

2026 ANNUAL REPORT

INNOVATION CONNECTORS

Information Technology Services
Florida State University

FSU | ITS

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What We
BUILT TOGETHER.

“This isn’t just an ITS report; it’s a celebration of campus-wide collaboration. When our university community works toward a shared mission, the results are nothing short of remarkable.”

— Jonathan Fozard
Vice President and Chief Information Officer

PHOTO: FSU Information Technology Services staff gather for a group photo outside of the Donald L. Tucker Civic Center. (Jarrett Broder/Dr. Laura Hart/Rayne Hawkins/FSU Emergency Management and Homeland Security)



RISE 2030 STRATEGIC FRAMEWORK

RESEARCH • INNOVATION • SECURITY • ENGAGEMENT

Our RISE 2030 strategic framework defines ITS’ long-term priorities and investments. Together, these focus areas represent the goals and missions that strengthen FSU’s digital environment, support institutional resilience, promote technological innovation, and position the university to meet our campus community’s evolving needs.

RESEARCH & INSTRUCTION

R

We support teaching, learning, and research through the development and maintenance of reliable technological tools, platforms, and services. We pursue innovative partnerships and connect our faculty, staff, and students with reliable technology that empowers them to succeed.

INNOVATION & MODERNIZATION

I

We invest in emerging technologies and data-driven solutions, continuously modernizing our systems to improve efficiency, expand our capabilities, and better serve the FSU community. We not only look toward the technological future; we strive to optimize the present.

SECURITY & COMPLIANCE

S

We safeguard the university’s data, systems, and operations through proactive cybersecurity and risk management practices. By promoting compliance and accountability throughout our organization, we help maintain a secure, resilient, and lawful institution.

ENGAGEMENT & STUDENT SUCCESS

E

We develop and maintain technology tools, systems, and solutions that support student success and promote engagement across the FSU community. Our team provides innovative student-centered services that create a connected, thriving campus environment.



LETTER FROM THE CIO

I am proud to present the FY2026 Florida State University Information Technology Services Annual Report.

This year was defined by momentum, modernization, and the people who made both possible. Across ITS and throughout the university, our teams and campus partners turned strategy into action, strengthening the digital foundation of FSU while helping faculty, staff, students, and researchers prepare for what comes next.

Artificial intelligence was central to that work. We expanded access to secure AI tools, supported innovative pilots and partnerships, and helped hundreds of faculty, staff, and students build practical skills through training, certifications, and hands-on engagement. This progress was supported by guidelines, governance, and responsible-use practices that ensured AI was deployed thoughtfully and securely, in support of FSU’s academic and research mission. These efforts positioned FSU not simply to adopt emerging technology, but to help shape how higher education uses it responsibly and effectively.

The work highlighted throughout this report earned recognition across Florida, nationally, and in global technology publications—underscoring our progress and demonstrating how the FSU community continues to lead by example. FSU also strengthened its leadership in AI readiness, workforce preparation, and technological innovation. This recognition reflects the expertise, persistence, and commitment to service of teams who work every day to help the university succeed.

Guided by our RISE 2030 strategic framework, I am deeply proud of all our teams’ accomplishments this year and even more excited about the future we are building together.

Thank you to our exceptional ITS colleagues, campus partners, and the entire FSU community for your trust, collaboration, and shared commitment to technology excellence.

— Jonathan

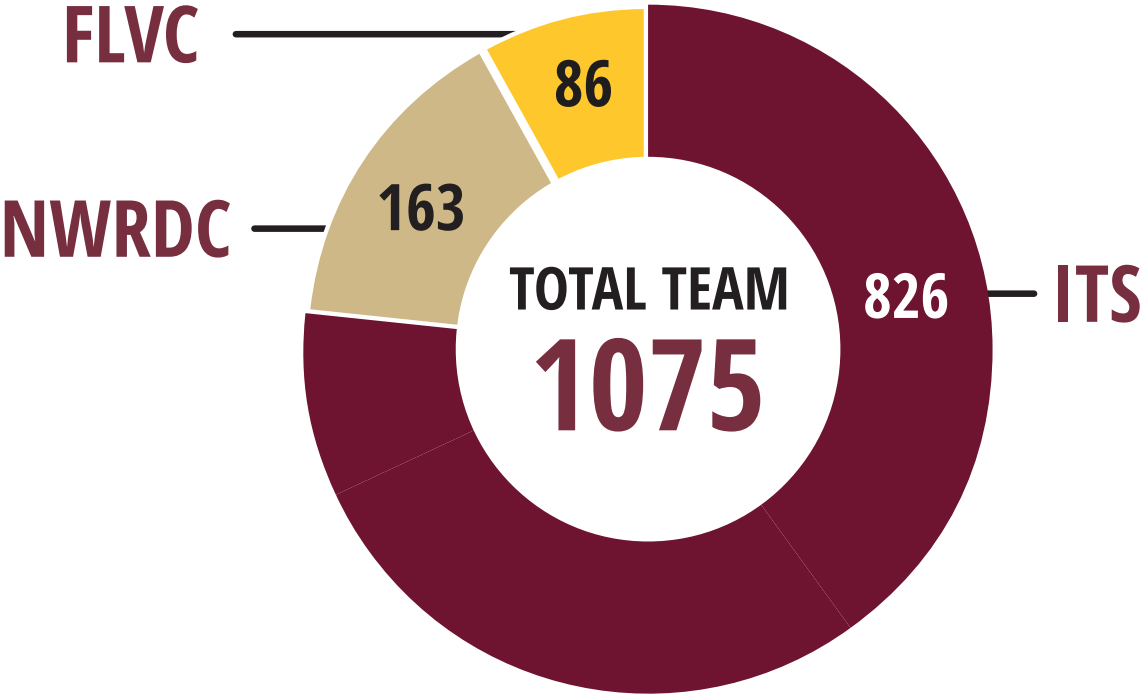


JONATHAN FOZARD
*Vice President and
Chief Information Officer
Florida State University*

ITS *BY THE NUMBERS*

INFRASTRUCTURE & ACADEMICS

ITS STAFF BREAKDOWN *(SPRING 2026)*



\$1.4 MILLION
TECH FEE DISTRIBUTED

\$276.6 MILLION
FY26 ITS Budget



~11,000
ZOOM PHONE LINES PORTED



200 GB/S
CORE NETWORK BANDWIDTH



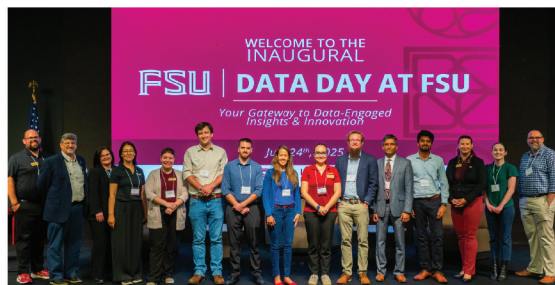
250
ANALOG FAX LINES CONVERTED

500
TOTAL INTERNS SINCE FALL 2021

4,900+
INTERN APPLICATIONS

92%
GRADUATE INTERN JOB PLACEMENT

4,000+ HOURS
PROFESSIONAL DEVELOPMENT



STRATEGY & SYNERGY ITS STRATEGIC ALIGNMENT

This year, Information Technology Services completed a strategic alignment of FSU's technology departments and resources. Throughout the past two years, 10 cohorts drawing from nearly 300 IT professionals across 46 units joined ITS, creating a more unified and collaborative approach to supporting students, faculty, and staff.

The consolidation has established a more coordinated reporting and governance structure across ITS, partner colleges and university units. This integrated governance framework improves FSU's institutional capacity to advance artificial intelligence, cybersecurity, research computing, digital learning, data services and enterprise technology initiatives. By consolidating resources and support under one central IT organization, FSU is better positioned to reduce costs, improve coordination, expand professional development opportunities for staff and continue building technology services that support innovation across the campus community.

OUR REACH

FSU ITS now encompasses a technology portfolio of approximately 1,075 employees across five operational areas: Central ITS (432), ITS Campus (301), Office of Digital Learning (93), Northwest Regional Data Center (163) and Florida Virtual Campus (86). This integrated workforce manages a ~\$280 million annual portfolio supporting artificial intelligence, cybersecurity, research computing, digital learning, data services and enterprise technology initiatives across FSU's worldwide locations.



PHOTOS: FSU ITS employees and student interns participated in events throughout the year, sharing their expertise, building connections and gaining valuable hands-on experience. (FSU Information Technology Services)

RESEARCH & INSTRUCTION

Accelerating discovery, expanding core computational capacity, and establishing the new gold standard for academic learning environments.

FSU Health *CLINICAL ALIGNMENT*

ITS is leading a strategic, cross-campus initiative to assess and align electronic health record (EHR) systems across FSU Health-affiliated clinical practices and to advance early diagnostic care for infants across the state of Florida. This effort includes a comprehensive evaluation of existing platforms, workflows, and operational requirements to identify best practices and inform the selection of a unified EHR solution. In partnership with clinical leadership, ITS is developing a roadmap for a potential transition to a common platform that supports coordinated patient care, improved data accessibility, and greater operational efficiency across FSU Campus Clinics.

To support a successful transition, ITS is gathering business, technical, operational, and regulatory requirements to ensure continuity of care, uninterrupted access to patient records, and minimal disruption to clinical operations. Planning efforts include timeline development, system testing, user training, data migration strategies, and post-implementation support. The team is also evaluating legal, compliance, and operational requirements for maintaining legacy EHR systems to ensure appropriate retention, accessibility, and support following implementation of a future enterprise solution.

Across the FSU Health environment, ITS has continued efforts to standardize endpoint hardware, software, and management practices, strengthening security, improving

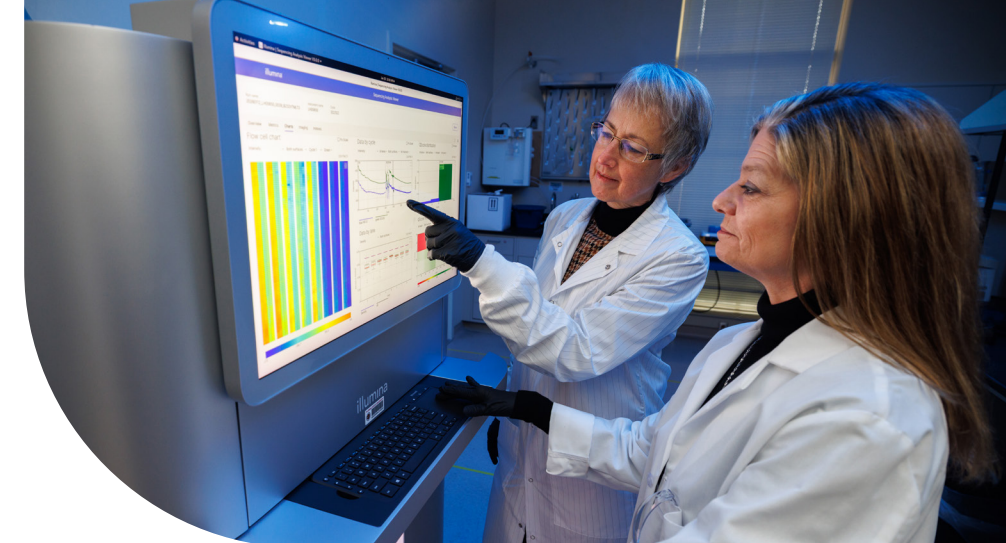


PHOTO: Researchers sequence DNA samples using the Illumina NovaSeq X Plus sequencer inside the Florida State University Institute for Pediatric Rare Diseases (IPRD) Diagnostic Laboratory. (FSU Marketing)

supportability, and creating a more consistent technology experience for faculty, staff, and clinical personnel.

ITS teams continued to advance critical infrastructure and technology modernization initiatives in support of the university's expanding healthcare mission. ITS partnered across multiple teams to successfully bring the Phillips Road Clinic facility into operation, delivering the technology, network, and endpoint services necessary to support clinical and administrative functions from day one.

In addition, the ITS Campus IT teams have collaborated with ITS Network Communications and Technology (NCT) to modernize network infrastructure at College of Medicine locations throughout the state to improve reliability, performance, and long-term scalability. The team also worked closely with ITS Data Analytics to align data access and reporting processes with the university's Snowflake data platform, creating a more consistent and sustainable approach to data access and management.



RESPONSIBLE-AI NURSING *MICRO-CREDENTIAL SERIES*

With the FSU College of Nursing, ITS introduced the nation’s first responsible-AI micro-credential series for nurses. This series was also designed in partnership with the Coalition for Health AI (CHAI), a nonprofit organization committed to establishing high-quality AI nursing education. Integrating AI with nursing care, this program includes seven micro-credentials, covering crucial topics from the foundations of AI to the importance of data privacy to the practical application of AI tools in healthcare. As AI becomes more connected to healthcare, there is a growing demand for nurses to be able to apply AI responsibly in conjunction with their training. This micro-credential series is designed to fill this gap, preparing nurses to evaluate and use emerging technologies safely, ethically, and effectively in clinical practice.

PHOTO: Florida State University nursing students gain hands-on clinical experience, putting strategy and dedication into practice. (FSU Marketing)

AWS RESEARCHER *SHOWCASE & SEED FUNDING AWARDS*

FSU and Amazon Web Services hosted the second annual AWS Researcher Showcase and Awards event. The program granted 11 faculty researchers \$20,000 each in cloud-computing seed credits to accelerate work involving artificial intelligence, predictive systems, health, engineering, education, and scientific discovery. Specific projects include those focusing on physics modeling, engineering analytics, and statewide climate simulations. More than 30 researchers submitted competitive applications for these credits, and funds were awarded by a committee that reviewed the merits of their research.



PHOTO: A presenter leads a training session on the practical applications of artificial intelligence during the FSU-AWS Researcher Showcase and Awards. (Office of Digital Learning)

MICROSOFT AI SYMPOSIUM

ITS hosted the Microsoft AI Symposium on campus, gathering engineering leads, researchers, and database specialists to deploy large language models within Azure environments, accelerating research competitiveness. During this two-day event, more than 120 people received training in AI and LLMs, as well as how to improve their daily workflows using Microsoft Copilot.

12,000 YEARS OF THOUGHT *IN A SINGLE YEAR*

FSU’s High-Performance Computing cluster delivered **104,846,147 CPU** hours this year across **636 nodes, 19,504 cores, and 114 GPUs**. A single processor core working non-stop would need nearly **12,000 years** to finish that same workload; roughly the span of time since the end of the last Ice Age.

ITS added **1,152 cores** during the reporting period, a **6% expansion** alongside new GPU investment and liquid-cooled infrastructure built to support the density that AI and quantum-adjacent research now demand.

FSU - AWS Research Awards Ceremony



PHOTO: FSU Vice President for Research Stacey Patterson and FSU Vice President and Chief Information Officer Jonathan Fozard join colleagues at the FSU annual research awards ceremony to celebrate innovation and collaboration across campus. (Office of Digital Learning)

FSU RESEARCH COMPUTING CENTER POWERS RECORD DEMAND

FOR ADVANCED COMPUTING & DATA-DRIVEN DISCOVERY

FSU researchers increasingly rely on advanced computing, data management, and emerging technologies to accelerate discovery across disciplines, from engineering and chemistry to linguistics, education and health sciences.

Florida State University’s Research Computing Center (RCC) continued its rapid growth during the 2025-2026 fiscal year, providing advanced computing, data management and research support to more than 1,000 researchers, students and staff across the university.

As of July 2026, the RCC supported 1,053 active high-performance computing (HPC) and storage users representing 102 departments and units across campus. Six new departments joined the platform during the year, reflecting growing demand for advanced computational resources.

POWERING DISCOVERY AT A SCALE

The RCC’s high-performance computing environment now includes 636 computing nodes, 19,504 CPU cores, and 114 GPU cards across 47 GPU nodes. During FY26, researchers utilized more than 104.8 million CPU compute hours, while 482 users submitted computational jobs to the system.

The center supports approximately 236 grant-funded

projects, providing critical infrastructure for research in engineering, chemistry, statistics, computer science, psychology, geography, linguistics, education, and other disciplines.

Several faculty members were featured in RCC research spotlights during the year, highlighting the diverse ways researchers use advanced computing to analyze data, model complex systems, and accelerate discovery.

CLINICAL RESEARCH DATA MANAGEMENT CONTINUES TO GROW

The RCC’s REDCap research data platform also experienced significant growth during FY26. Active users increased from 517 to 763, while the number of active projects grew from 314 to 634. REDCap is primarily used for the management of clinical patient data, such as protected health information (PHI). REDCap enables secure data collection, collaboration, and research management, helping researchers efficiently manage increasingly complex research initiatives.

TRAINING AND SUPPORT FOR RESEARCHERS

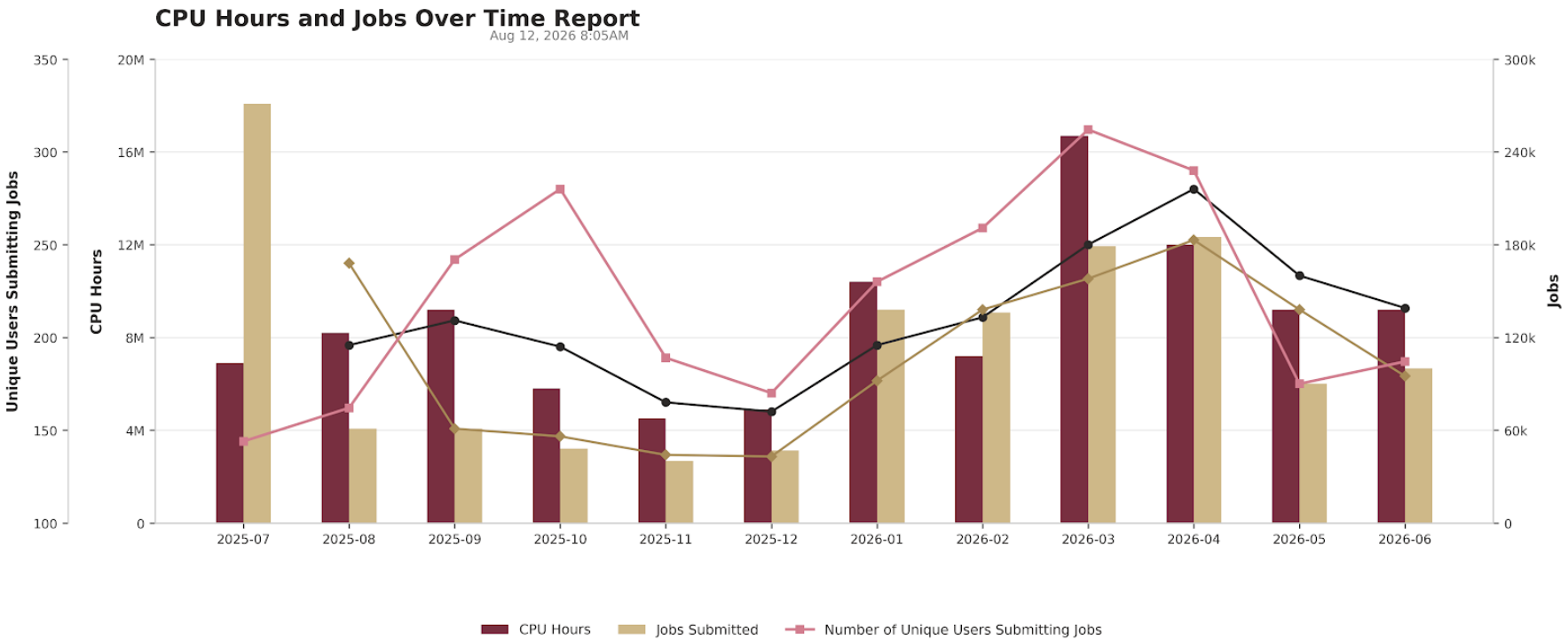
In addition to infrastructure, the RCC continues to invest in researcher education and support. During FY26, staff delivered workshops covering topics such as Linux, high-performance computing, artificial intelligence, Python, databases, and computational linguistics. More than 240 participants attended RCC training sessions throughout the year.

RCC staff also closed approximately 650 user support cases, providing researchers with technical guidance and assistance across a wide range of projects and technologies.

LOOKING AHEAD

The center continues to expand its capabilities to meet the university’s growing research needs. Planned enhancements include the addition of 28 liquid-cooled computing nodes, as well as new outreach efforts focused on quantum computing technologies.

By combining advanced computing resources, research data services, training, and user support, the RCC plays a critical role in advancing Florida State University’s research mission and helping faculty, staff, and students tackle increasingly complex challenges across disciplines.





CLASSROOM TECHNOLOGY & LEARNING SPACE MODERNIZATION

ITS continued investing in classroom technology and learning space improvements across campus during the 2025–26 fiscal year. Renovation projects in the Fine Arts Building, School of Nursing, School of Hospitality, and other instructional spaces introduced standardized and enhanced classroom technology solutions featuring advanced audiovisual systems, instructor-tracking cameras, lecture capture capabilities, and streamlined room controls. Technology upgrades were coordinated with classroom renovations and furniture replacement efforts that resulted in more than 2,000 new classroom seats being installed across campus. These improvements support Technology-Enhanced Classroom Support' (TECS) centrally managed classroom program, providing reliable technology, proactive maintenance, and a consistent teaching experience for faculty and students.



MILES OF ANSWER BUBBLES

ITS cloud-graded 122,226 student response sheets through the Akindi platform this year. Laid end to end, those 11-inch bubble sheets would stretch 21.2 miles — far enough to reach from Doak Campbell Stadium all the way to the Gulf Coast at St. Marks. That's a lot of No. 2 pencils.

REDCAP MIGRATION

Research Computing and Consulting (RCC) and ITS completed the migration of REDCap from the College of Medicine to a cloud-based environment. RCC also continues to host its monthly Lunch and Learn series, encouraging collaboration with FSU faculty, staff and researchers across campus. In addition, ITS and the Office of Research collaborated to launch the FSU Health Research Connections Request Portal in REDCap to support multiple research administration groups and streamline research support services.

RESEARCH & INSTRUCTION CORE METRICS

315

New REDCap
accounts
activated

24,763

Students and
observers
supported

6,605

Syllabi
published to
public portal

**114
GPUs**

Total GPUs in
HPC cluster

636

Current HPC
nodes

<0.1%

Testing
Center
cheating rate



DID YOU KNOW?

The John and Mable Ringling Museum of Art is the State Art Museum of Florida and one of the largest university-based art museums in the U.S. Florida State University's ITS team continually keeps the technology that serves more than 400,000 annual visitors secure, connected, and running smoothly. This year, FSU and The Ringling also celebrated 25 years of shared stewardship, and ITS has been an essential part of that partnership since the beginning.



PHOTO: ITS staff and leadership participate in a hands-on training experience inside the flight simulator, located in the Renegade Flight Simulation Center. (FSU Information Technology Services)

TECH FEE *CAPITAL DISTRIBUTION*

ITS oversaw the distribution of more than \$1.39 million in Student Technology Fee funding, supporting 55 distinct, peer-reviewed technology proposals from campus departments for equipment upgrades, software licensing and learning lab improvements. Recently, both the FSU Textile Testing Lab and the FSU Sport Psychology Lab received funding that allowed them to make crucial upgrades and acquire advanced technology. The FSU Textile Testing Lab used Student Tech Fee funding to equip the facility with state-of-the-art diagnostic machinery and expand undergraduate research capabilities. The FSU Sport Psychology Lab used funds to purchase a research-grade electroencephalogram (EEG) system, which enables the lab to advance human performance research while providing students the opportunity to gain practical experience with neuroscience tools in a sport psychology setting.

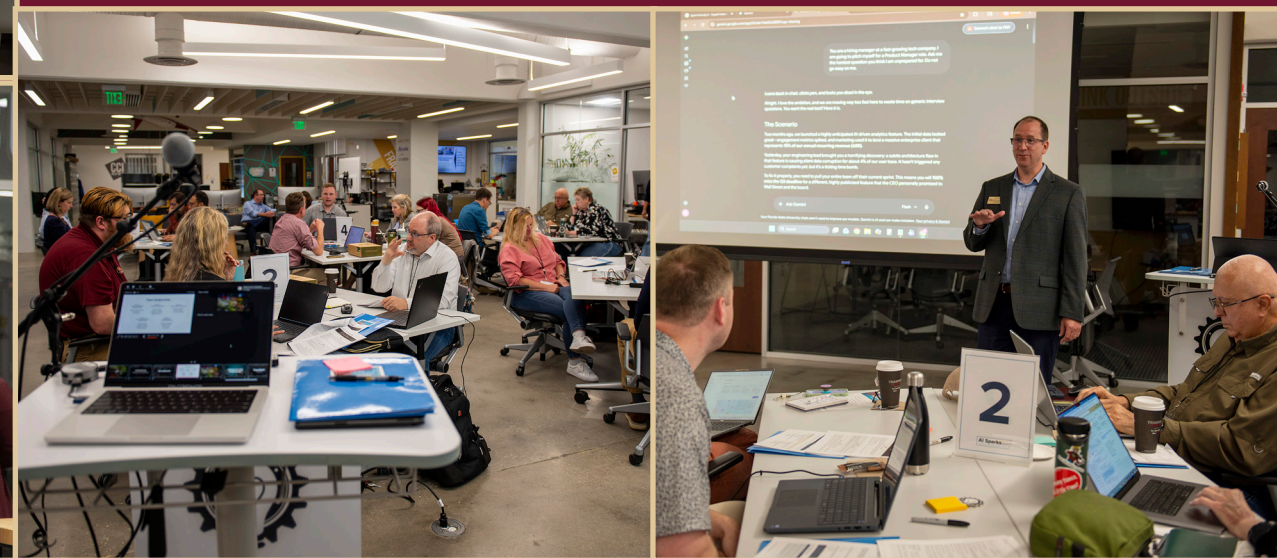
FACULTY INNOVATORS SERIES

Originally launched in 2024, Florida State University maintains a weekly Faculty Innovators Series, hosted through the university's Innovation Hub. During these sessions, FSU faculty and staff come together to learn about and discuss how emerging technologies, educational trends, and innovative tools and platforms can be used to cultivate a community mindset based in growth and curiosity.

In fall 2025 and spring 2026, the Faculty Innovators Series featured robust representation from Information Technology Services (ITS), with several team members presenting on a range of emerging topics. Jonathan Fozard presented on Google Video/Veo 3; Paul van der Mark and Marcelina Nagales spotlighted the Research Computing Center; John L. Crow explored interactive technology tools for teaching; Drew Kocur covered AI, XR, and

3D design; Jeff Latimer examined AI agents and applications in the Med School; and Bill Hunkapiller addressed AI and cybersecurity.

Also during fall 2025, the Faculty Innovators Series devoted several sessions to Google's advanced tools and AI capabilities, which became available to the campus due to FSU's partnership with Google. The Office of Digital Learning facilitated presentations on Google Gemini Notebook (formerly Gemini Notebook), showcasing features like automated note synthesis and collaborative grading support frameworks. Through the Faculty Innovators Series, faculty and staff are able to network, contribute to conversations with university leadership, and engage with the latest tools like Google Gemini Notebook.



PHOTOS: Faculty from across FSU's campuses collaborate during the AI Sparks pilot program to design innovative, responsible AI learning activities for their courses. (Office of Digital Learning)

AI SPARKS

The Office of Digital Learning and Academic Technology launched AI Sparks in 2026, a pilot program funded by a Google.org Knowledge, Skills, and Learning Education Grant. An AI Spark is a clearly defined, AI-based learning activity that can be applied in an online or in-person course without the need for substantive course redesign. Each AI Spark includes a brief, student-facing micro-training explaining how and why AI is used, assessment suggestions for measuring learning outcomes, and a corresponding instructor-facing micro-training to support facilitation. Focusing on the integration of responsible AI literacy and applied AI learning in undergraduate and graduate curricula, the program is designed to prepare students and faculty for the rapid advancement of AI technologies and their role in the workforce. The initiative brought together faculty from the Tallahassee and Panama City campuses to design adaptable AI-based learning activities across many disciplines, including nursing, engineering, mathematics, education, business, music, social work, and entrepreneurship.

INNOVATION & MODERNIZATION

Systematically eliminating technical debt, upgrading enterprise integration frameworks, and building a highly resilient digital core.

SO LONG, *DESK PHONES*

ITS completed a university-wide migration from legacy landlines to cloud-hosted Zoom Phone, porting 10,917 total phone numbers — including more than 6,500 active lines. Every FSU employee's office is now in their pocket, on any device, from anywhere on the planet.

ZOOM PHONE *TRANSITION*

After two years of planning, coordination, and execution, Florida State University successfully completed the migration of its Avaya phone users to Zoom Phone, marking one of the largest communications technology transformations in the university's history.

The project reached its finish line following 24 coordinated migrations moving roughly 11,000 phone lines across every college, department, and administrative unit at FSU. Faculty and staff

were moved from legacy physical phone systems to a modern, cloud-based platform while retaining their existing university phone numbers.

Zoom Phone enables users to make and receive calls from a desktop, laptop or mobile device from anywhere with an internet connection. The platform also provides voicemail transcription, integrated video calling, mobile applications and greater flexibility for hybrid and remote work.

10,917
Total # of
phone numbers
ported to Zoom



PHOTOS: After two years, FSU ITS has completed the migration of its Avaya phone users to Zoom Phone. (Jim Oligney/Jim Berhalter)

AI.FSU.EDU *WEBSITE LAUNCH*

Florida State University launched a comprehensive artificial intelligence website featuring how AI can be used across multiple domains of campus life while highlighting the university's growing digital ecosystem. As a hub designed to continuously evolve with new resources and emerging technology, this site brings together policies, tools, and training opportunities for students, faculty, and staff. The site spotlights dozens of researchers who are advancing the understanding and utility of AI across disciplines. By pairing practical guidance with access to innovative tools, this website helps the campus community learn to use AI securely, effectively, and ethically while advancing FSU's vision for responsible, transformative AI usage.

\$14.7 MILLION SAVED *FOR FLORIDA TAXPAYERS*

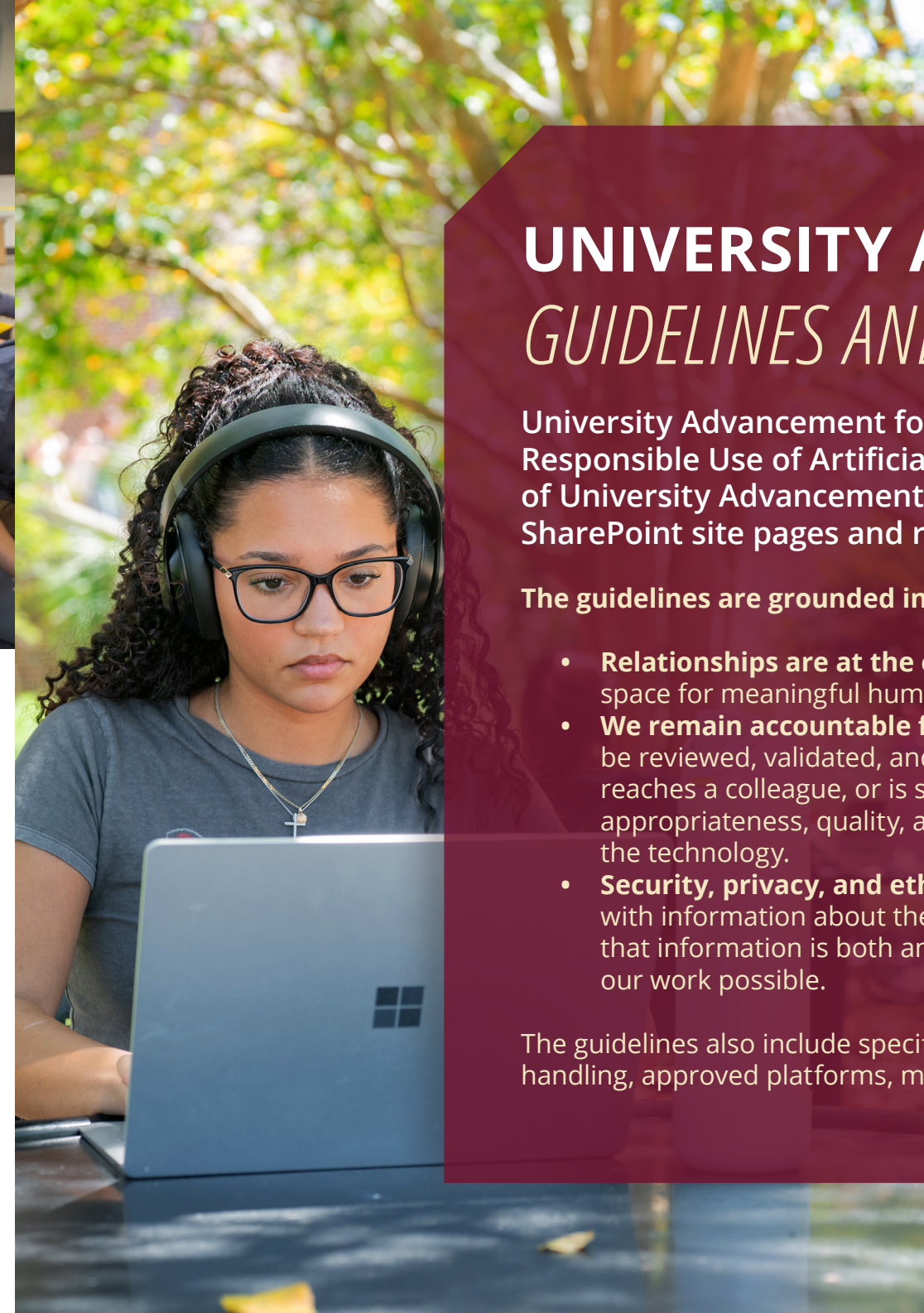
Hosted at FSU, the Northwest Regional Data Center (NWRDC) serves 94 organizations statewide, manages more than 2,100 protected servers, and generates \$14.7 million in annual cost savings — protecting institutions from K-12 schools to state agencies, all from Tallahassee.



PHOTO: A student experiencing immersive technology through virtual reality at the FSU Innovation Hub. (FSU Marketing)

ENTERPRISE AI *PLATFORM AGREEMENTS*

ITS expanded access to artificial intelligence by securing enterprise agreements for Microsoft Copilot and Google Gemini, making the tools available to faculty, staff, and students. The division is also evaluating specialized AI tools for academic and administrative use while preparing to implement ArtesAI, a platform that potentially gives access to hundreds of AI models through Microsoft Azure AI.



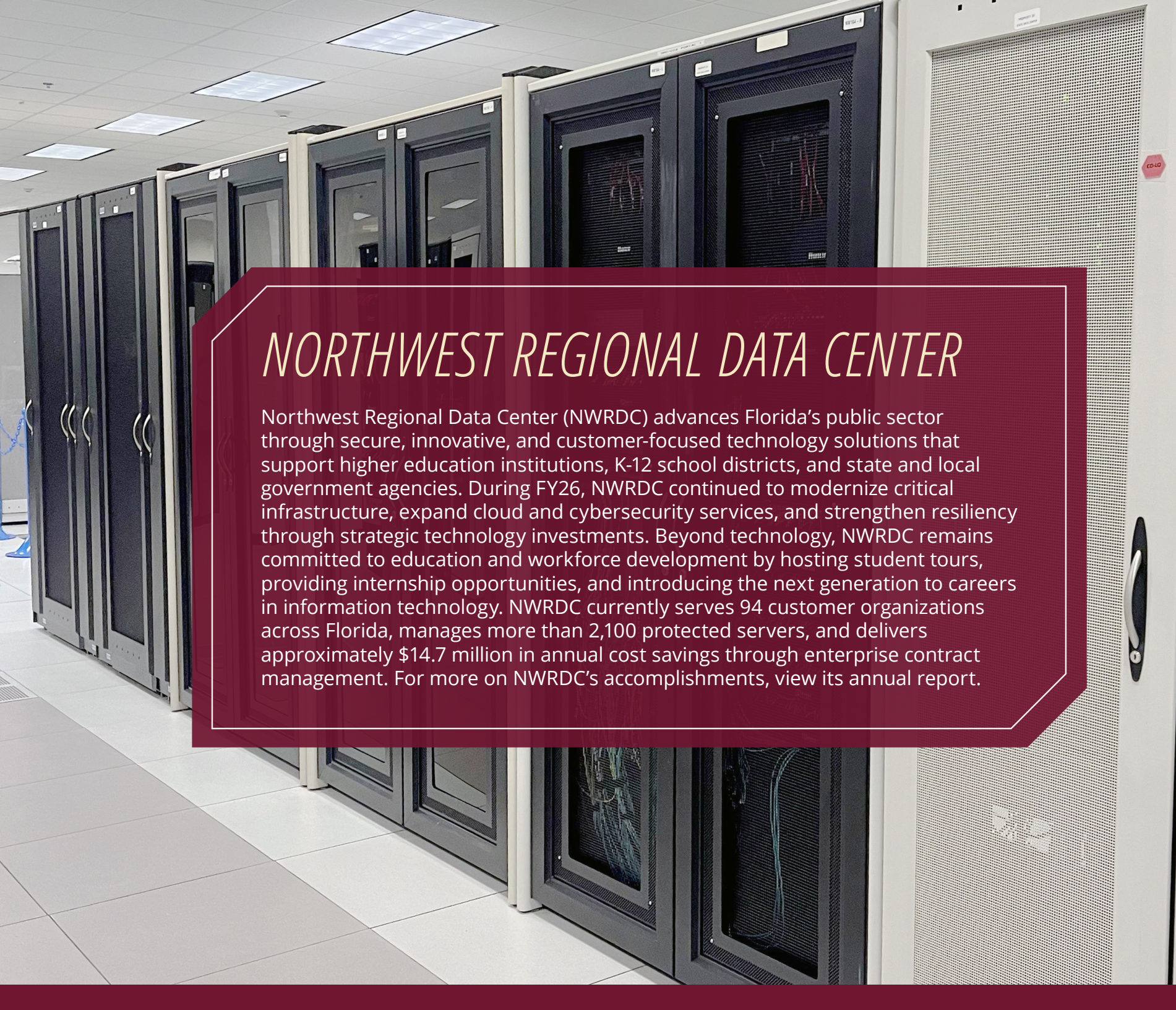
UNIVERSITY ADVANCEMENT AI USAGE *GUIDELINES AND RESOURCE PAGES*

University Advancement formally released Division-wide Guidelines for the Responsible Use of Artificial Intelligence, developed specifically for Division of University Advancement staff. The release was accompanied by several SharePoint site pages and resources for training.

The guidelines are grounded in three core principles:

- **Relationships are at the center of our work** — AI should be used to create more space for meaningful human connection, not less.
- **We remain accountable for our work** — Every output generated by an AI tool must be reviewed, validated, and verified by the person using it before it informs a decision, reaches a colleague, or is shared with a constituent. The responsibility for accuracy, appropriateness, quality, and transparency rests with the human in the loop, not with the technology.
- **Security, privacy, and ethical use are non-negotiables** — Constituents entrust us with information about their lives, families, philanthropy, and aspirations. Protecting that information is both an ethical obligation and a foundation of the trust that makes our work possible.

The guidelines also include specific usage guidance on topics such as constituent data handling, approved platforms, meeting recording, AI-generated images, and agentic AI.



NORTHWEST REGIONAL DATA CENTER

Northwest Regional Data Center (NWRDC) advances Florida's public sector through secure, innovative, and customer-focused technology solutions that support higher education institutions, K-12 school districts, and state and local government agencies. During FY26, NWRDC continued to modernize critical infrastructure, expand cloud and cybersecurity services, and strengthen resiliency through strategic technology investments. Beyond technology, NWRDC remains committed to education and workforce development by hosting student tours, providing internship opportunities, and introducing the next generation to careers in information technology. NWRDC currently serves 94 customer organizations across Florida, manages more than 2,100 protected servers, and delivers approximately \$14.7 million in annual cost savings through enterprise contract management. For more on NWRDC's accomplishments, view its annual report.



FLORIDA VIRTUAL CAMPUS (FLVC)

FLVC is a trusted statewide partner that provides centralized services and innovative solutions for Florida's 40 public colleges and universities, more than 50 technical colleges, and K-12 education partners. Through its two divisions—Library Services and Distance Learning and Student Services (DLSS)—FLVC helps students, educators, and institutions succeed while maximizing the value of state resources.

FLVC Library Services manages the centralized, integrated library system serving all 40 public colleges and universities and more than 150 campus libraries. The system provides access to nearly 15 million physical materials, more than 39 million electronic resources, and 1.75 million digital archive items. The division also negotiates statewide e-resource licenses, manages Florida's digital collections and archival platforms, and provides training, professional development, and Help Desk support. Together, these services strengthen teaching, learning, and research while reducing costs through shared resources. FLVC Distance Learning and Student Services delivers academic advising,

career readiness resources, distance learning support, and statewide student services. Through the centralized student information hub, FloridaShines.org, and its mobile app, students, parents, and educators can access Florida's statewide catalog of courses and degree programs, the official Transient Student Admission Application (TSAA), career planning tools, and other resources that help students plan, transfer, and complete their education.

Beyond higher education, FLVC collaborates with K-12 school districts and education partners to develop scalable, cost-effective solutions that prepare students for college, careers, and lifelong success. Through a centralized shared-services model, FLVC eliminates duplication, increases operational efficiency, and delivers measurable value for the State of Florida. These efficiencies allow institutions to redirect time, funding, and resources toward their core mission of student success, teaching, research, and academic excellence. For more on FLVC's accomplishments, view its annual report.

FSU ATHLETICS

VENUE TECHNOLOGY UPGRADES

FSU Athletics and ITS partnered to deploy professional-grade technology enhancements across several sports venues. Through multiple capital projects, Athletics IT coordinated upgrading audio systems at the Seminole Softball Complex, replacing the main videoboards and LED ribbons at Doak Campbell Stadium, upgrading the LED tables at the Tucker Center, building a brand-new videoboard and audio system at the Seminole Lacrosse Complex, updating both audio and LED elements at Dick Howser Stadium, as well as integrating professional pitch lab and swing analysis technologies to the baseball batting cages. These upgrades not only enhanced the fan experience, but also enabled the successful execution of record-breaking special events, including the Savannah Bananas and Professional Bull Riding. In addition, Athletics IT has prioritized expanding its capabilities with the in-house replay and video system by increasing its server count, adding cameras for additional angles, and virtualizing inputs from the broadcast arm of Athletics, Seminole Productions.



PHOTOS: FSU Athletics and ITS partnered to deploy professional-grade technology enhancements across several sports venues. (Matthew McConnell/FSU Athletics)

ENTERPRISE TRANSFORMATION:

BUILDING FSU'S DIGITAL FOUNDATION FOR THE FUTURE

Over the past year, Information Technology Services led one of FSU's most ambitious enterprise modernizations in decades. By unifying data architecture, automating workflows, and streamlining core systems across campus, we are establishing the foundation for a fully connected, data-driven university.

This digital transformation links people, processes, and systems across our Tallahassee and regional campuses. By enabling secure, real-time data flows and simplifying service delivery, we are enhancing student outcomes, empowering leadership decision-making, and driving operational efficiency. Far beyond a standard technology refresh, this work represents a strategic investment in FSU's future—delivering a resilient, next-generation operating model built to scale alongside the university's highest priorities.

ENTERPRISE DATA

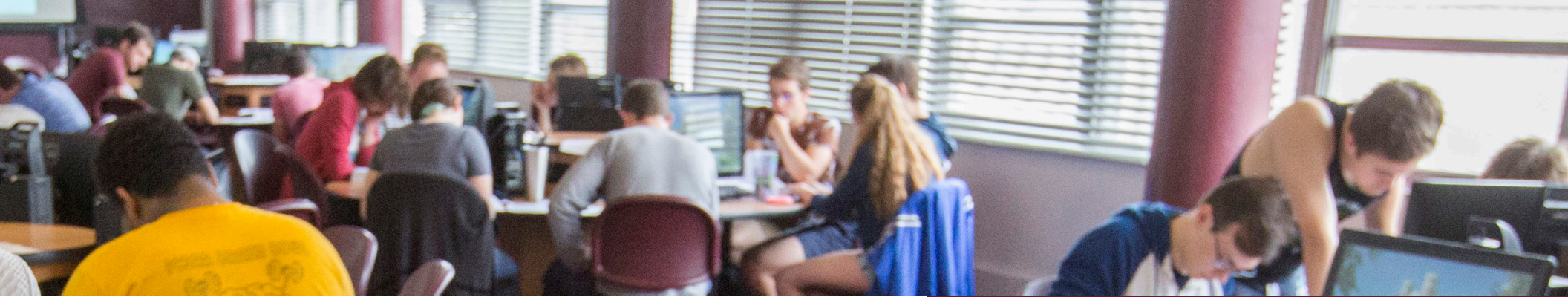
& PLATFORM MODERNIZATION

ITS advanced the university's digital transformation strategy by replacing its legacy Enterprise Service Bus with a modern data streaming platform to improve the speed, reliability, and scalability of data exchange across campus technologies. The division also initiated an ERP readiness assessment to guide future enterprise modernization, expanded its secure Enterprise Data Vault to preserve and govern critical historical data during the transition, and applied machine learning to campus traffic patterns so facilities and logistics teams could optimize maintenance and delivery schedules. ITS further introduced advanced space utilization analytics, giving leaders actionable insight into facility usage patterns to support strategic planning, operational efficiency, and data-informed decision-making.

ENTERPRISE FAXING

& ADDITIONAL MODERNIZATION

ITS modernized university fax services by migrating approximately 250 analog fax lines to the enterprise RightFax platform. The initiative reduced reliance on legacy fax infrastructure, expanded secure digital faxing across campus, and improved the security, reliability, and supportability of fax services.



DECISIONS *FORMS*

Over the past fiscal year, Enterprise Solutions has modernized operations across Human Resources, Finance, and Student Systems by replacing manual tasks with automated, workflow-driven platforms like Decisions. By embedding automated controls directly into core systems, the team streamlined approvals, eliminated duplicate data entry, reduced compliance risks, and delivered faster, more transparent service for students, faculty, and staff.

Key enhancements spanned the entire enterprise. In Human Resources, digitized forms like FMLA Tracking and Accident Investigation eliminated routing delays and standardized safety documentation. Financial and IT Services accelerated service by streamlining Non-E&G Budget Adjustments and ITS Purchase Requests. Within Student Systems, automated workflows for VA Benefits, University Refund Committee Petitions, Transcript Ingest, and Third Repeat Surcharge Appeals cut turnaround times and gave students real-time status tracking.

Together, these tools strengthened financial and data controls while freeing staff to focus on high-value strategic work.



PORTAL REDESIGN

ITS successfully launched the redesigned myFSU student portal. The modernized system was re-engineered with responsive accessibility criteria, incorporating past feedback and eliminating several previous frustrations with the portal. Now, students can use the Quick Access and Canvas integration features for easier, personalized access to financial, registration, and scheduling resources. Faculty and staff can more easily access their timesheets, paychecks, and benefits information by using the Search function while staying up to date with everything FSU thanks to the Campus News feature.

DRUPAL WEB

CMS MODERNIZATION

ITS modernized the hosting platform for Drupal, a web content management system, enabling greater flexibility and innovation while maintaining brand standards. The Web Services team enabled this innovation, migrating more than 380 websites to new digital environments and coordinating everything from stakeholder reviews to site approvals. Enhancements included upgraded web security, faster and more resilient content delivery, and automated security certificate management.



DID YOU KNOW?

Powered by generative and agentic AI, FSU’s Ruby AI chatbot successfully resolved 4 out of 5 student and staff inquiries on her own this year before a human ever needed to step in.

If every resolved question was a brick on campus, Ruby could have paved a fresh walkway straight from campus all the way to the Florida State Capitol building!

RUBY *AI CHATBOT*

The Ruby AI agent continued to expand automated support across student-facing services, allowing users to quickly access information, complete routine requests on their own, talk to ITS staff, or create a support case. Through FY26, 80% of incoming inquiries were resolved without staff intervention.

As AI continues to evolve, so does Ruby. Now in its fifth generation, Ruby incorporates generative and agentic AI capabilities to provide more intelligent and personalized support. Ruby’s reach is also expanding across FSU. Ruby now delivers knowledge content for the myFSU Service Center, The Graduate School, and Procurement websites, with more than 12 additional departments preparing to adopt the technology.



PHOTO: ITS employees take part in a discussion and practice during a workshop session. (FSU Network Communications and Technology)

SNOWFLAKE *DATA MIGRATION*

ITS migrated data to Snowflake, a cloud-based data platform, as part of the Florida State University Advancement Customer Relationship Management (CRM) conversion project. The Data & Analytics division reached 61% completion on the project, making it easier to deliver business intelligence and reporting across departments, cutting warehouse refresh times down from around 6 hours to around 1 hour (an 83% decrease).

LAUNCH OF FIRST *INTERNATIONAL PROGRAM WORKSTREAM*

ITS successfully launched the first phase of a multi-year initiative to modernize technology support for International Programs. The launch introduced a new student portal and application process for international programs, a management platform for International Programs staff, and the initial rollout of Transact Rapid Checkout, providing secure credit card and ACH payment options. This multi-team, multi-department milestone reflects years of collaboration across ITS, the Controller's Office, International Programs and other campus partners.

COHESITY *DATA BACKUPS*

ITS continued its implementation of Cohesity, a modern data backup and recovery platform, to better protect critical data from cybersecurity threats across additional units, including The Ringling Museum, the College of Medicine, the Division of University Advancement, and the National High Magnetic Field Laboratory (MagLab). Cohesity provides FSU departments with a secure, parallel data storage solution that is immune to ransomware attacks. If an attack does occur, Cohesity enables rapid recovery, minimizing data loss and service outages while significantly reducing the risk of failed recovery efforts.

CORE NETWORK *BANDWIDTH MILESTONE*

ITS increased core network bandwidth capabilities from 40 Gb/s to 200 Gb/s. ITS is in year three of a campuswide network wiring upgrade, which includes modernizing the fiber in more than 50 buildings, as well as substantially increasing data center resilience and capacity. In addition, network security received a major upgrade with the replacement of an aging Intrusion Prevention System (IPS) with a more modern, capable design. Throughout the next two years, ITS will continue to pursue a new network switch and wireless AP modernization program.



PHOTO: An ITS team member installs and updates campus technology to keep systems running smoothly. (FSU Network Communications and Technology)

BEHAVIORAL *HEALTH CARE DATA REPOSITORY*

FSU's Northwest Regional Data Center established the statewide Florida Behavioral Health Care Data Repository. The center uses funding to create a secure, multi-agency data and governance framework that strengthens research, evidence-based policy, patient outcomes, and the effectiveness of behavioral health services across Florida.

BLUECAT DDI *CORE NETWORK UPGRADE*

ITS upgraded its BlueCat network management platform, modernizing how the university manages IP addresses and network services while creating a strong foundation for future cloud technologies. This upgrade unifies domain-related protocols into one platform, enables more cohesive management of the FSU network and provides more useful insights into network traffic and behavior.

SECURITY & COMPLIANCE

Fortifying the enterprise digital campus, ensuring regulatory alignment, and championing academic integrity models.

RELIAQUEST PARTNERSHIP

ReliaQuest
Partnership Investment

\$1.5M

Implementation ~60-70% complete. GreyMatter platform deployed & in baselining phase.

FSU and ReliaQuest have partnered to advance practical applications of AI in cybersecurity through accelerated academic research. This partnership, created through a \$1.5 million investment from ReliaQuest, is one of the university's largest investments in AI and cybersecurity to date.

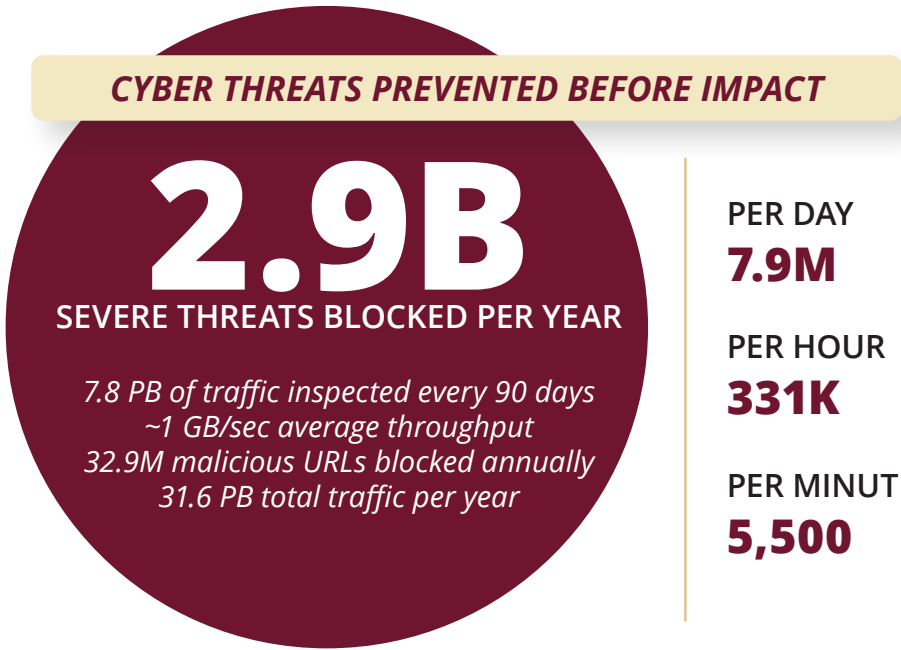
Along with strengthening cybersecurity innovation, this arrangement will establish the annual ReliaQuest Innovation Challenge at FSU, which is designed to incentivize interdisciplinary faculty research in operational intelligence, AI performance, data security, and more. Faculty, as well as undergraduate and graduate students, will have more opportunities to find innovative solutions to complex, real-world problems that benefit organizations and communities. This collaboration also establishes the ReliaQuest Interdisciplinary Digital Badge Program in Artificial Intelligence and Cybersecurity to provide students with hands-on training in AI and cybersecurity along with mentorship from ReliaQuest professionals.

Together, these initiatives are designed to deepen understanding of how AI can be deployed responsibly and effectively in cybersecurity, while strengthening the pipeline of young professionals who can translate research into practical tools and techniques. This partnership symbolizes the essential relationship between higher education institutions and the industries that are committed to securing our technical world.



PHOTO: Brian Murphy, CEO of ReliaQuest, joins Derrick Brooks and FSU leaders to celebrate a \$1.5 million partnership advancing AI and cybersecurity research, student learning opportunities and innovation at Florida State University. (FSU Information Technology Services)

INTEGRITY & DEFENSE METRICS AT A GLANCE

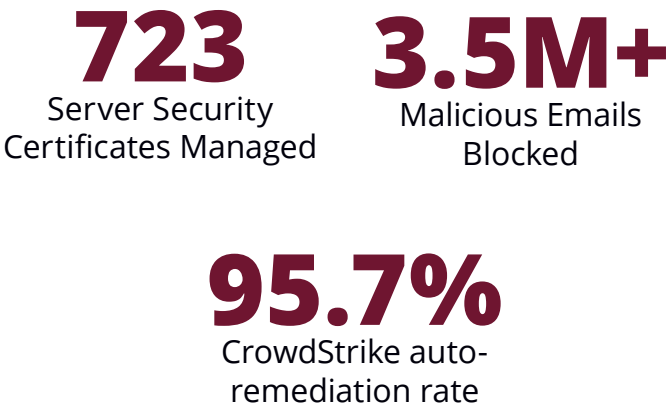
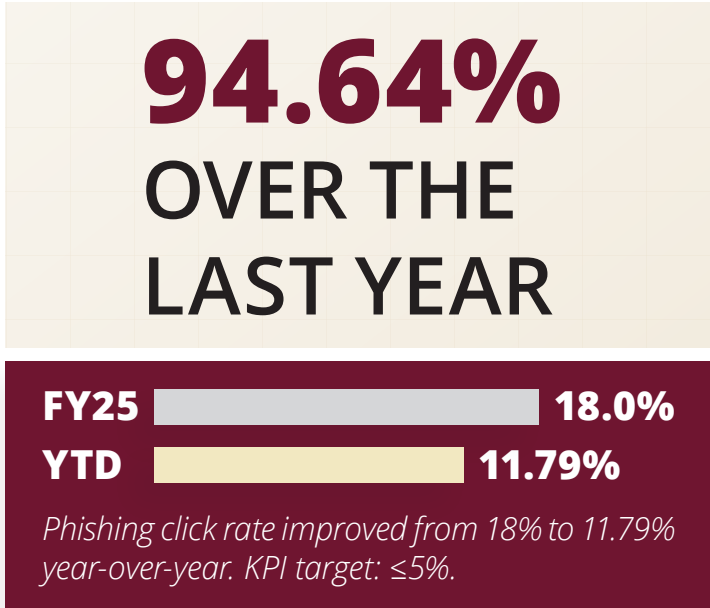


PER DAY
7.9M

PER HOUR
331K

PER MINUTE
5,500

CYBERSECURITY AWARENESS TRAINING



NATIONAL AWARD: *EXCELLENCE IN RISK MANAGEMENT*

FSU Information Technology Services was named a 2025 Foundry's CSO Award Winner, receiving national recognition for its Third-Party Risk Management Program. This honor is yet another example of how FSU has positioned itself as a leader in cybersecurity resilience and compliance with best practices within higher education. The risk management program was launched in 2021 with the goal of strengthening vendor security practices and exemplifies the university's dedication to maintaining compliance standards while protecting the university.



PHOTOS: (L to R) Bill Hunkapiller, chief information security officer at FSU; Keith Bennett, IT security and privacy risk manager; and Jeremy Anderson, IT security and privacy risk manager.

SIMPLE SYLLABUS *IMPLEMENTATION*

In partnership with Faculty Development and Advancement, ITS implemented Simple Syllabus as FSU's exclusive syllabus management software. The tool streamlines syllabus creation and management, makes it easier for faculty to publish course syllabi and monitor student engagement, and facilitates compliance with state regulations. As of March 2026, more than 6,600 syllabi have been published to the public portal.

ZERO TRUST ANALYSIS *& STRATEGIC PLANNING*

The Zero Trust Analysis represented a significant strategic planning effort focused on evaluating FSU's current security architecture and developing a roadmap toward a modern Zero Trust security model. Throughout this initiative, ITS assessed identity management, device security, network segmentation, data protection, and access controls to identify vulnerabilities and opportunities for improvement. The analysis provided FSU leadership with a comprehensive understanding of the organization's security maturity and established a long-term framework for reducing risk, improving resilience against evolving threats, and aligning cybersecurity investments with institutional priorities and industry best practices.



STATEWIDE CYBERWEEN *CHAMPIONS*

Florida State University secured the highest participation rate out of 11 Florida higher education institutions in the virtual Cyberween cybersecurity tournament last year. Held every October in Florida, the competition drew nearly 7,000 students and staff into hands-on vector defense simulations and generated awareness about the importance of cybersecurity. Students who participated were entered into a grand prize drawing to win a \$500 tuition scholarship, while faculty and staff had the chance to win coveted football tickets. FSU's exemplary participation rate signals our campus community's growing commitment to digital security and sound risk practices.

ANNUAL CYBERSECURITY *AWARENESS TRAINING*

As a proactive response to rising cybersecurity threats, ITS launched its newly structured Annual Cybersecurity Awareness Training for all university employees. Designed to be completed in less than 15 minutes, this program focuses on common threats like identity theft, malware, and phishing. The training resulted in a 94.64% completion rate among full-time staff and faculty and, when incorporating part-time employees, an overall completion rate of 83.03%. By completing this annual course, FSU faculty and staff members are doing their part to protect the university's digital resources and create a safer academic environment.

CROWDSTRIKE NEXT-GEN

SIEM IMPLEMENTATION

ITS implemented CrowdStrike's Next-Generation Security Information and Event Management (NG-SIEM) platform, completing a transformative project that modernized FSU's security operations capabilities. The effort involved integrating data from numerous security and technology platforms, developing detection rules, tuning alerts and establishing new workflows for threat monitoring and incident response. By using CrowdStrike's AI-powered analytics and unified security platform, ITS improved visibility across the enterprise, accelerated threat detection and investigation, and enhanced FSU's ability to proactively respond to cybersecurity events. The implementation also laid the foundation for a more scalable and efficient security operations program capable of addressing future challenges.

AI-DRIVEN DIRECT DEPOSIT

FRAUD PREVENTION

Using predictive machine learning, ITS employed an automated Direct Deposit Auto-Lock mechanism, designed to detect and stop payroll fraud. The system protects employees' pay by identifying suspicious activity and automatically preventing fraudulent direct deposit updates.

WINDOWS 10 TO 11 *CONVERSION*

ITS completed the campuswide migration from Windows 10 to Windows 11, equipping university devices with the latest security enhancements, improving performance, and providing users with continued support for modern applications.



ACADEMIC

INTEGRITY & TESTING

The FSU Testing Center proctored 118,191 examinations while maintaining a verified cheating rate of under 0.1%. ITS deployed SmarterProctoring Live, an online exam proctoring service using trained human proctors, which replaced the AI-based Honorlock service in May 2026. Bubble-sheet scanning services were modernized using the cloud-powered Akindi tool, reducing instructor time spent managing paper-based exams and streamlining Canvas Gradebook imports. A total of 122,226 student response sheets were processed between September 2025 and May 2026.

INTRUSION PREVENTION

SYSTEM (IPS) IMPLEMENTATION

The Intrusion Prevention System (IPS) implementation, a major collaborative initiative between the Network and Information Security and Privacy Office (ISPO) teams, was designed to strengthen the university’s cybersecurity capabilities. The project required extensive planning, architecture review, policy development, testing, and coordination to deploy advanced threat detection and prevention capabilities across the enterprise network. By introducing real-time inspection and automated blocking of malicious activity, the IPS significantly enhanced FSU’s ability to identify and mitigate cyber threats before they impact critical systems, while also maintaining network performance and supporting the university’s operational and research missions.



POLICY & STANDARDS

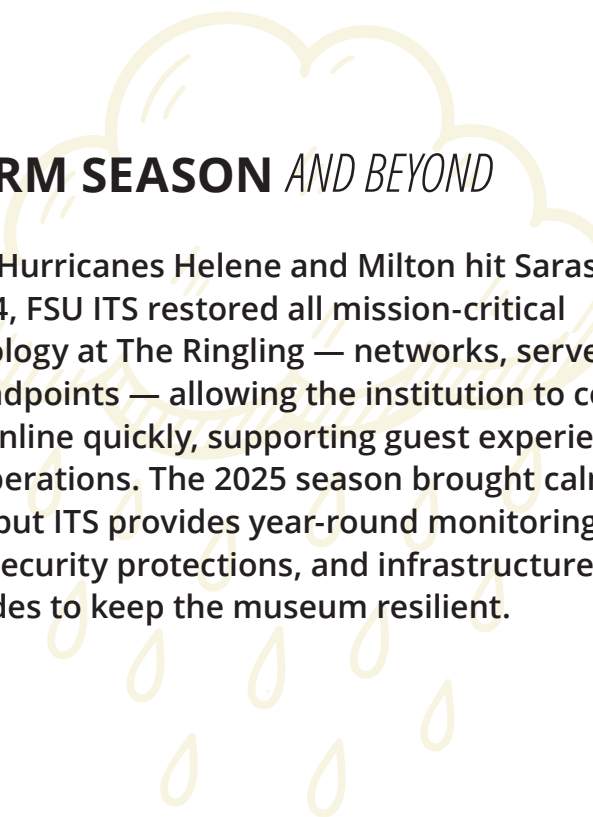
ADVISOR AI BOT

ITS used generative AI to create the Policy and Standards Advisor AI Agent. Through this initiative, ITS increased access to FSU’s information security policies, standards, and governance documentation. Integrated into Microsoft Teams, the AI bot provides FSU employees with a conversational interface to quickly find policy guidance, security requirements, and compliance information without searching through multiple documents. By making institutional knowledge more accessible and actionable, the AI bot improves user experience, promotes consistent interpretation of security requirements, reduces staff time spent responding to routine policy questions, and demonstrates the practical application of AI to enhance operational efficiency and cybersecurity governance across the university.



STORM SEASON *AND BEYOND*

When Hurricanes Helene and Milton hit Sarasota in 2024, FSU ITS restored all mission-critical technology at The Ringling — networks, servers, and endpoints — allowing the institution to come back online quickly, supporting guest experience and operations. The 2025 season brought calmer skies, but ITS provides year-round monitoring, cybersecurity protections, and infrastructure upgrades to keep the museum resilient.



FISCHER IDENTITY:

ENTERPRISE IGA SOLUTION

Following a competitive selection process, ITS partnered with Fischer Identity to implement a new enterprise identity management platform. This comprehensive, multi-year project, which began in March 2026, will transform how the university creates, manages, and secures digital accounts for students, faculty, staff, and affiliates.

ENGAGEMENT & STUDENT SUCCESS

Investing deeply in human-centered technology, aligning talent ecosystems, and preparing the workforce of tomorrow.

STELIC EXPANDS TO GRADUATE & PROFESSIONAL STUDENTS

FSU is simultaneously modernizing ERP, CRM, integration, data, analytics and digital experience.

Florida State University continues to expand its use of Stellic, a student success platform that combines degree planning, degree audit, advising, and registration capabilities into a unified experience. Following the successful implementation for undergraduate students, ITS partnered with the Office of the Registrar, The Graduate School, and campus stakeholders to begin a phased rollout for graduate and professional programs.

Stellic provides students with real-time visibility into degree progress, personalized academic planning tools and integrated registration

functionality, while enabling advisors and faculty to collaborate more effectively with students throughout their academic journey.

In 2025, Stellic launched for all undergraduate students. Beginning spring 2026, graduate and professional programs began joining the platform through a phased implementation approach, with additional colleges and programs scheduled to join through fall 2027. This rollout supports FSU's long-term vision of providing a consistent, student-centered academic planning and registration experience across all academic careers.

RISE TOGETHER SHOWCASE

On April 7, 2026, hundreds of faculty, staff and students, as well as university leadership, gathered for the third annual RISE Together Showcase and Town Hall. This annual event, hosted by ITS, spotlights the dynamic and transformative role of technology at FSU. The showcase provides institutional updates about how technology is being used to advance our academic, research and service goals through a collaborative effort of individuals, services and systems across the university. The RISE Together Showcase and Town Hall displays how collaborative problem-solving, cross-departmental development tracks, and clear strategic alignment of IT personnel and resources are the key to accelerating research and supporting instruction at FSU.



PHOTO: During the morning town hall, Jim Clark, FSU provost and executive vice president for Academic Affairs; Stacey Patterson, vice president for research; and Jeremy Slaga, FSU's vice president and chief clinical operations officer, told attendees that FSU's rise into the nation's top 25 public universities was driven not only by ambition, but also by the people and systems supporting that growth. (FSU Information Technology Services/Chloe Arrington)

2026 RISE *SHOWCASE PRESENTERS*

Ammiel Bowen. "Modernizing Transcript Processing: Design of a Role-Based Transcript Management System for Florida State University Admissions Office."

Rutuja Umrao Jagtap, Jody O'Steen, Elias Latimer, Manavi Kotwani. "Ruby Reimagined: From Keyword Search to Agentic Intelligence with Salesforce Agentforce."

Dinesh Kumar Sundararajan, M.S., Tazmeen Alam, M.S. "From Data to Decisions: Modernizing Analytics at FSU with Snowflake, AI, and Power BI."

Sara Mischler, M.A., Lisa Smith, Kathy Wilkes, Andrea Dial, M.L.I.S. "Navigating ITS Alignment and Finding Your Place in the ITS Community."

Jose Hernandez, Marcelina Nagales. "Interdisciplinary Data Humanities Initiative: Outreach for Non-Traditional Disciplines in ITS."

Garima Dubey. "Smart Learning Journey Orchestrator."

Jose Rodriguez, Martin Schaefer. "Identity First: The Roadmap to Modern Security & Access at FSU."

Paul Van Der Mark, Marcelina Nagales, Semy Redda. "RISE Through Research: Secure Data Collection with REDCap."

Courtney Stokes, Hailie Tucker, Sofia Bernal. "Where Innovation Takes Shape: 3D Printing at ITS."

Jamie Lutz, Teodora Abrams. "Elevated Instruction: Modernizing Instruction & Training with Interactive Design."

Sathish Sundaramoorthy, M.S. "Understanding AI Agents: The 2026 Landscape and Opportunities Ahead."

John L. Crow, Ph.D. "From Possibility to Practice: Supporting Faculty AI Workflows with Gemini Gems & Gemini Notebook."

Louis Brooks, Favenzio Calvo, Debra Hanken Kurtz, M.L.S. "Transforming Research Access and Preservation: FSU Libraries' Figshare & TIND Journey."

Matt Hohmeister. "Fixing Problems Before the Pager Rings: Replacing Guesswork with Clarity."

Damilare Ajayi, Jamie Lutz. "NoleBarrier: Gamifying Accessibility Training through Agentic AI and Immersive Design." ITS RISE Showcase.

PHOTOS: Highlights from the 2026 FSU ITS RISE Showcase. (FSU Information Technology Services)



FSU ITS STUDENT *INTERNSHIP PROGRAM & BANQUET*

The FSU ITS Student Internship Program achieved a historic scale during the 2025–2026 academic year, growing from 125 to a record 157 student interns. The program provides students with a range of hands-on experiences in university technology, AI, data, automation, and emerging technology. Interns also benefit from mentorship, enterprise engineering experience, and technical leadership training. Among many other achievements, student developers built critical media deliverables, including the ‘WE are ITS’ video series. In spring 2026, ITS received more than 3,200 total applicants, an 83% increase from the prior spring. Along with networking and professional development opportunities, this program helps students build an adaptable skill set to support them as they thrive in their future careers.



On April 6, 2026, ITS hosted its third annual Intern Banquet, an event that celebrates the hard work, success and teamwork exemplified by the year’s intern cohort. This celebration recognized the interns’ contributions to ITS as they worked alongside ITS professionals across teams and shaped daily operations by participating in high-impact projects. At the banquet, three students were recognized for their standout performances, receiving the Innovation Award, the Service Excellence Award, and the CIO Award. ITS is incredibly proud of its interns, not only for what they achieve at FSU but for how bright their future is within the technology industry.



4,900 APPLICANTS. 157 SPOTS.

The FSU ITS Student Internship Program attracted more than 4,900 total applications for the 2025–2026 academic year—including 3,200 in spring 2026 alone, an 83% increase over the prior spring—for just 157 active intern positions. That’s a nearly 31:1 ratio of applicants to spots, making it one of the most competitive tech pipelines in Florida.



PHOTO: A staff member leads a team training session. (FSU Marketing)



PHOTO: In the classroom: Team members dive into a workshop. (FSU Division of Student Affairs)

PROFESSIONAL *DEVELOPMENT*

For FY25–26, our Professional Development Bonus Program paid out \$18,750 in bonus payments.

During the 2025–2026 fiscal year, ITS reached a significant milestone in professional development, with staff completing more than 4,000 hours of training—a record-breaking achievement and a substantial increase from 2,500 hours in 2024. This growth reflects ITS’ continued commitment to fostering a culture of continuous learning, innovation, and professional excellence.

COMMUNITIES *OF PRACTICE*

ITS continued the successful launch and growth of its Communities of Practice (COP) program, providing dedicated spaces for IT professionals across the university to connect and collaborate with one another. Current communities focus on areas such as Artificial Intelligence, Project Management, Database Professionals, Instructional Design, Digital Signage, and User Experience. The goal of these COPs is to bring together IT professionals who share an interest or expertise in a specific topic and provide the opportunity to exchange ideas, discuss trends, share challenges, and identify solutions or best practices. These meetings serve as an avenue for ongoing professional development and encourage continuous learning in a rapidly evolving technological landscape.

DIGITAL ACCESSIBILITY

ITS significantly enhanced digital accessibility standards across FSU web properties by deploying automated validation suites and compliance scanning tools within the centralized Drupal web content management framework.

ACCESSIBILITY TRAINING

To support faculty with the design of accessible courses, ODL offered multiple in-person and virtual trainings on course content accessibility. Hundreds of faculty, staff, and administrators participated in hands-on sessions focused on improving the accessibility of documents, slides, multimedia, and Canvas course pages. ODL also equipped liaisons across campus to serve as course accessibility trainers for their departments. A total of 74 liaisons in 47 academic departments and 11 colleges participated in accessibility liaison training.

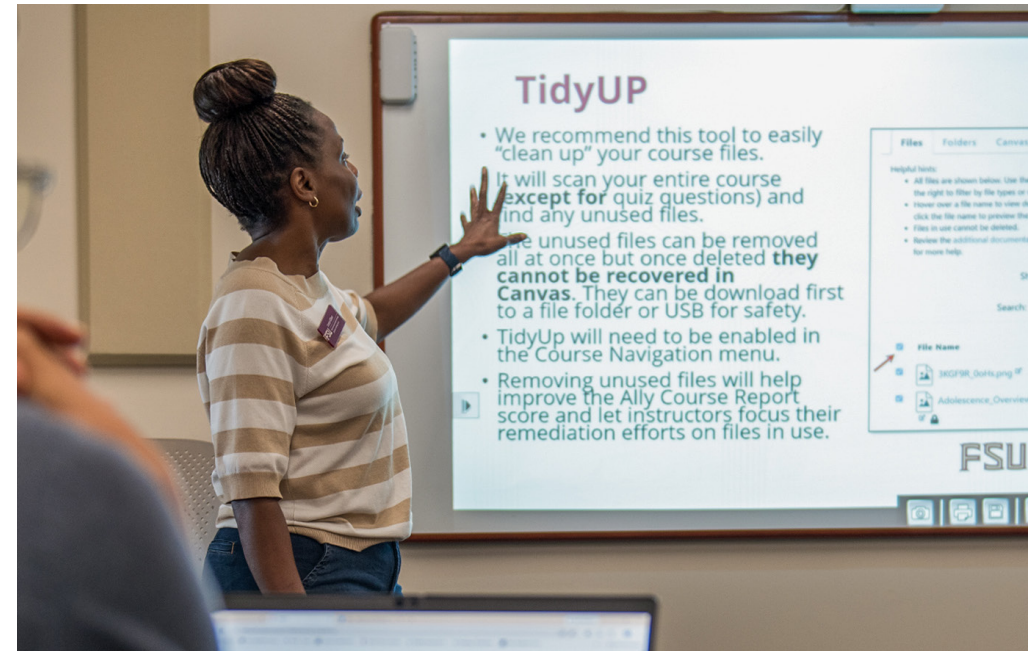
To further promote accessible course design, ODL provided training on the DesignPLUS tool. Integrated in Canvas, DesignPLUS makes it easy to organize and style content using accessible design templates. In total, 214 faculty and staff enrolled in the DesignPLUS training site, 142 attended an introductory webinar, and 26 attended advanced training.



PHOTO: Taking the floor: inspiring the team with fresh ideas and insights. (FSU Office of Digital Learning)

FSU ONLINE QUALITY INITIATIVE

Through the FSU Online Quality Initiative, ODL provided hands-on support to faculty working to design and structure online courses for student success. The quality initiative, which promotes and rewards academic excellence in distance learning courses, involves a rigorous peer-review process based on the nationally recognized “Quality Matters” rubric. Fifty-two faculty received training on how to apply the rubric in their



PHOTOS: Course design specialists lead a hands-on accessibility training session for instructors. (FSU Office of Digital Learning / Mary Eichin)



96%

AVERAGE ACCESSIBILITY
SCORE FOR A QUALITY
MATTERS-CERTIFIED COURSE

courses, and 26 online courses achieved high-quality certification this fiscal year. A total of 188 courses have been reviewed to date.

A dedicated team of course design specialists provided hands-on course accessibility support for instructors participating in the initiative to ensure online courses are easier to navigate and accessible for all learners. Courses certified through the quality initiative carry an average 96% accessibility score.

BUILDING AN AI-READY CAMPUS

FSU partnered with Google to host the inaugural Google Day, showcasing the university's strategic partnership with Google and introducing Gemini and other AI-powered tools to the campus community.



PHOTO: Vice President for Information Technology Services and Chief Information Officer, Jonathan Fozard, engages with students during Google Day. (FSU Information Technology Services/Anna Prentiss)

GOOGLE DAY 2025

On Sept. 24, 2025, FSU welcomed Google experts (colloquially called Googlers) to campus to celebrate this exciting partnership and provide students, faculty, and staff with valuable knowledge about the tools now available to them. In the morning, Google presented at the Faculty Innovators Coffee Chat, hosted at the Innovation Hub. That afternoon, more than 1,000 students attended hands-on presentations by Google employees, enjoying free pizza and learning more about tools like Gemini Notebook and Google Gemini. A Snack & Learn session for faculty and staff about Google Gemini rounded out the day. FSU's inaugural Google Day was a huge success, leaving the FSU community better equipped to understand and use the Google Tools available to them.



PHOTO: A Google representative shares a tech demo with a student during Google Day. (FSU Information Technology Services/Anna Prentiss)

GOOGLE CERTIFICATES

Launched on National AI Literacy Day in March 2026, FSU partnered with Google to offer free, AI-powered professional certificate programs equipping students and community managers with skills in leadership, machine analytics, and project administration. Additionally, FSU partnered with Google to make the AI Professional Certificate available to all students, faculty and staff offering hands-on preparation in generative AI, research, data analysis, coding, and responsible use.

GOOGLE AI FOR EDUCATION

Florida State University formally joined Google's AI for Education Accelerator program, providing students, faculty, and staff with institution-wide access to Gemini, Gemini Notebook, and advanced AI learning resources. With these tools, students can develop more efficient study habits, engage in deeper research, and participate more productively in their classes. With continuous hands-on deployment tracks led by the Office of Digital Learning, instructors can now use generative tools across remote and hybrid coursework. Faculty and staff alike can use this emerging technology to meet evolving workflow needs. Google highlighted this partnership as a national leader and showcased the successful rollout on its official campuswide blog.



U.S. HOUSE OF REPRESENTATIVES CONGRESSIONAL TESTIMONY

Strengthening Human-Centered AI in Higher Education

“If we view AI through this lens of being the sole source of truth, we negate the human aspect.”

— Jonathan Fozard, FSU VP & Chief Information Officer



On June 3, 2026, FSU Vice President and Chief Information Officer Jonathan Fozard testified before the U.S. House of Representatives Subcommittee on Higher Education and Workforce Development. During a hearing titled “Building an AI-Ready America: Higher Education in the Age of AI,” he emphasized the importance of secure AI access, critical thinking, experiential learning, and partnerships across K–12 education, higher education, government, and industry. He argued that preparing students for an AI-driven workforce requires prioritizing AI literacy through hands-on learning, access to AI tools and continued investment in research infrastructure. FSU joined representatives from Harvard University, McGraw Hill, and the University Innovation Alliance to

address AI literacy, workforce preparation, and institutional readiness in higher education. Fozard’s testimony reflects FSU’s growing role in the national conversation about responsible artificial intelligence use and the future of higher education.

PHOTO: Jonathan Fozard testifies before Congress on the future of higher education in the age of artificial intelligence. (Photo courtesy of edworkforce.house.gov)

FSU TECHNOLOGY LEADERS *INFLUENCE STATE & NATIONAL CONVERSATIONS*

Florida State University technology leaders are helping shape the future of higher education, government technology, cybersecurity, and digital transformation through service on state and national advisory boards, councils, and industry committees.

These appointments extend FSU’s influence beyond campus, giving the university a voice in discussions that guide technology strategy, policy and innovation. Through their service, FSU leaders share expertise, collaborate with peers and help address emerging challenges across higher education and the public sector.

“Our leaders are not only supporting technology at Florida State University, they are helping shape conversations that impact higher education and public-sector organizations nationwide,” said Jonathan Fozard, FSU vice president and chief information officer.

The appointments reflect FSU’s leadership in technology, cybersecurity, artificial intelligence and digital transformation while providing opportunities to stay informed about emerging technologies, evolving security threats and industry trends.

By working directly with policymakers, technology

providers and higher education leaders, FSU technology leaders help bring new ideas and best practices back to campus. Their service strengthens the university’s ability to anticipate change, drive innovation and advance its mission while reinforcing FSU’s reputation as a leader in technology and digital transformation.

FSU TECHNOLOGY LEADERS SERVING ON ADVISORY BOARDS

Jonathan Fozard: *Florida Government Technology Modernization Council; Microsoft CIO Higher Education Advisory Board; Google CIO Higher Education Advisory Board; Dell CIO Higher Education Advisory Board; Florida LambdaRail Board of Directors and Finance Committee chair*

Bobby Sprinkle: *NebulaOne Higher Education Customer Advisory Board*

Tim Brown: *State Data Center Advisory Board*

Ken Johnson: *Florida Digital Summit Advisory Board; NebulaOne Higher Education Customer Advisory Board*

Bill Hunkapiller: *Proofpoint Healthcare and Higher Education Customer Advisory Board; National Science Foundation Cybersecurity Grant Review Panel*

Rebekah Dorn: *ModoLabs Customer Advisory Board*

Stephen Cotton: *HEUG CRM Committee*

Jorge Vidal: *One of three group leaders for the Snowflake Southeast Higher Education User Group*

Wesley McCall: *Atlantic Coast Conference Technology Committee*

Dan Powell: *HEUG CRM Committee; Salesforce Higher Education Advisory Council*

Giovanni Lopez: *Technology in Business Schools initiatives*

Sathish Sundaramoorthy *Chair and an Advisory Group Member for the HEUG Connected Campus Technical and Reporting Group*

AWARDS, PRESENTATIONS, & RECOGNITIONS

Celebrating excellence, sharing expertise, and advancing the university's mission through professional achievement, thought leadership, and industry engagement.

FLORIDA ORBIE AWARD

FSU Vice President and Chief Information Officer Jonathan Fozard has been named the 2026 Florida Large Enterprise ORBIE Award recipient—the state's most prestigious recognition for technology executives. The award honors CIOs who demonstrate exceptional leadership in leveraging technology to drive innovation and organizational excellence. Fozard's selection highlights his ongoing efforts to modernize FSU's digital infrastructure, expand student internship pathways, and advance transformational technology across the university.

(Carleigh Benscoter / 2026 Florida ORBIE Awards)



FBI CYBERSECURITY CERTIFICATION



Florida State University Chief Information Security Officer Dr. Bill Hunkapiller has completed the FBI CISO Academy, earning one of the most distinguished credentials available in the field of institutional cybersecurity leadership.

Dr. Hunkapiller graduated as a member of Class 21, joining an exclusive cohort of chief

information security officers, FBI cyber experts, and special agents for an intensive program held at the FBI's national headquarters in Quantico, Virginia. The Academy is designed to equip senior security executives with advanced knowledge in cyber threat intelligence, federal law enforcement frameworks, and cross-sector collaboration strategies.

AWARDS & RECOGNITIONS INDIVIDUAL HONORS & RECOGNITIONS

- **Ben Bruce**, Exemplary Service Award in Budget and Financial Services. Provost's Office, 2026.
- **David Pitt**, Core Values Award. Faculty and Staff Hall of Fame Awards, Wertheim College of Business, 2026.
- **Tamara Verheyen**, Technical Staff Member of the Year. FAMU-FSU College of Engineering.
- **Joseph Thomas**, Police Service Award. FSU Police Department.
- **Tim Wolff**, District Employee of the Year. Florida State University Schools.
- **Giovanni Lopez**, "We Choose Excellence" Award (October). College of Business, Florida State University.
- **Sathish Sundaramoorthy**, M.S., FSU Representative & Presenter. BLUEPRINT 4D; Featured Speaker: Fireside Chat with the CIO of Colorado State University.



PHOTO: Award recipients recognized for their outstanding achievements (FSU ITS)

PRESENTATIONS

Bill Hunkapiller, Ed.D.; **Jorge Vidal**, M.S. “AI Risk, Data Integrity, and Trust: What Higher Education Leaders Must Get Right Now.” Florida SUS ERM Summit at FAMU, Tallahassee, FL.

Bill Hunkapiller, Ed.D.; **Bobby Sprinkle**, M.S.; **Alex Brown**; **Ray Jordan**. “Expanding the IT Talent Pool.” e.Republic Florida IT Leadership Forum, Tallahassee, FL.

Bill Hunkapiller, Ed.D.; **Ray Dominguez**; Autumn Mikeal. “The Help Desk as a High-Value Target.” EDUCAUSE Annual Conference, Nashville, TN.

Bill Hunkapiller, Ed.D. “Defending Academia: How University CISOs Are Revolutionizing Campus Security in an Era of Change.” Fal.Con, Las Vegas, NV.

Bill Hunkapiller, Ed.D.; **Ray Jordan**; **Jamie Martin**. “Navigating AI and Cybersecurity in the Public Sector.” Florida Technology Council Florida Government Cybersecurity & AI Summit 2025, Tallahassee, FL.

Bill Hunkapiller, Ed.D. “From Silos to Synergy: Building Whole-of-State AI & Cybersecurity Collaboration.” Florida

Technology Council Florida Government Cybersecurity & AI Summit 2025, Tallahassee, FL.

Bill Hunkapiller, Ed.D. “Truth Over Comfort: Enforcing Risk Tolerance in a Cyber-Aware Organization.” Rocky Mountain Cybersecurity Symposium, Casper, WY.

Bill Hunkapiller, Ed.D. “Florida State University Cybersecurity.” Florida Cybersecurity Advisory Council, Tallahassee, FL.

Bill Hunkapiller, Ed.D. “Florida State University Sets the Standard for Cybersecurity Excellence in Higher Education with CrowdStrike.”

Bill Hunkapiller, Ed.D. Customer Spotlight Roundtable Engagement. CrowdStrike Webinar.

Bill Hunkapiller, Ed.D.; Clifford Stokes Jr., M.S. “Collaboration for Better Government Service Delivery.” Florida Technology Council Florida Government Leadership and Innovation Summit, Tallahassee, FL.

Bill Hunkapiller, Ed.D. Co-presented

“How Customers Benefit by Combining Endpoint and Identity Security.” Fal.Con, Las Vegas, NV.

Bill Hunkapiller, Ed.D. Co-presented “Driving Operational Excellence at Scale in Academia.” Fal.Con, Las Vegas, NV.

Bill Hunkapiller, Ed.D. Co-presented at a CISO panel featuring leaders from enterprise, agency, higher education and local government sectors. Government Technology Florida Public Sector Cybersecurity Summit, Tallahassee, FL.

Bill Hunkapiller, Ed.D. “Building Trust in Cyberspace: Public-Private Partnerships and Cooperation.” Scientific-Practical International Conference on Cyberdiplomacy, Kyiv, Ukraine.

Bill Hunkapiller, Ed.D. Co-presented “CISO Success Stories on Cybersecurity Resiliency Through True Collaboration, Modern Solutions and AI.” EDUCAUSE Cybersecurity and Privacy Professionals Conference, Minnesota.

Bill Hunkapiller, Ed.D. Co-presented “Creating Pathways: Addressing Digital Equity & Inclusion for Students and

Staff.” RTM Business Group, San Diego, CA.

Bill Hunkapiller, Ed.D. Co-presented “Defending Your Data: Keys to Protecting and Managing Institutional, Student and Research Data.” eCampus News Webinar.

Bill Hunkapiller, Ed.D. Co-presented “Enterprise and Third-Party Risk Management on a Distributed IT Campus.” Common Solutions Group Annual Conference, Tallahassee, FL.

Stephen Cotton; **Dan Powell**, MBA. “Unifying Efforts: Cross-Campus Collaboration with Salesforce & Marketing Cloud.” HEUG Alliance, Orlando, FL.

Stephen Cotton; **Rebecca Fullmer**. “Hope or Hype: Examining AI Adoption and Governance in Advancement.” CASE DRIVE, Los Angeles, CA.

Robby Fuselier, MSIT; **Bobby Sprinkle**, M.S. “Elevate Your Institution’s Future with the Power of Google AI.” EDUCAUSE Annual Conference, Nashville, TN.

Robby Fuselier, MSIT. Co-presented

“The Future of Distance Learning in Florida.” FLVC Quality Online Teaching and Learning Event Series.

Robby Fuselier, MSIT. Co-presented “Best Practices in Quality Course Design.” FLVC Quality Online Teaching and Learning Event Series (Panel Moderator).

Robby Fuselier, MSIT. “Supporting AI in Education and Digital Learning.” AIMLX25 (Artificial Intelligence and Machine Learning Expo 2025), Tallahassee, FL.

Robby Fuselier, MSIT; **Darren Brooks**, Ph.D.; **Vanessa Dennen**, Ph.D.; **Paul Marty**, Ph.D. “How AI Is Driving Innovation in Academia.” AI² Summit: Advancing Higher Education Through AI, Orlando, FL.

Robby Fuselier, MSIT. “Florida State University’s Commitment to Veterans.” Florida Online Education Symposium for Service Members, Veterans and Families.

Lee Howell, M.S.; **Rick Burnette**, Ph.D.; **Jeanette Bonne**, Ph.D. Co-presented “How Florida State University Is

Partnering with Steppingblocks to Drive Institutional Success with Graduate Outcomes Data.” Southern Association for Institutional Research (SAIR), Alexandria, VA.

Lee Howell, M.S.; **Heather Epstein-Diaz**, MLIS; **Eclipse Ramsey**, MIS. “HR Compensation Dashboard: A Tool for Equity and Retention.” Florida Association for Institutional Research (FAIR) 2025, Virtual.

Lee Howell, M.S. “Reimagining Recognition: Automating the Thank-a-Professor Program with Microsoft Tools and Python.” SAIR 2025, Alexandria, VA.

Lee Howell, M.S. “Let It Snow: Using Snowflake to Plow Through Pay Equity.” SAIR 2025, Alexandria, VA.

Lee Howell, M.S.; Eclipse Ramsey, MIS, M.S. “Streamlining Data Requests Using Microsoft Power Automate.” Workshop delivered at SAIR 2025, Alexandria, VA.

Jeff Latimer, B.S.; **Jessica Byerly**; **John Breed**. Co-presented “The True Cost of AI in Government” with Google and HP. e.Republic Florida IT Leadership Forum, Tallahassee, FL.

Jeff Latimer, B.S. Co-presented “How to Support the Special Needs of Medical Schools.” Common Solutions Group Winter Meeting 2026, Texas A&M University, College Station, TX.

Bobby Sprinkle, M.S. Co-presented “The Future of AI in Government.” Florida Government Finance Officers Association, Fort Lauderdale, FL.

Bobby Sprinkle, M.S.; **Rick Burnette**, Ph.D.; **Paul Marty**, Ph.D. “Agentic AI in Teaching Use Case.” AI Agentic Conference, Arizona State University, Tempe, AZ.

Bobby Sprinkle, M.S.; **Corey Webster**; **Jim Oligney**. “Zoom Transition Case Study.” EDUCAUSE, Nashville, TN.

Mark Peedin. “Building a Scalable ETL Framework: REDCap to Snowflake to Power BI.” REDCapCon 2025.

Jonathan Fozard, MBA. Subcommittee on Higher Education and Workforce Development hearing titled “Building an AI-Ready America.” Washington, DC.

Jonathan Fozard, MBA. “Transformation in Higher Education in the Age of AI: Organizational and Administrative Considerations.” Global Education Deans Forum.

Kim Grant; **Sathish Sundaramoorthy**, M.S. “Smart Security: AI-Driven Protection for Direct Deposit Access.” HEUG Alliance 2026 Conference.

Jonathan Banks. “Human Capital Management Systems Birds of a Feather.” HEUG Alliance 2026 Conference.

Jonathan Banks. Chair, HCM Systems Community of Practice for HEUG. HEUG Alliance 2026 Conference.

Sathish Sundaramoorthy, M.S. “Cracking the Transcript Barrier: Auto-Importing Transcripts Using AI and LLMs.” HEUG Alliance 2026 Conference.

Sathish Sundaramoorthy, M.S.; **Joshua Moore**. “Automation of the Bill Cycle.” HEUG Alliance 2026 Conference.

Nick Mayernick. “Implementing GL Journal Workflow in myFSU FI.” HEUG Alliance 2026 Conference.

Jonathan Weiss. “Integration and Automated Workflows: Our Experiences with Decisions.” HEUG Alliance 2026 Conference.

Alex Townsend. “Containerized Research Computing.” FLR Annual Meeting.

Lee Howell, M.S. “Metrics Strategies: Aligning Data, Tactics and Purpose for IR Success.” AIR Forum 2026.

Lee Howell, M.S. “Beyond the Numbers: Faculty Achievement in Fine Arts.” AIR Forum 2026.

Bill Hunkapiller, Ed.D.; **Clifford Stokes Jr.**, M.S. “Digital Forensics as a Cross-Functional Investigative Tool: Empowering Law Enforcement, HR, Audit and Compliance.” Rocky Mountain Cybersecurity Symposium.

Sathish Sundaramoorthy, M.S.; **Jen Swain**; **Kimberly Grant**; **Leah Paul**. Panel discussion: “Invisible Inputs, Visible Impact: AI Transformations in Enterprise Systems.” HEUG Alliance 2026 Conference.

Bobby Sprinkle, M.S.; **Paul Marty**, Ph.D.; **Rick Burnette**, Ph.D. “Deploying Classroom Agentic Learning Tools That Adapt, Engage and Transform.” Agentic AI and the Student Experience.

Rebekah Dorn, Ph.D. “Metrics for Success.” Common Solutions Group, Texas A&M University, January 2026.

Rebekah Dorn, Ph.D.; **Jonathan Fozard**, MBA; **Paul Marty**, Ph.D. “Now, Near, and Next: Skills for the AI Frontier

Organization.” EDUCAUSE 2025.

Rebekah Dorn, Ph.D. “Aligning IT Across Campus.” Common Solutions Group, Princeton University, September 2025.

Rebekah Dorn, Ph.D.; **Andrea Dial**. “Strategic Service Models.” IT Efficiency Roundtable (Online), July 2025.

Rebekah Dorn, Ph.D.; **Andrea Dial**. “IT Alignment and Cybersecurity Day.” Colorado State University IT Town Hall (Online), April 2025.

Rebekah Dorn, Ph.D.; **Kathy Wilkes**; **Grace Bayliss**, M.S.; **Kyla Cacoilo**. “User Experience Career Panel.” UX Collective, April 2025.

Rebekah Dorn, Ph.D. “Change Management: The Secret Ingredients to Success.” Common Solutions Group, January 2025.

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