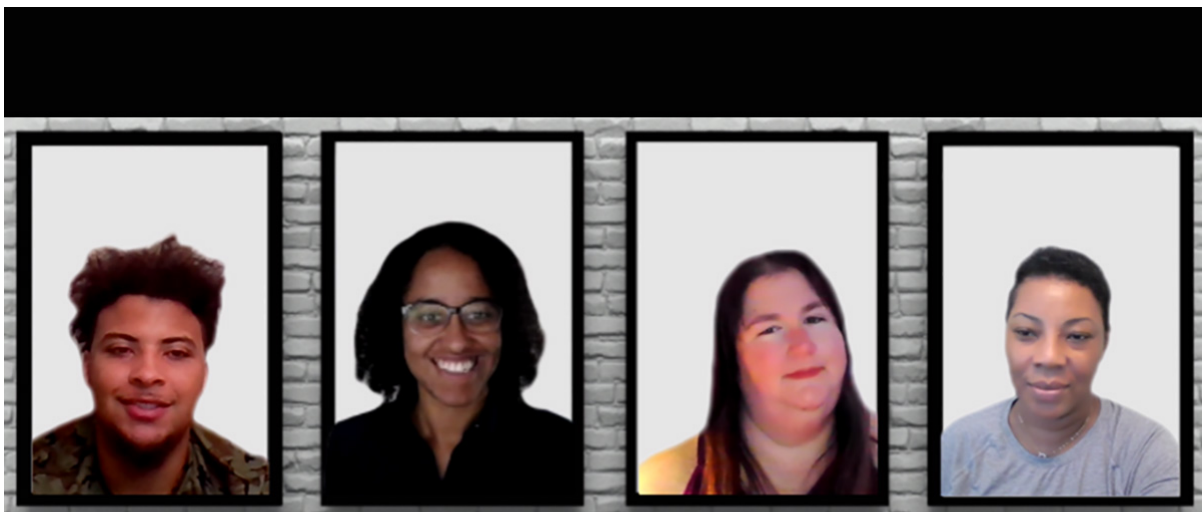
Each year, the [Student Technology Fee](#) funds millions of dollars of instructional technology at FSU. One project approved for funding during the 2020-2021 awards cycle was the purchase of a high-performance decal printer within the FSU [Department of Art](#). The decal printer allows the exploration of art through mixed mediums, enabling students and faculty to integrate computer designs and graphics with ceramics. The printer uses special ceramic ink and paper that can be fired onto ceramic pieces. The process works much like a temporary tattoo—using water, the image is transferred from the paper to the ceramic piece. This technology has opened a world of possibilities by merging 2D and 3D art forms to tell a story. Samples of work students have created using the high-performance decal printer can be seen on the [ITS YouTube channel](#).

## We Are IT

### We are IT | Meet Darryl Sims!

The thing **Darryl Sims** enjoys most about his job is helping people solve problems. As an IT manager with the Computing Technology Support team, Darryl manages and trains the team that provides desktop support to more than 5,000 customers across the university. Outside of work? He sleeps. Understandably.

Meet Darryl



# Meet Service Fulfillment!

The ITS Service Fulfillment team is the kingpin responsible for coordinating the fulfillment of service requests for most billable ITS services. Customer service is the name of their game and building customer relationships is their favorite part of the job.

Meet Service Fulfillment

# Welcome to ITS!

It's a great time to join the ITS family! Say hello to our newest members: **Lillian Abdelmalek, Eric Ford-Holovinski, Mason Gochnauer, Castel Gelin, Sampson Harris, Kenneth Morgan, Alejandro Palacio Caro** and **Lillian Shafik**.

# Happy Anniversary!

Happy work anniversary to all the ITS employees celebrating milestone anniversaries with FSU this month.

## 25 Years

Marvin Alford  
Michael Nola  
Tom Morgan

## 20 Years

Ming Lee  
Jennifer Leale

## 10 Years

Corey Webster  
Derick Jackson

## 1 Year

Lori Gaines  
Ulysses Jenkins  
Olivia Dunham  
Conner Bradley

# Shout Outs



## Bill Hunkapiller Named University Technology Leader of the Year

ITS chief information security officer **Bill Hunkapiller** was recently named the University Technology Leader of the Year by [EdScoop](#), a leading media brand in the higher education IT market. The awards, in their inaugural year, honor influential people and projects in the higher education tech community. Bill was one of 200 technology leaders and projects nominated for an [EdScoop 50](#) award, and more than 200,000 votes were cast to select this year's winners.

## Ray Marky Receives COB Excellence Award

Congratulations to **Ray Marky** for receiving his *fourth* FSU College of Business We Choose Excellence Award this month. The award recognizes faculty and staff members who go the extra mile and always work above and beyond the call of duty. "It seems like Ray was in the building before the sun came up each day. He was never more than a phone call away and always willing to help out a struggling faculty member." Ray, who retires at the end of the year, surely will be missed.

## ITS Employees Win TaxWatch Productivity Awards

Congratulations to **Gary Chismar** and **Mitch Gans** and the Sustainable Green Team for receiving a [2022 Florida TaxWatch Productivity Award!](#) The Florida TaxWatch Productivity Awards recognize state employees and departments whose work significantly increases productivity to improve the delivery of state services and save money for Florida taxpayers. The winners were honored at a special awards ceremony on November 1 at Dodd Hall.

"I wanted to take a moment to recognize the EXCELLENT design work **Derek Kooi** did on the ITS FY2022 annual report! You have every reason to be proud of this accomplishment."

Hans Meyer, Computing Research and Services Manager, ITS

# 1,016

visits to ITS Phish Tank webpage ([its.fsu.edu/phish-tank](https://its.fsu.edu/phish-tank))

## IT Roundup



### Learn IT - Stop Overthinking

Do you hyper-analyze everything? Well, stop! Learn how to stop picking apart everything you do and instead develop a mindset that helps you achieve your goals with this short, 8-minute video on [Nano Tips to Stop Overthinking](#).



### Green IT - Zero Waste

Zero waste is an example of environmental sustainability. The zero-waste movement is a lifestyle that encourages people to use all types of resources in a circular way, just like the natural world does. Check out this article for how to adopt zero waste practices into your life. [100 Tips to Get to Zero](#)



### Join IT

Join our team! Browse IT [job openings at FSU](#).

[Middleware/PeopleSoft Administrator](#)  
[Research Technology Specialist](#)  
[Classroom Support Specialist](#)  
[Network Architect](#)

# Calendar

Mark your calendar for these upcoming ITS important dates.



**ITS Happy Hour**  
(5PM @ Casa Grande)  
11/15



**ITS Open House**  
11/16



**eCommerce Safety Training**  
11/16



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