



September 2023



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ITS FY2023 Annual Report

From piloting AI services to investing in the next generation of IT professionals, ITS is elevating campus technology to new levels. We are building a digital infrastructure that can support groundbreaking research and realize new efficiencies. We are creating forums and communities to discuss emerging technologies and new ways of operating. We are redefining what technology at FSU looks like. And we are just getting started. View the FY2023 annual report to see how ITS is rising to new heights.

[Read the Annual Report](#)

ITS News

ITS Professional Development Bonus Plan

Professional development and personal growth are top priorities for ITS. As such, we are excited to offer a bonus plan to full-time ITS staff members who achieve designated professional development activities and certifications. More than 150 approved professional certificates qualify for a stipend that will be rewarded upon completion and documentation. Please work with your supervisor to discuss your professional development goals and get started.

[View Eligible Bonus Awards](#)

RCC Website Moves to New Location

The **Research Computing Center** (RCC) website recently merged with the ITS website. RCC content can be found in the new “Research” section of the ITS website: its.fsu.edu/research. Here, researchers can peruse grant resources, review RCC policies and quickly request access to research technology services, such as the high performance compute cluster or archival storage. The main page also offers convenient access to RCC accounts, software documentation and research request forms. The new section is dedicated to advancing the visibility and availability of research technology at FSU.

[View RCC Webpages](#)

FSU ITS on LinkedIn

Florida State University Information Technology Services is on LinkedIn! Check out our newest social media channel and follow along for industry news, hot topics and job openings. ITS employees can also mark FSU ITS as their employer to customize their LinkedIn profile even further.

[Follow FSU ITS](#)

Meet Ruby

On August 24, the ITS **Digital Experience Team** launched an enhanced, AI-driven chatbot feature in myFSU Service Center. Ruby, the digital assistant, greets everyone who starts a chat session and collects information before connecting customers to live assistance. The chatbot will learn from chats over the next several months to help it become more interactive.

[Chat with Ruby](#)

Google Analytics 4 Training

Learn your way around the new Google Analytics. ITS is providing a virtual training event for Google Analytics 4 (GA4). Training will focus on navigating the new website analytics tool and learning the ins and outs of available functionality. The training will be offered virtually via Zoom on September 20 and 21 from 2-4PM.

[Register Now](#)

FSU Wireless Survey

In July, ITS completed a study of the FSU wireless network. The survey was sent to a random sampling of employees on the Tallahassee and Panama City campuses. Improvements in the speed and connectivity of campus wireless were reported over 2022. Overall, 73% of respondents were satisfied with the FSU wireless connection speed, and 68% of respondents were satisfied with the reliability of connection.

[See the Results](#)

Tech Tips for Hurricane Season

When preparing for another hurricane season, technology is likely the last thing on your mind. But after you have stocked up on water, non-perishable goods and first-aid supplies, it is a good idea to think about how to prepare yourself for any technical surprises. Follow these tech tips to get ready for the season.

[Hurricane Tech Tips](#)

@FSU

Visualizing the Influence of Women Pedagogues through Metadata Mapping

Dr. Tarez Graban, associate professor of English and former affiliate to the digital humanities master's program at FSU, collaborated with the **Research Computing Center (RCC)** to create an innovative "data-discovery tool" that brings light to women educators and their intellectual contributions to history and pedagogy. Dr. Graban worked with her team to develop the [Linked Women Pedagogues \(LWP\)](#)

project to shed light on women educators' contributions from the Progressive Era to the end of the 20th century. The use of RCC resources and consulting services in the areas of 3D modeling and data extraction were integral to the project's success. "I find that data extraction—especially from large data sets, in both stable repositories and dynamic web-based interfaces—is a constant struggle. Yet this is precisely what LWP must be able to achieve," states Dr. Graban.

[Read the Research Spotlight](#)

We Are IT

Welcome to ITS!

Welcome to all the new ITS employees and interns! We are excited to work with you **Samirah Abellard, Quentin Almeida, Gabrielle Anderson, Emma Andrews, Brandon Beckett, Philipp Belyaev, Brandon Casey, Madeline Castillo, Luca Cerri, Jessica Contreras-Franco, Pia Dinamarca, Andrea Dufault, Lydia Fertil, Isabella Ferretti, Ninah Gibson, John Jimenez, Angela Kablar, Elias Latimer, Kimyara Leonard, Isabella Limbo, Catherine Marshall, Jasmine Masopeh, Jaiden Mckinnis, Carlton Moss, Maurice Pompey, Yusuf Qureshi, Milena Shakhnazaryan, Josephine St. Hilaire, Carly Sweeney, Vinson Thomas, Rikki Lee Villafranca, Jonathan Weiss, William Wright and Samantha Zinn!**

Happy Anniversary!

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

35 Years

Gina Gorman
Trenda Bradwell

25 Years

David Plichta

10 Years

Geoff Stegmeyer

5 Years

Audrey Glenn
Brian Coffey
Casey Fort
Donald Wilde

1 Year

Bria Weisblat
Sade Carnegie
Sharlynn Hurtado-Mantilla

Malachi Hudson
Joanne Brass Spitz
Jaleen Bedminster

Shout Outs



Health Research Team Receives Award

Congratulations to the ITS and university employees who served on the cross-functional team that was recently recognized for their accomplishments and efforts advancing health research on campus.

ITS and MagLab Publish Paper on Cybersecurity

ITS **Information Security and Privacy Office** team members collaborated with staff from the National High Magnetic Field Laboratory at FSU on a case study about cybersecurity at a large-scale research facility. The peer-reviewed journal article showcased the unique challenges of standing up an effective cybersecurity environment at a research facility. The finished article "[Cybersecurity in a Large-Scale Research Facility—One Institution's Approach](#)" published in the Journal of Cybersecurity and Privacy in May 2023 and attracted international attention to the collaborative approach ITS employs with FSU colleges, departments, centers and institutes.

Matt Mortimer to Lead FSU Technology Enhanced Classrooms Team

Congratulations to **Matt Mortimer**, who recently accepted the role of assistant director of instructional technology and AV support. Matt has a long history of serving as IT manager for the FSU College of Law and other university IT support roles.



“During the last four months, ITS staff from different groups moved at lightning speed to help build the new Collegiate School at FSU Panama City from the ground up. To all who helped: I'm proud of you, your work and your commitment to accomplishing things that seemed impossible.”

Ken Johnson, Senior Director of Community Technology Services, ITS

By The Numbers

6,916

Wi-Fi access points across FSU Tallahassee and Panama City campuses

IT Roundup



Learn IT - AI

There has been a recent buzz about AI across the organization. Here are some videos available through Viva Learn, available to all ITS employees, to help you get started on learning more about artificial intelligence and its applications. [Introduction to Artificial Intelligence](#)



Join IT

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

[Middleware Manager](#)
[Facilities Applications Specialist](#)
[Network Technician](#)
[Distance Learning Deputy Director](#)

Calendar

Mark your calendar for these upcoming ITS important dates.

ITS Happy Hour

Phishing

IT Professionals



@ Growler
Country
09/19



Training
10/05



Meeting
10/07



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