

ITS

Information
Technology
Services



2014

Annual
Report



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OUR MISSION

The mission of Florida State University Information Technology Services (ITS) is to provide an effective, comprehensive and secure technology infrastructure to deliver the highest quality and sustainable information and technology services.

ITS strives to engage the university community in support of the university's mission of teaching, research, creative endeavors and service.

OUR VISION

Information Technology Services will be a prominent strategic partner in achieving Florida State University's vision by providing premier information and technology services and direction for the university.



ITS CORE VALUES

EXCELLENT CUSTOMER SERVICE

We take pride in providing a professional service that exceeds the needs of our customers.

CONTINUOUS IMPROVEMENT

We continuously develop and improve our services in line with our vision, mission and initiatives.

COMMUNICATION

We embrace effective and open communication as critical to achieving success.

RESPECT

We treat each other with respect and appreciate everyone's strengths and contribution.

TEAMWORK

We contribute and collaborate effectively within and across our teams.

— | LETTER FROM THE CIO | —

MICHAEL BARRETT



As 2015 begins, I am very pleased to take the opportunity to look back on a banner year for Information Technology Services (ITS). We are extremely focused on the success of

Florida State University's students, faculty and staff and remain committed to taking our place on the national stage. This report highlights several strategic projects that made an immediate and lasting impact on the FSU community. These projects also supported the university's strategic initiatives and goal to become ranked among the top 25 public universities in the nation.

Our team worked tirelessly and accomplished many goals that were set at the start of the past year. A few of the more significant accomplishments include:

- Implementation of a new student information system
- Updating and improvement of wired and wireless networks
- Establishment of university-wide, round-the-clock security monitoring

- Introduction of a single sign-on portal for university systems
- Development of over a dozen efficiency ideas for the university

A recent survey of the Florida State community shows that approximately 90% of campus considers ITS very important to work and life at Florida State. I understand our role of keeping Florida State University at the forefront of digital information and technology, and I am excited about what the year ahead holds.

The future is bright for Information Technology Services, and we are constantly gathering feedback to better serve the needs of the university. Looking forward, our goals will remain focused on providing both the services and support to make Florida State one of the most efficient universities in the country.

Sincerely,

Michael Barrett
Associate Vice President
and Chief Information Officer

PROJECT 1

Implementation of myFSU Student Central

THE CHALLENGE

Replace Florida State University's legacy student information system (SIS)—a complex fusion of dated and modern technologies that spanned multiple databases and programming languages.

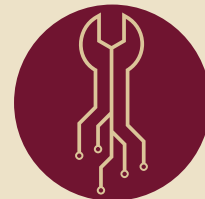
WHAT WE DID

The implementation of myFSU Student Central—the largest non-construction expense at the university in several years—was the result of years of planning and development. Working with professional consultants from Deloitte LLP, a diverse and experienced university project team evaluated Florida State's needs and created an enhanced, custom SIS and user-friendly portal to interact with the system. The fully-integrated, Web-based system was designed to support Student Records, Student Financials, Financial Aid, Academic Advising and Admissions data. A phased implementation was adopted, and the project was completed in June 2014.

IMPACT FOR THE UNIVERSITY

The integration with myFSU Student Central brings new functionality and enhancements to the entire university. Students enjoy a streamlined class registration process with fewer mouse clicks per session; faculty members are provided with resources to help them with advising and teaching; and employees have quick-view access to payroll and time entry information. Overall, this integration reduces manual effort and increases accuracy.

4,500



Computer Repair Center serviced
more than 4,500 devices!

THE INTEGRATION
WITH MYFSU STUDENT
CENTRAL HAS BROUGHT
NEW FUNCTIONALITY
AND ENHANCEMENTS.



project 2

Creation of Information Security and Privacy Office

ISPO PROTECTS
FLORIDA STATE
UNIVERSITY FROM
CYBERATTACKS
AND SECURITY
BREACHES

THE CHALLENGE

Safeguard sensitive and protected data at Florida State University from the ever-present threat of cyberattacks.

WHAT WE DID

By establishing a new Information Security and Privacy Office (ISPO), Florida State University is leading the fight against cyberattacks. The first order of business for ISPO was to develop and implement a strategy roadmap to address the issues of information security and privacy at Florida State University. Priorities included analyzing risk and improving outreach.

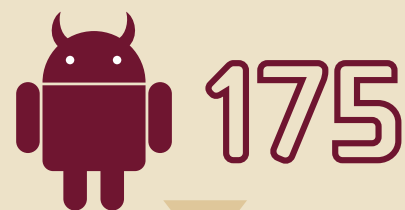
Continual assessment and risk management is key to identifying and stopping breaches before they cause serious damage. ISPO took strides to achieve this goal through the use of round-the-clock network monitoring, an intrusion prevention system, website privacy assessments, compliance review of credit card systems and incident analysis and response.

Training the campus community addresses the weakest link in the quest of a secure environment—human error. Through improved

outreach and security training, we started transforming the Florida State population into the university's first line of defense in support of information security and privacy.

IMPACT FOR THE UNIVERSITY

Establishing a foundation for information security is the first step towards safeguarding the confidentiality, integrity and availability of the university's personal, financial, technical and research data. Through this foundation, ISPO is helping to protect Florida State University from cyberattacks and security breaches that could compromise sensitive data and technology resources.



**Information Security and Privacy
used a monitoring service
to alert campus of approximately
175 infected devices each week.**

project 3

Microsoft® Office 365 ProPlus® FREE for Students

THE CHALLENGE

Provide market-leading productivity software to all FSU students—at no cost!

WHAT WE DID

Florida State University Information Technology Services created a partnership with Microsoft® to provide all current FSU students with a free copy of Office 365 ProPlus. As part of the Microsoft® Student Advantage program, each student may install this software on up to five computers—PC or Mac—and five mobile devices.

The software may be used for free as long as the student is enrolled at the university. By ensuring that all students have access to the best software possible, Florida State University is solidifying its reputation as a digital leader in the world of education.

IMPACT FOR THE UNIVERSITY

The availability of Microsoft Office for students saves the individual student \$80—for a university-wide value of more than \$3,200,000.

“I needed Microsoft Office for every single one of my classes,” said FSU Sophomore Daniel Rust. “As a student, I never have a lot of extra money so the fact that I can get it for free is incredible! I’m very thankful for FSU making this available to students.”



15% REDUCTION

Expanded the online ITS Software Store to provide departments an enhanced, self-service user experience for acquiring discounted software licenses.

Within the first seven months, more than 30 products were made available, resulting in 531 purchases and producing a 15% reduction in administrative overhead.



A photograph of a classroom setting. In the foreground, a young woman with long blonde hair, wearing a white shirt, is smiling and looking at a computer monitor. She is holding a pencil over an open book. Behind her, a young man with dark hair, wearing a blue shirt, is also smiling and looking at the monitor. Further back, another student with long dark hair, wearing a pink and white striped shirt, is visible. The background is slightly blurred, showing other students in the classroom.

A UNIVERSITY-WIDE VALUE OF \$3,200,000

project 4

Refresh of Campus Core Network

project updates included
increasing fibers,
replacing core routers
and creating
private networks
for departments.



THE CHALLENGE

Upgrade Florida State University's aging network infrastructure to a scalable and cost-effective solution that keeps up with the growing needs of students, faculty and staff.

WHAT WE DID

A monumental upgrade to the university's core network resulted in faster network speeds and less downtime. Project updates included increasing fibers, replacing core routers and creating private networks for departments. The upgrade put into use new technologies and equipment, such as dense wavelength division multiplexing (DWDM), which uses colored lasers to increase the number of network links able to run in a single fiber.

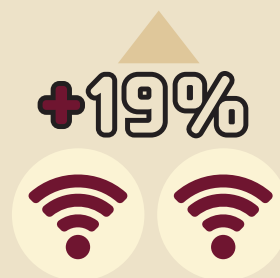
All buildings were upgraded to take advantage of the new network backbone with dual connectivity. This type of connection redundancy is absolutely paramount for the digital success of the university. The upgrade delivered a utility-grade network with greatly improved uptime!

This upgrade also allows the improved monitoring of all connected departments for security breaches and cyberattacks. Tallahassee, Panama City and other Florida

State University locations benefit from this new level of protection.

IMPACT FOR THE UNIVERSITY

Reducing network downtime and enhancing data transfer speeds and reliability greatly improves the overall efficiency of the university. Researchers can download and share data faster, students can access digital class files and departments can operate without worrying about downtime. Each of these benefits amount to massive cost savings derived from enhanced productivity.



Installed 500 wireless access points to the top areas identified by students, increasing the overall number of Wi-Fi access points to 3,100. A 19% increase!

project 5

Research Computing Center Updates

THE CHALLENGE

Lower barriers to computing and data storage resources so that our faculty and students can focus on research and education.

WHAT WE DID

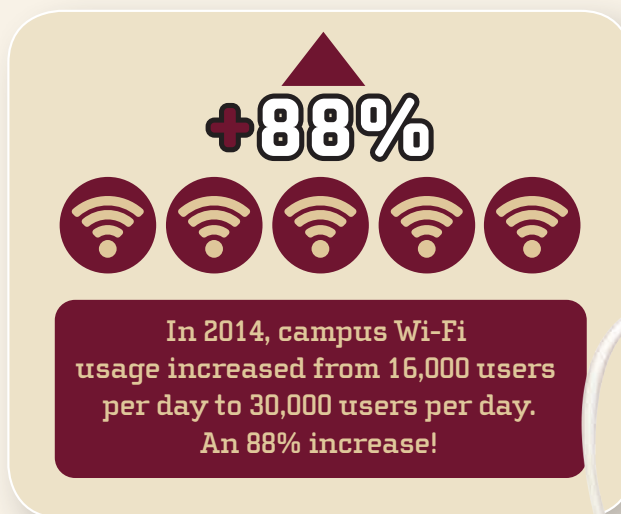
The Research Computing Center at Florida State University—an academic service unit under the umbrella of Information Technology Services—enables research and education by maintaining a diverse campus cyberinfrastructure. In 2014, the center supported cutting-edge, university-wide research and provided training opportunities and dedicated consulting to more than 250 faculty and 1,300 students and post-docs. The center also collaborated with other universities within the state of Florida through a partnership in the Sunshine State Education & Research Computing Alliance (SSERCA).

To stimulate state-wide collaboration among its researchers, the Research Computing Center purchased scalable cloud storage systems in early 2014 to be able to share large data sets. The Research Computing Center provides three different methods to researchers and students for accessing and

sharing their data on this system—called NoleStor—with their peers. NoleStor is a general-purpose, cloud-based file system that makes it easy for researchers to access and share research data with any collaborator in the world.

IMPACT FOR THE UNIVERSITY

The ability to quickly and securely store and share large amounts of data is invaluable to researchers. Transferring and receiving large amounts of data used to take hours—if it could be done at all. Now, data is synchronized and available instantly.



A young woman with long dark hair, wearing a blue and white plaid shirt and white earbuds, is smiling and looking at a tablet device. She is sitting at a desk with books, and a blurred background shows other students in a classroom or library setting.

**DATA IS SYNCHRONIZED
AND AVAILABLE INSTANTLY.**

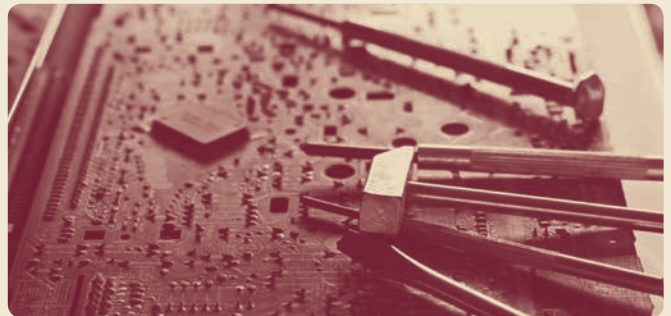
Just the

NUMBERS

SERVICE DESK

100,000

Service and support requests completed each year



WEB SERVICES

126

Websites managed within FSU's **Web Content Management System (WCMS)**

118,000

Active users of **MyFSU Mobile**, Florida State's official mobile app

COMPUTING TECHNOLOGY support

7,000

Support requests completed annually



5,000

Computers and 200 printers maintained

INSTRUCTIONAL TECHNOLOGY support



250+

Technology-enhanced classrooms,
used by more than 35,000 students

\$7.5 M

Value of audio visual equipment
and computers

COMPUTER LABS

73,000

Visits to two campus computer
labs each year

158

Lab computers, in addition to a
100-seat virtual lab



9,700

Telephone lines across the university

SERVICE MANAGEMENT

1.58 MILLION

Spam emails blocked
from reaching campus every day



GLANCE AHEAD | WHAT'S IN STORE FOR 2015 AND BEYOND

CELLULAR ALLOWANCE PROGRAM

Florida State University is nearing completion of the pilot phase of a new cellular allowance program. By early 2015, rather than receiving a university-issued cellphone, employees at Florida State University will obtain cellular service through a personal account and receive a monthly allowance approved by their department. By implementing a cellular allowance, the university is adopting a more cost-effective, risk-averse service model. This policy also aligns with industry best practices and follows the BYOD (Bring Your Own Device) trend.

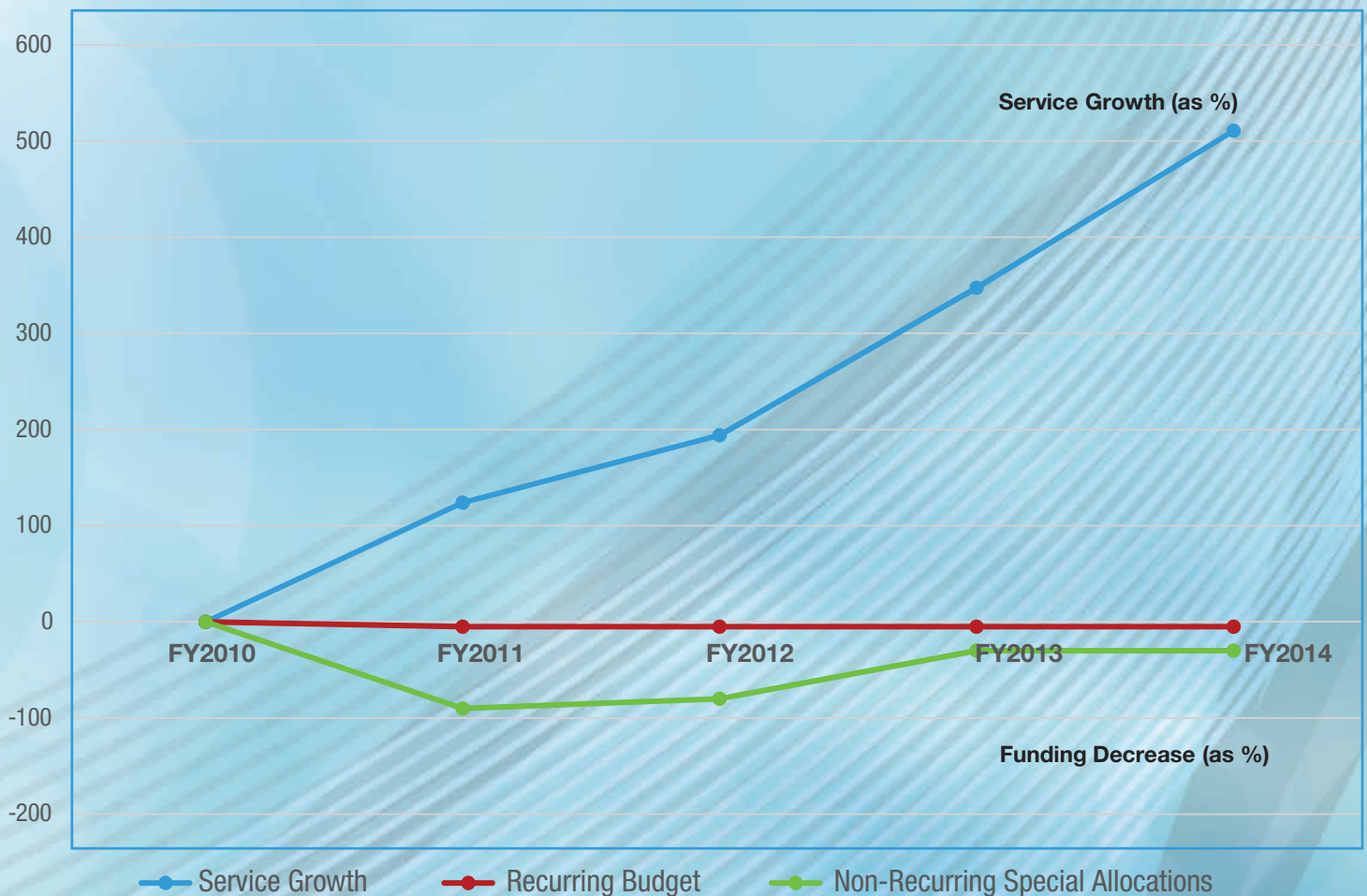
INFORMATION SECURITY AND PRIVACY

Information security and privacy is a “shared responsibility,” and all departments and individuals must work together to manage risk at all times. The creation of the Information Security and Privacy Office (ISPO) was a tremendous success in 2014. Moving forward, ISPO will proceed into the next phase of growth, including creating network security offices in departments across the university. The continued growth of ISPO will further the protection of all forms of the university’s digital data.



DEVELOP A SUSTAINABLE FUNDING MODEL

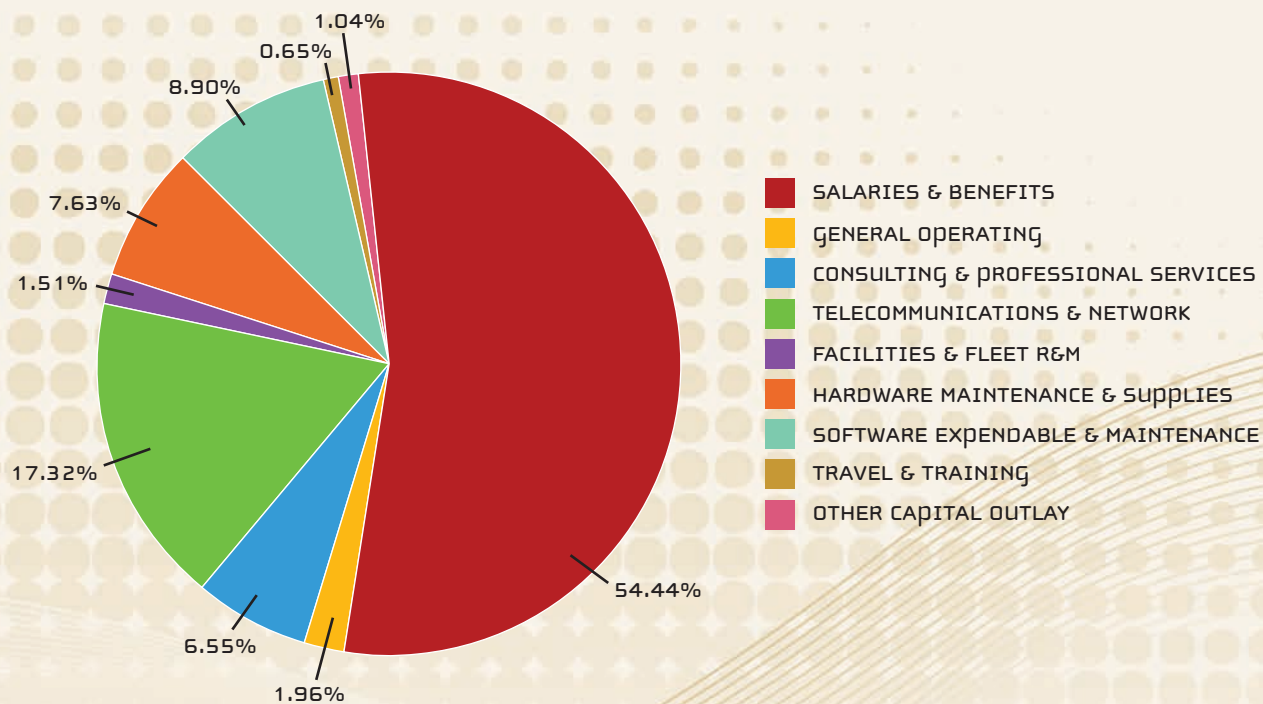
The budget for Information Technology Services has been reduced by \$2.2 million over the past four years. During the same period, demand for existing services increased by 170% year-over-year. The gap between required funding and demand for technology is growing. To close the gap and ensure the sustainable delivery of effective IT services for students, faculty and staff, Information Technology Services will evaluate several scalable funding models that more closely align with peer institutions.



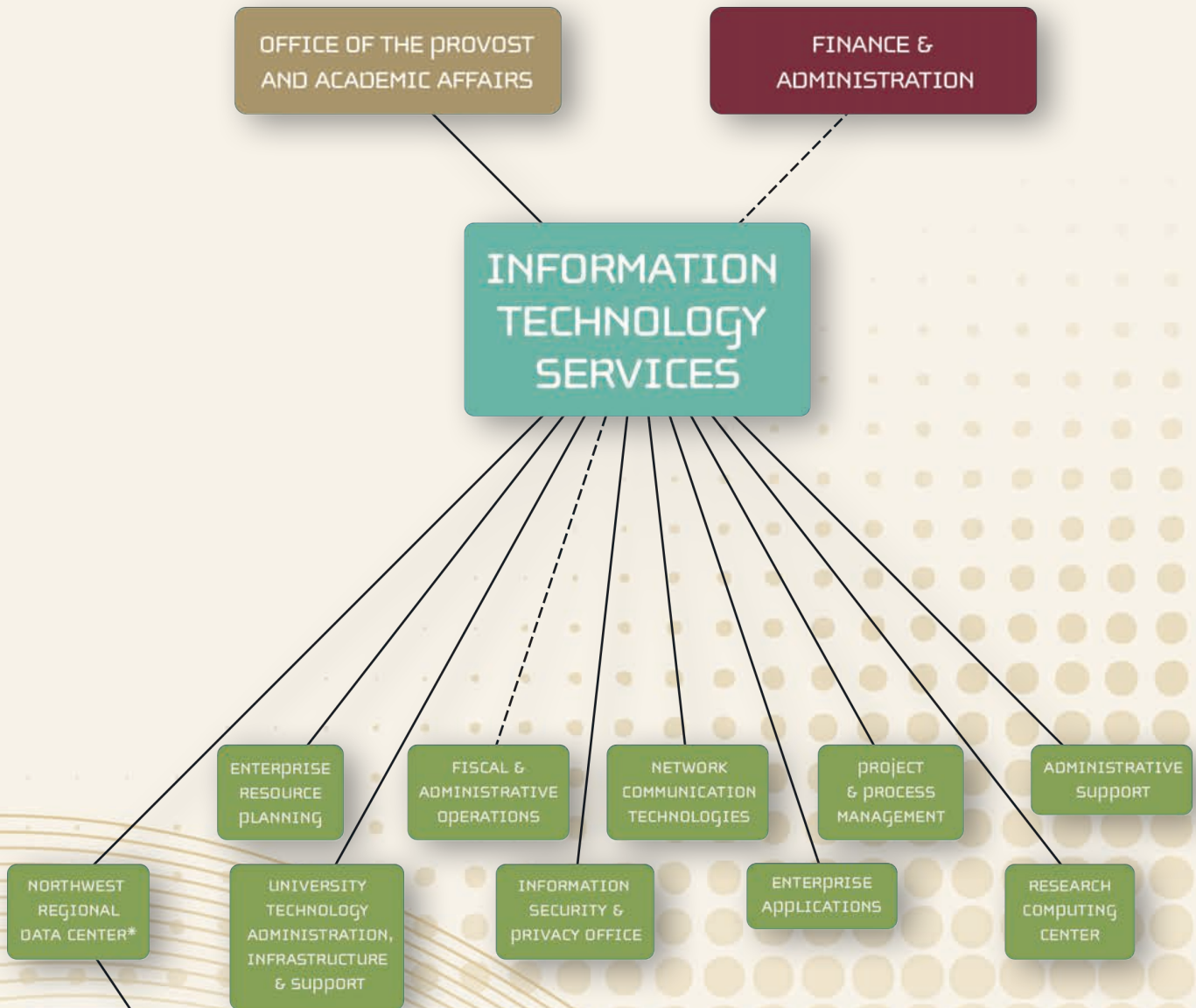
* FY 2011 and FY 2012 reflect reliance on ARRA (Federal Stimulus) Funds

2014 EXPENSES

EXPENSE CATEGORIES	TOTAL	% OF TOTAL
Salaries & Benefits	\$ 23,462,544	54.44%
General Operating	\$ 846,556	1.96%
Consulting & Professional Services	\$ 2,823,791	6.55%
Telecommunications & Network	\$ 7,463,246	17.32%
Facilities & Fleet R&M	\$ 650,867	1.51%
Hardware Maintenance & Supplies	\$ 3,289,914	7.63%
Software Expendable & Maintenance	\$ 3,838,112	8.90%
Travel & Training	\$ 278,450	0.65%
Other Capital Outlay	\$ 447,238	1.04%
GRAND TOTAL	\$ 43,100,718	100.00%



ORGANIZATIONAL CHART



*NWRDC ANNUAL REPORT AVAILABLE AT
WWW.NWRDC.FSU.EDU/ANNUAL-REPORT

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