



RISE TOGETHER

FSU | INFORMATION
TECHNOLOGY SERVICES

SPECIAL GUESTS




Richard McCullough
President
Florida State University



James Clark
Provost & Executive Vice President
Florida State University

WHO IS ITS?

FSU | INFORMATION
TECHNOLOGY SERVICES



**WE
ARE
ITS**

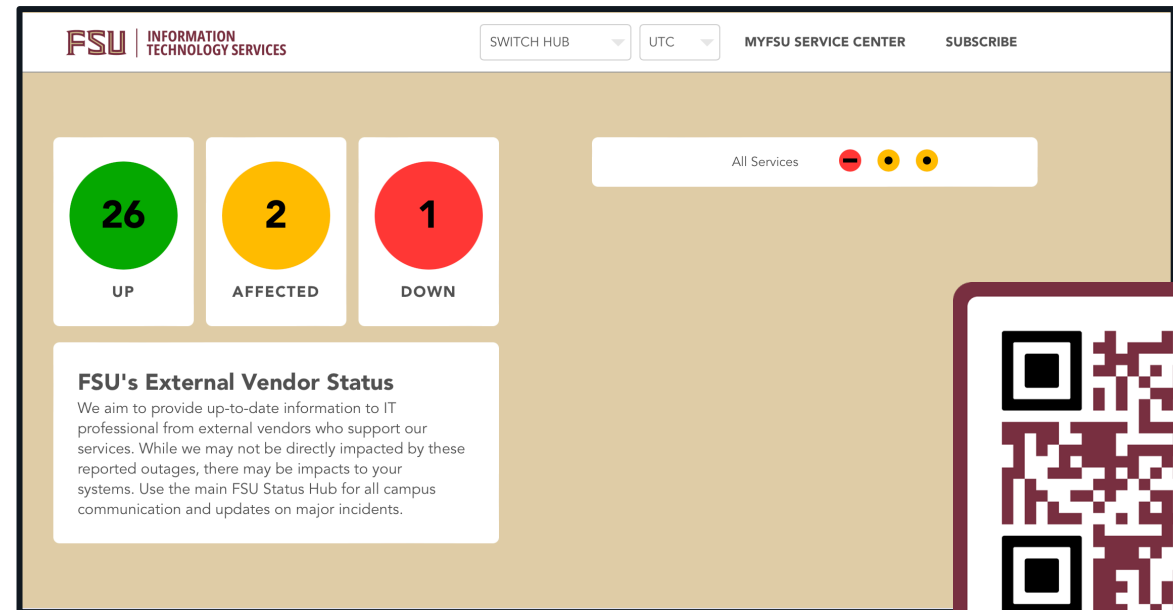
Want to tell us why you enjoy working for ITS? Stop by our interview booth at the RISE Together Showcase and tell us your story, because we are ALL ITS.

Join us in the lobby to tell us your story!

STATUS HUB FOR IT PROS PILOT

- Internal StatusHub for IT Professionals
- Uses APIs from vendor status pages
- Subscription options for notifications by service

SERVICE NAME	TODAY	MAR 27TH	MAR 26TH	MAR 25TH	MAR 24TH	MAR 23RD	MAR 22ND
Amazon Web Services (AWS)	●	●	●	●	●	●	●
Adobe	●❗	●❗	●❗	●❗	●❗	●	●❗
Appspace	●	●❗	●❗	●	●	●	●
Azure	●	●	●	●	●	●	●
Canva	●	●	●	●	●	●	●❗
Canvas Instructure	●	●❗	●❗	●❗	●	●	●
Cisco Umbrella	●	●	●	●	●	●	●
CrowdStrike	●	●	●	●	●	●	●
DocuSign	●	●	●❗	●	●❗	●	●
Duo Security	●	●	●	●	●	●	●
Dynatrace	●	●	●	●	●❗	●❗	●



Interested in joining the pilot?



ITS VETERANS' PLAQUE



Bronze
plaque
installed
outside
TSB

Future
on-site
dedication



CIO UPDATE

FSU

FSU | ADMISSIONS

ENROLLED FIRST-YEAR CLASS OF 2028

79,502

TOTAL APPLICATIONS



18,953

ADMITTED STUDENTS
(FALL + SUMMER)



5,905

ENROLLED
(FALL + SUMMER)

6%

APPLICATION
INCREASE
OVER 2023



INCREASE IN
FL, NON-FL
AND INTL
APPLICATIONS

25%

FIRST
GENERATION

75%

RANKED TOP 10%
IN HS CLASS

62%

ALL A/B HS
GRADES

10%

HIGH SCHOOL
AA DEGREE

TOP AREAS OF STUDY

1. BUSINESS 2. BIOLOGY 3. EXPLORATORY 4. ENGINEERING
5. POLITICAL SCIENCE

TOP STATES

1. Georgia
2. New York
3. New Jersey
4. Texas
5. Illinois

TOP FL COUNTIES

1. Miami-Dade
2. Broward
3. Palm Beach
4. Hillsborough
5. Orange



65

FLORIDA
COUNTIES



44

U.S. STATES & DC,
GUAM, PR

1,366

U.S. HIGH
SCHOOLS



33

COUNTRIES



RESearch & INSTRUCTION

INNOVATION & MODERNIZATION

SECURITY & COMPLIANCE

ENGAGEMENT & STUDENT SUCCESS

2024 Gartner Eye on Innovation Awards

Honored to be a top innovator for 2024



Building a Culture of Innovation & Change

Jonathan Fozard
CIO, Florida State University

December 19, 2024

Jonathan Fozard is a culture-focused innovation leader passionate about fostering collaboration and driving impactful change. With over two decades of technology leadership experience, he currently...

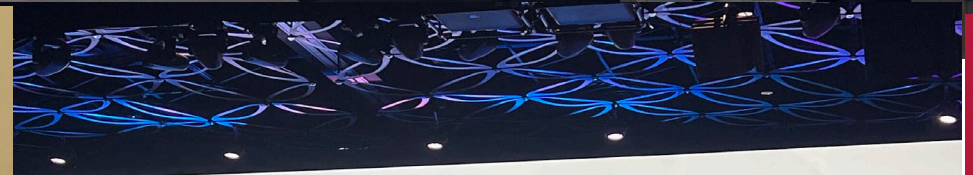


Empowering the Next Generation of IT Leaders

Tom Murphy
SVP IT and University CIO, University of Pennsylvania

December 19, 2024

Named Penn's first SVP & University CIO in 2013, Tom Murphy is responsible for the central IT organization that plans for, builds, acquires, develops and...



Florida State University

- The Most Important Asset**
- Each person has a PD and retention plan.
 - IT bonus plan with funding
 - Hundreds of staff participating
 - Retention is at an all-time high

Solution Spotlight
2025 EDUCAUSE TOP 100



EDUCAUSE



Lessons Learned

Takeaways from our journey:

- Use copy into instead of direct load
- Create separate query compute instances for each user group
- Create separate load compute instances for each source
- Before loading begins create a framework that facilitates governance &



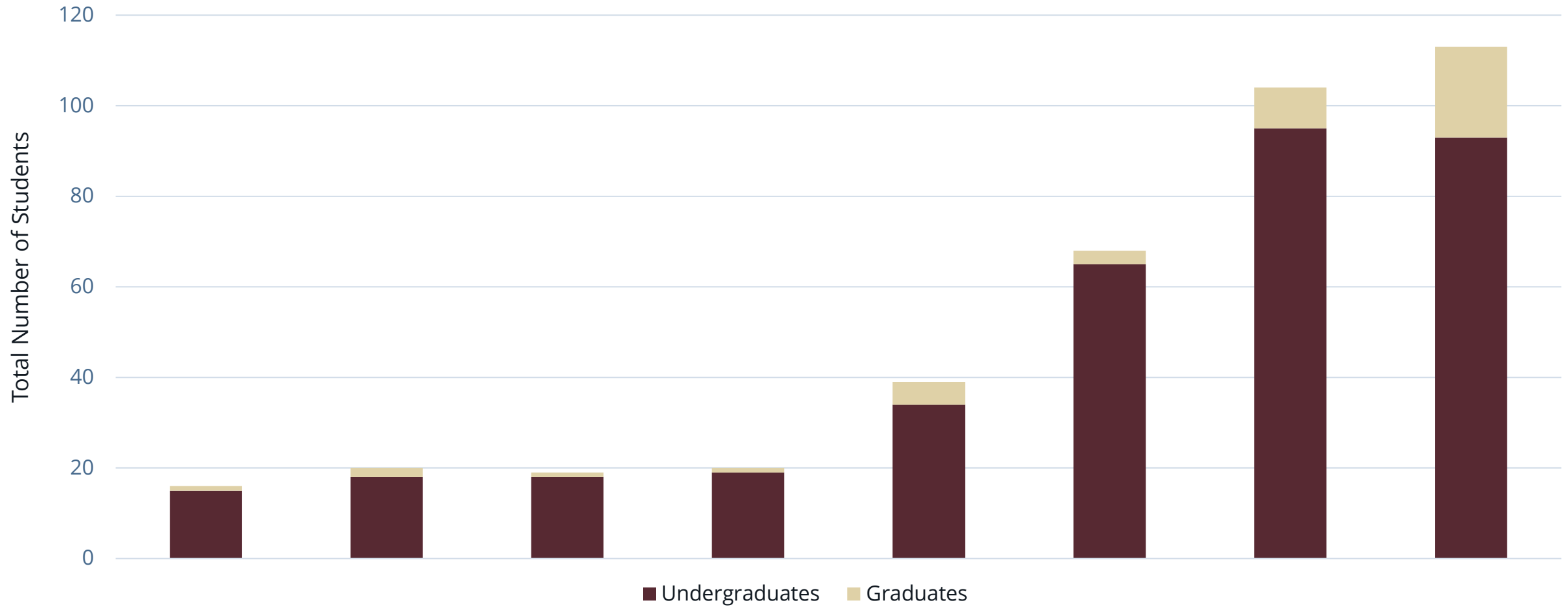
"Digital Transformation of Coastal Marine Labs' Reservation System with Salesforce"

Presenters: Sridhar Vaggu and Amol More



Discover how we transform Coastal Marine Labs' traditional reservation system into a streamlined digital solution using the Salesforce Platform. This session will cover our strategic approach, challenges, and innovative solutions we developed. We aim to significantly improve efficiency, accuracy, and UX by digitizing the reservation process. See how this project will transform our lab and lead the way in digital change for education and research. Join us to learn more about its profound impact.

ITS INTERNSHIP PROGRAM (PER SEMESTER)



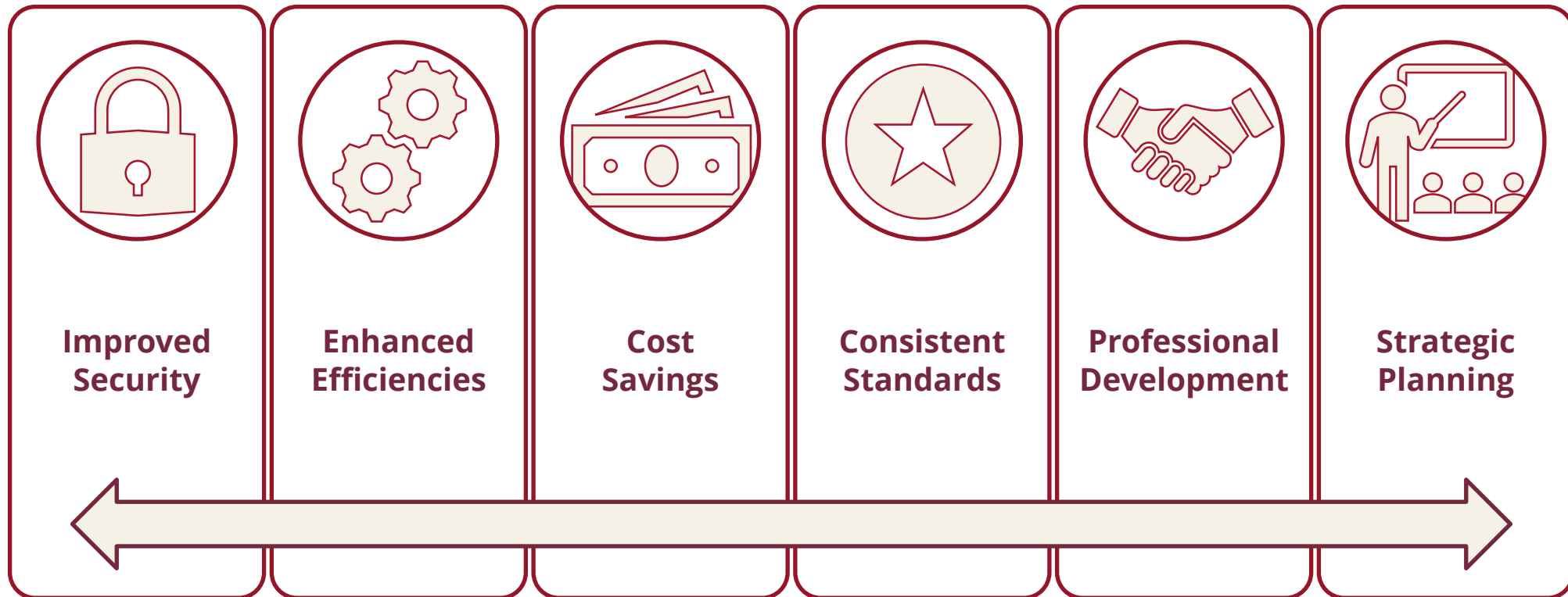


TRANSACTIONAL

TRANSFORMATIONAL

IT ALIGNMENT OVERVIEW

The FSU technology alignment supports the expanding role ITS is taking on in the advancement of technology resources at FSU and will help the university better achieve its strategic goals



IT ALIGNMENT CURRENT STATUS (AS OF APRIL 2025)

COHORT 1 – AUG 2, 2024

- University Libraries
- Office of Research
- College of Fine Arts
- College of Music
- College of Communication and Information
- College of Nursing
- ISPA

COHORT 2 – OCT 25, 2024

- College of Medicine
- College of Social Sciences and Public Policy
- CEHHS - FSUS

COHORT 3 – DEC 6, 2024

- Mag Lab
- Athletics

COHORT 4 – FEB 28, 2025

- Center for Prevention & Early Intervention Policy
 - Advancement
 - Criminology
 - Student Affairs
- University Health Services
 - Center for Global Engagement
 - Career Center
 - Housing
 - Campus Recreation

COHORT 5 – May 9, 2025

- Ringling
- Mag Lab
- Florida Institute of Government
- University Relations [TENTATIVE]

COHORT 6 – JUN 20, 2025 [PROPOSED]

- TRACS

COHORT 7 – AUG 1, 2025 [PROPOSED]

- FCRR
- CIMES
- ELVIS

AREAS STILL TO BE SCHEDULED [WITHIN FINAL COHORTS 5-7]

- Arts & Science
- Finance & Administration
- Admissions/Enrollment/Records

ONE TEAM | ONE GOAL | FOCUSED LANES



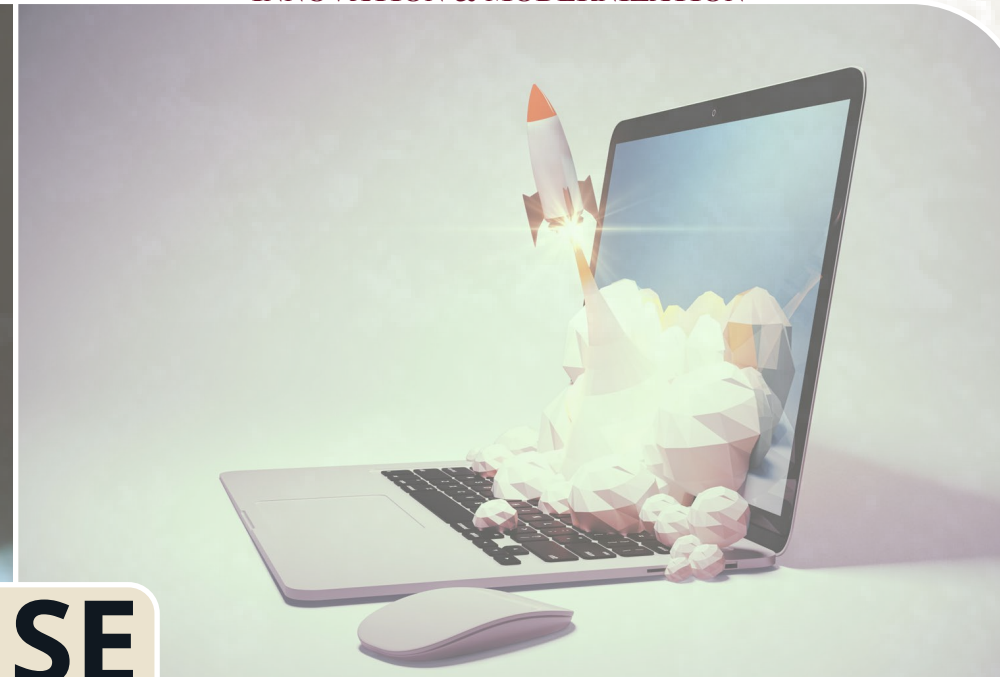




RESEARCH & INSTRUCTION



INNOVATION & MODERNIZATION



RISE
together

FY 25-26 Focus Area Highlights



SECURITY & COMPLIANCE



ENGAGEMENT & STUDENT SUCCESS

RESEARCH & INSTRUCTION

- Enhance faculty & research and accessibility support services
- Increase AI capabilities, training, & guidelines
- Expand research computing capabilities to support interdisciplinary and high-performance workloads
- Secure long-term digital learning platform agreement
- Advance our secure, real-time data-sharing environment beyond FSU to allow for broader research opportunities
- Advance classroom technology standards to align with emerging hybrid and immersive teaching practices
- Explore and launch a unified Electronic Health Records & Electronic Medical Records ecosystem to enable greater collaboration

INNOVATION & MODERNIZATION

- Embed secure AI agents into enterprise services to support automation and data-driven decision-making
- Modernize infrastructure by replacing legacy networks, firewalls, and other critical technology aspects with future-ready technologies
- Align foundational technologies to optimize efficiency and scalability, supporting long-term growth and innovation
- Pilot new immersive technologies (AR/VR) for athletics, campus labs, orientation, tours, and required training
- Complete the ERP Readiness Assessment and use it as a foundation to develop our campus strategy and outline the next steps for FSU roadmaps



- Deploy the inaugural campus-wide cybersecurity training to empower our community with the knowledge to protect data, systems, and intellectual property
- Strengthen identity and access management through an automated role-based architecture approach
- Establish robust data agreements that unlock access to the latest AI tools for use across the university
- Expand IPS and endpoint protection capabilities to enable real-time detection and automated responses to critical threats
- Lead new collaboration efforts around cybersecurity and data compliance across the SUS and State of Florida

- Expand our ITS internship program by providing new technology opportunities beyond campus boundaries
- Transform the enrollment process and online advising capabilities through the continued expansion of Stellic
- Host AI and Cloud Days to foster innovation and thought leadership around the transformative potential of IT
- Expand AI chatbots to provide 24/7 student services, advising, academic, and community support
- Launch a myFSU redesign that is accessible, intuitive, and personalized to increase digital engagement
- Embed digital micro-feedback loops to measure satisfaction and enable continuous improvements

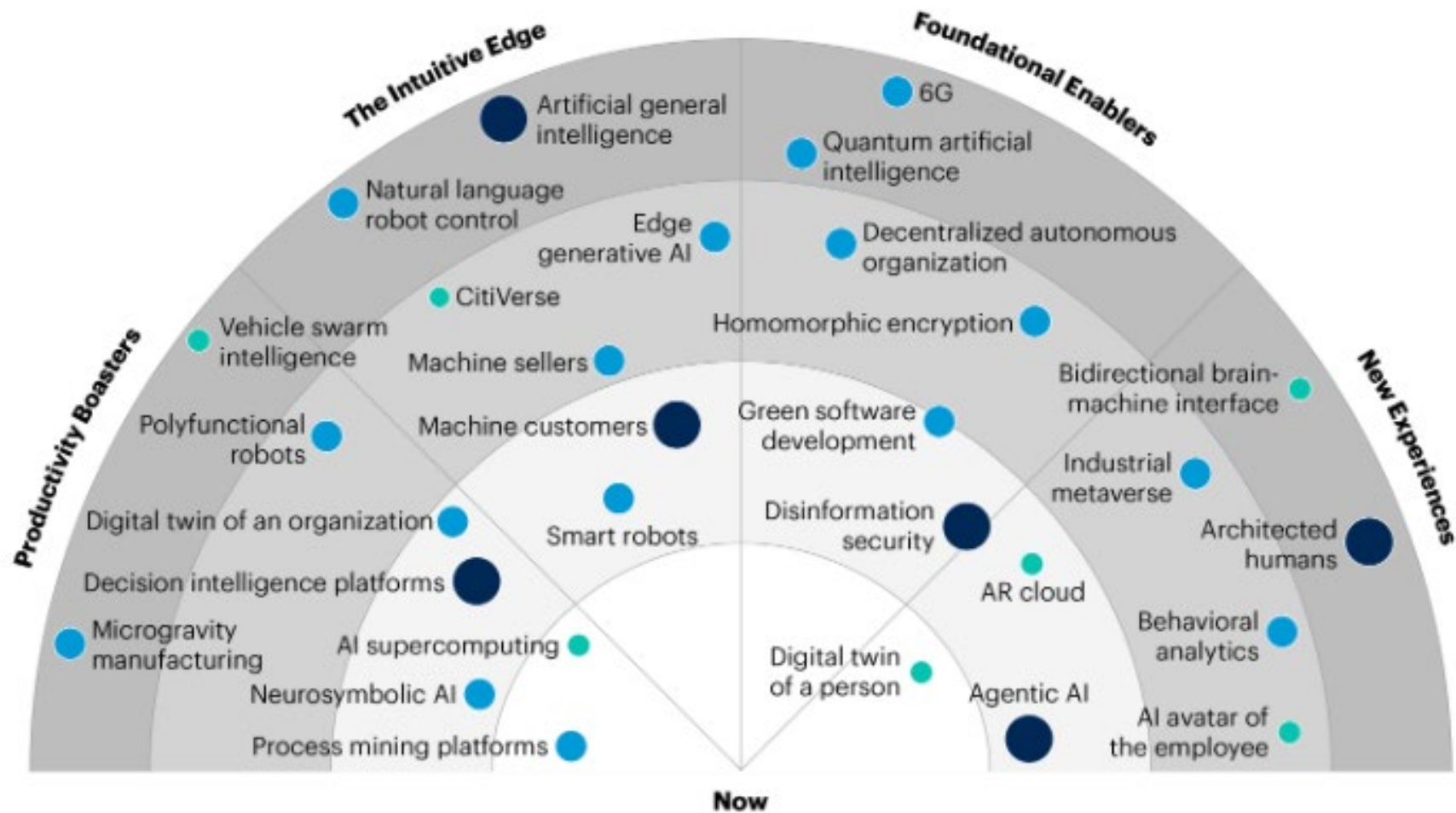
SECURITY & COMPLIANCE

ENGAGEMENT & STUDENT SUCCESS

Emerging Technologies Adoption Radar, 2025

Range: 1-3 years 3-6 years 6-8 years 8+ years

Mass: Low impact Medium impact High impact



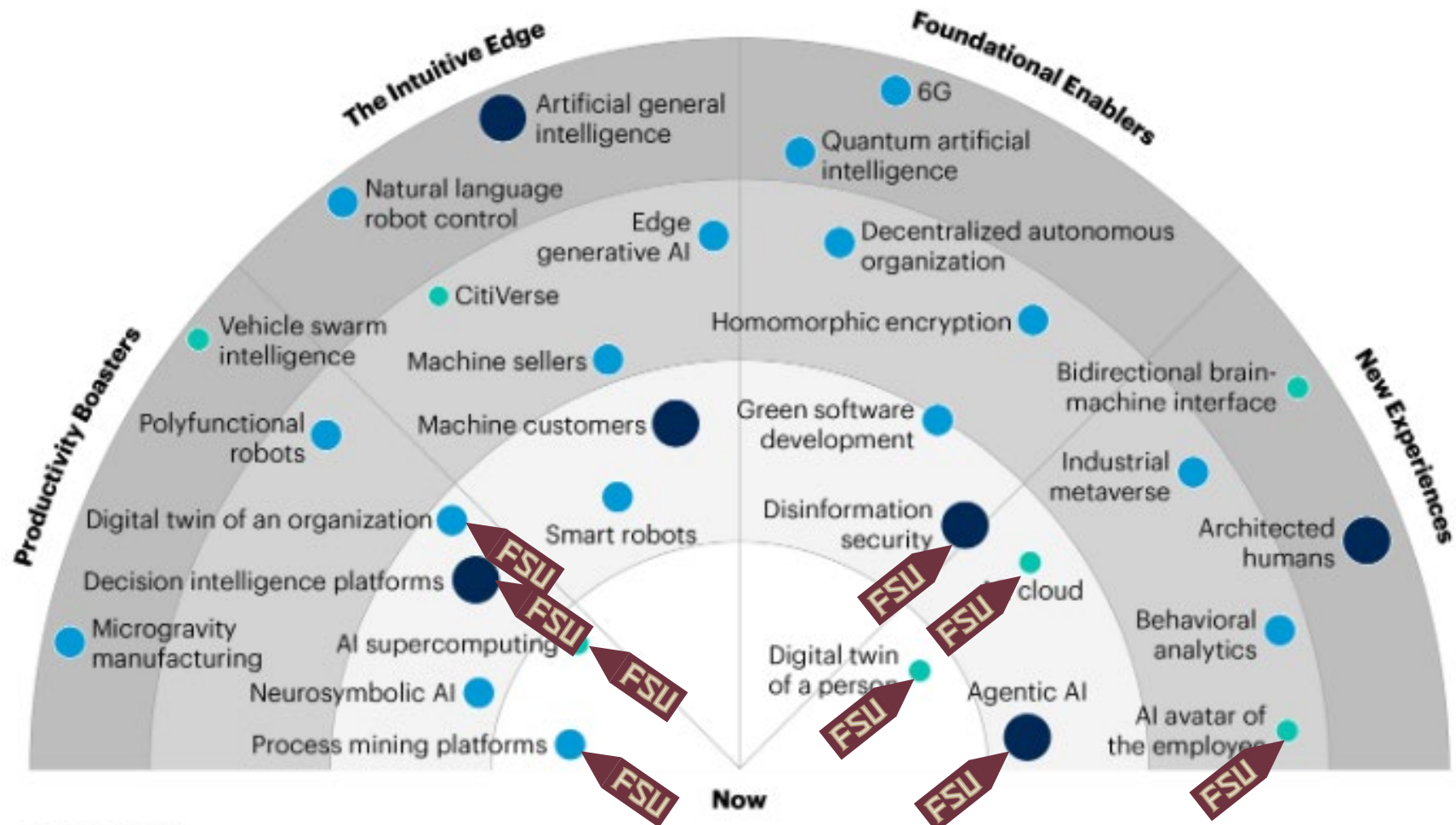
Source: Gartner

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Source: Gartner

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Our AI strategy is centered on delivering secure, reliable, and accessible solutions that empower every member of our campus community.



WHAT DOES THAT MEAN?



Microsoft

Introducing Microsoft 365 Copilot—A whole new way to work

Microsoft 365 Copilot

Generating output

The most powerful productivity tool on the planet...

Microsoft 365

Amazon

AWS and NVIDIA

GPU power from the cloud to the edge

Apply for a free trial with NVIDIA on AWS

What's New

Model training and AI coded annotation of medical images with the NVIDIA Clara-TX application development framework on AWS

Read the blog

AWS and NVIDIA

Overview

AWS and NVIDIA have collaborated for over 13 years to create a powerful, cost-effective, and flexible GPU-based solution for customers. These innovations span from the cloud with NVIDIA Cloud on Amazon EC2 instances, to the edge, with NVIDIA Jetson Nano modules.

Workloads

Customers around the world are using AWS and NVIDIA solutions for machine learning (ML) virtual workloads, high performance computing (HPC), and AI services. Amazon EC2 instances powered by NVIDIA GPUs deliver the solution performance needed for ML, training, and inference. Flexible remote virtual workloads, and powerful HPC computations. At the edge, customers can use NVIDIA Jetson Nano to extend a wide range of AWS cloud services to NVIDIA based edge devices so the devices can act locally on the data they generate.

Virtual Workloads

High Performance Compute

Internet of Things

Case Studies

Services

Additional Resources

Adobe

Ai

Adobe MAX

Snowflake

Data Warehouse

Data Lake

Data Engineering

Data Exchange

Data Applications

Data Science

Google

Salesforce

The Connected Campus

Prospects Faculty & Staff Parents Students Alumni Donors Companies

#1 CRM for Higher Ed

#1 CRM & Apps

#1 Cloud Platform

Recruiting & Admissions Student Success Advancement

HEDA

Sales Services Marketing Community Analytics Apps Commerce Ops

CRM

External Systems

SIS, LMS, HR, Housing, GL, HCM, Financial Aid, Degree Audit, Mail, Plans, Payroll

COMMUNITY

Best Practices

Hub & Events

Trailhead

Partner Ecosystem

Zoom

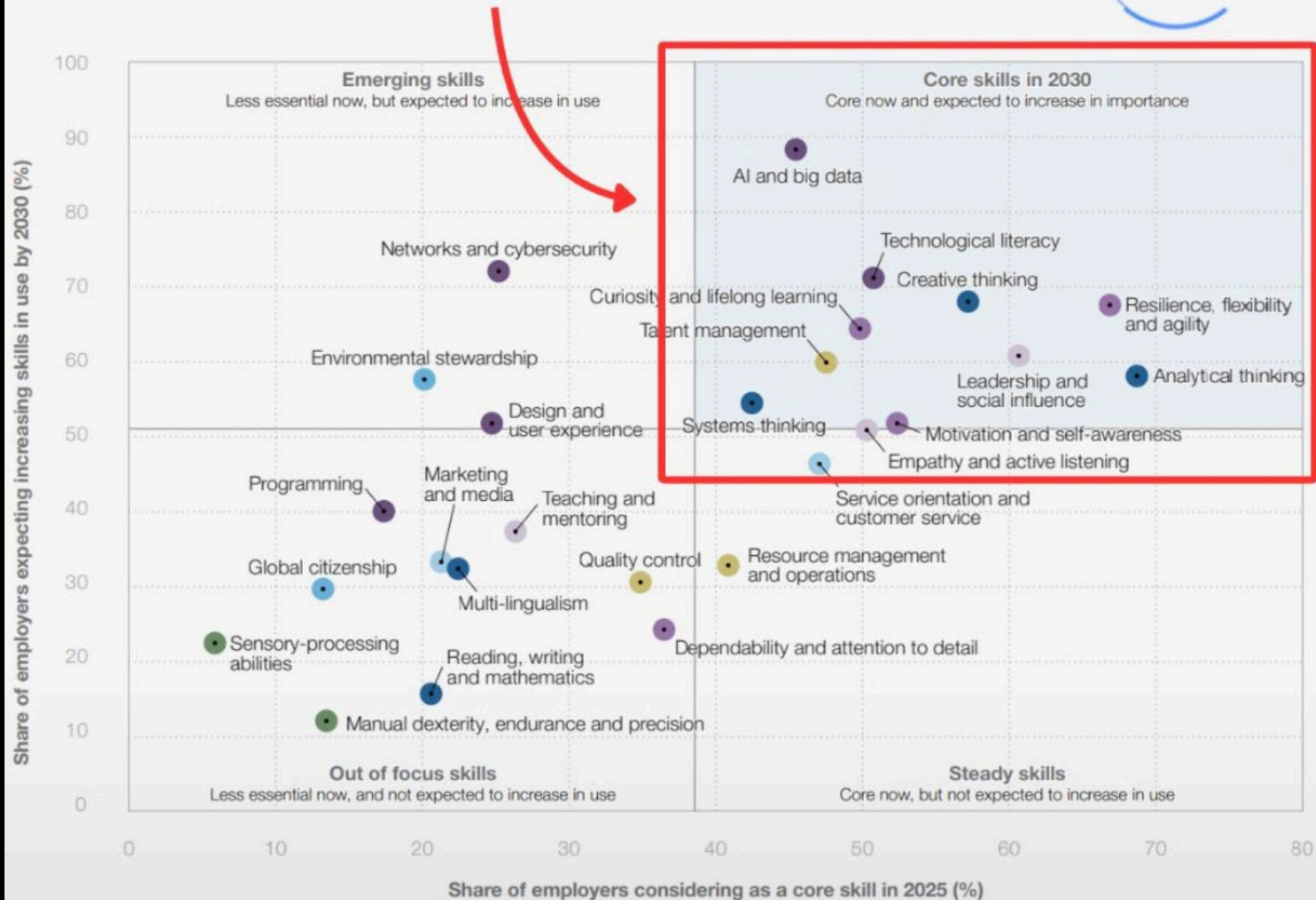
Decisions

Automate anything. Change everything.

Software development that seamlessly merges AI tools, rules engines, and workflow management to automate and accelerate any business process. No code required.

REQUEST A DEMO

Core Skills in 2030



SOLVING PROBLEMS TOGETHER

IT Roundtable

- ITS Updates
- “Round the Room” Idea Sharing
- Collaborative Group Feedback
- Networking
 - In-Person Meeting
 - On-Campus Location

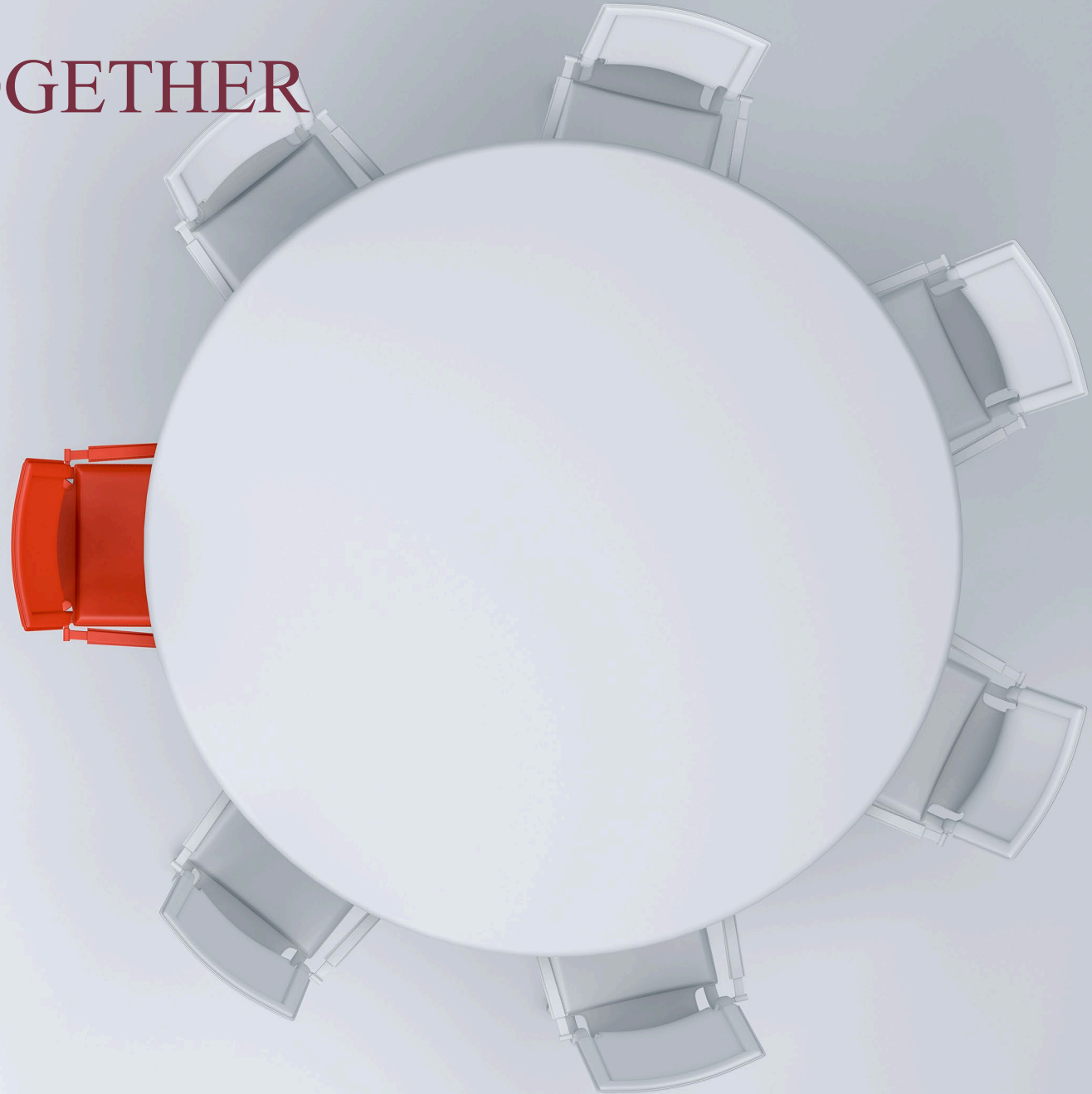
Updated Meetings

- September
- November
- February
- April

SOLVING PROBLEMS TOGETHER

Collaborate to Solve Problems,
Explore Interests, and Stay
Updated on New Technologies!

- How to create a group
- Current Groups
- Criteria to Create New Groups



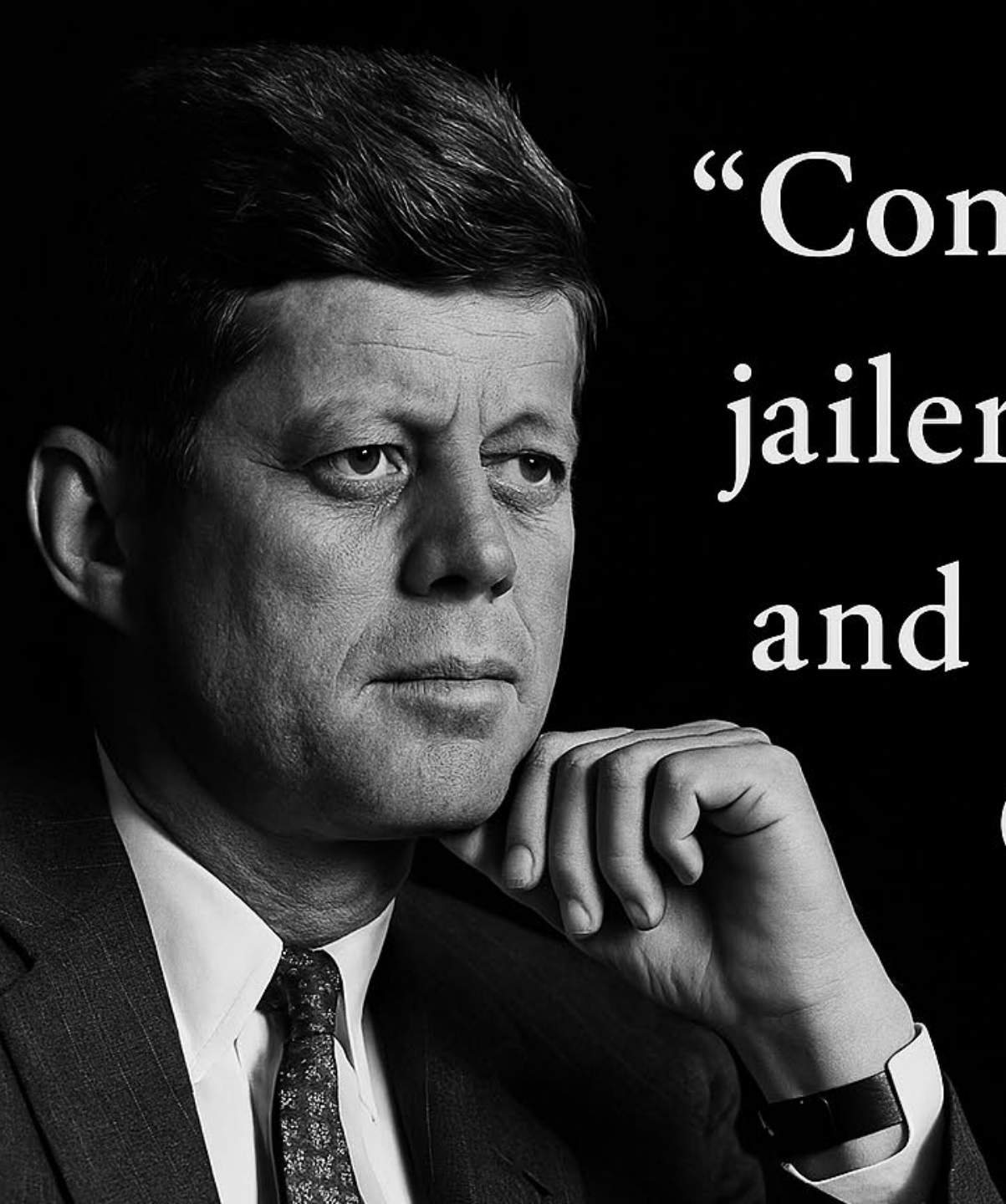


We Rise Together





2030



“Conformity is the
jailer of FREEDOM
and the enemy of
GROWTH”

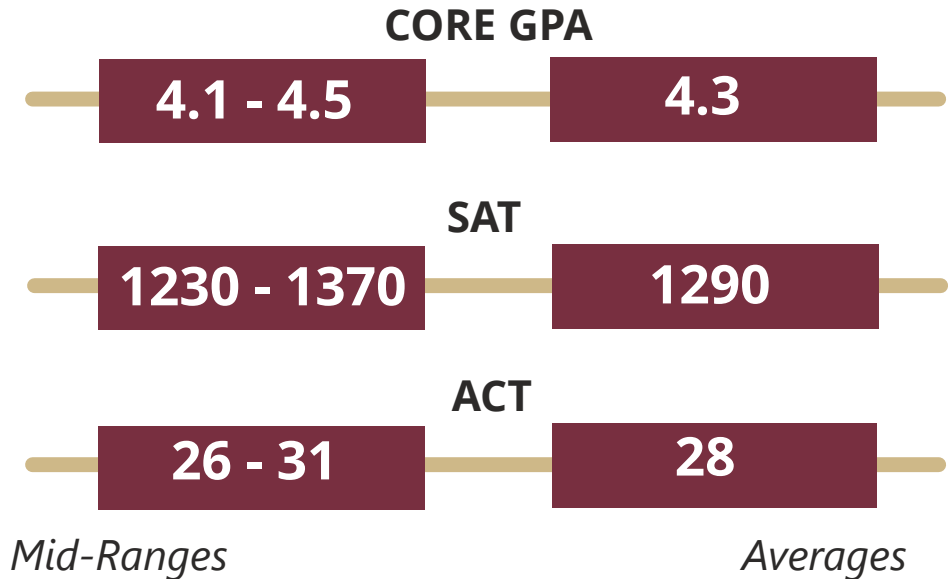
—John F Kennedy



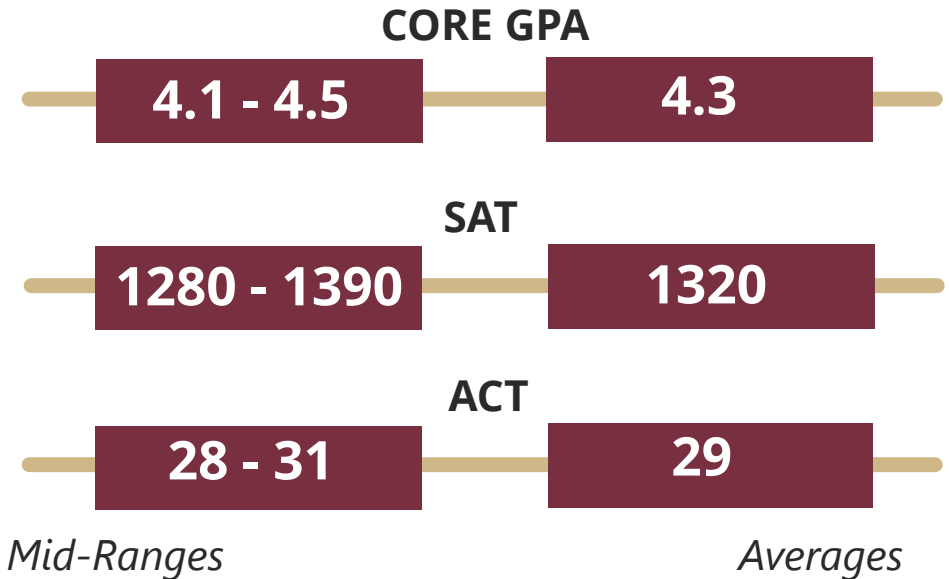
4 MINUTE MILE

ACADEMIC PROFILE COMPARISON

All Summer/Fall 2023 Enrolled Students



All Summer/Fall 2024 Enrolled Students



FSU HEALTH UPDATE



Tallahassee, FL



Panama City, FL

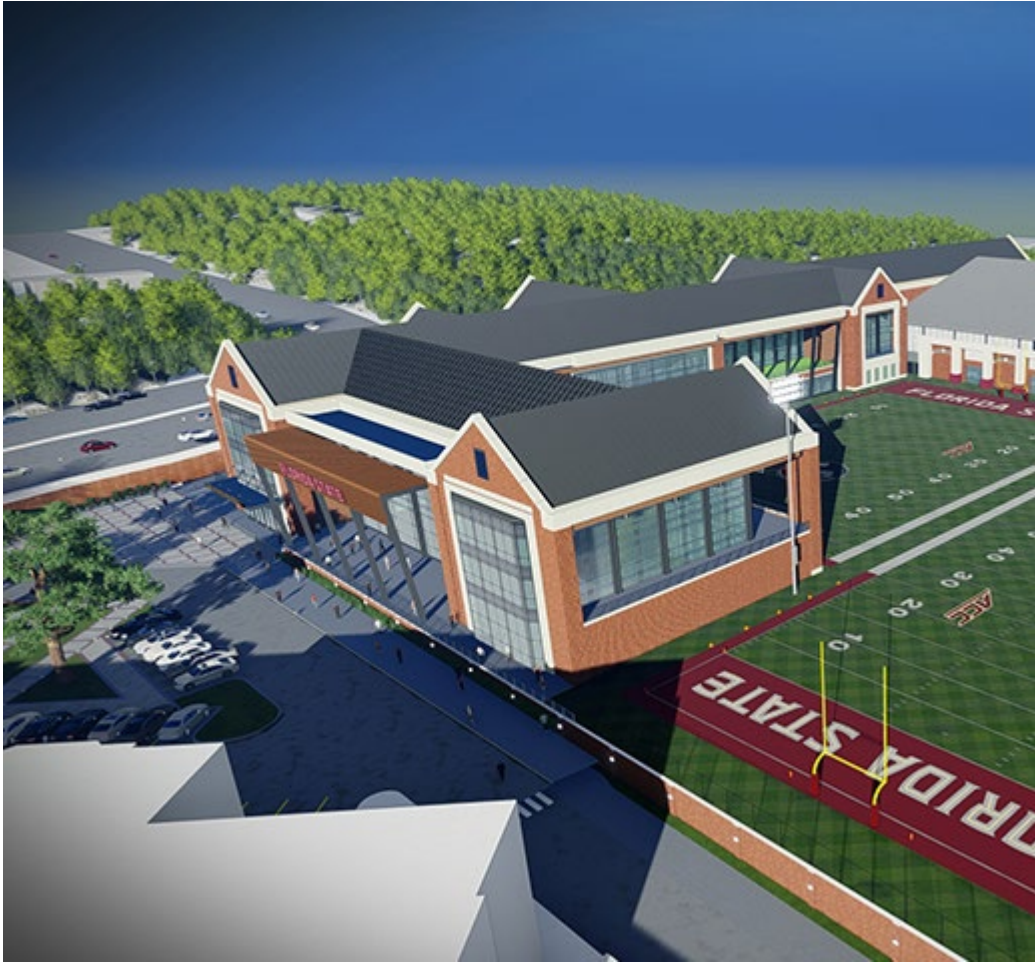


TURNBULL CONSTRUCTION



LEGACY HALL





ATHLETICS RENOVATIONS



CHANGES TO TSB ENTRANCE

- A renovated lobby and modern welcome experience will greet visitors to the Technology Services Building
- Features:
 - Back-lit welcome signage
 - ADA-compliant front desk
 - New storefront windows
 - Digital signage displays
 - Smart check-in and nametag kiosk



ARTIFICIAL INTELLIGENCE POLICY

Policy will include:

- An Introduction to AI policy framework
- Key objectives for ethical AI use.
- Compliance requirements and guidelines
- Finalized policies, standards, FAQs will be hosted on website
- <https://ai.fsu.edu/>
- Finalized draft expected April 2025
- Guidelines for faculty and students in the classroom



PROJECT INTAKE AND GOVERNANCE

New Project Request and Governance Processes

New Project Requests

- Submit request through MyFSU Service Center
- Select Project Management as the service
- Starts process for information gathering
- Review by Project Review Team
- Decisions by ITS Project Governance Committee

ITS Project Governance

- Meets bi-weekly
- Review new requests
- Review ongoing projects
 - Sets priorities for ITS

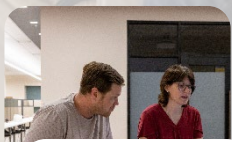
Training sessions and detailed information will be provided during April and May

EMPLOYEE GROWTH & DEVELOPMENT

2,500+
hours of
professional
development
in 2024

Investing in our staff

ITS focuses on the full life cycle of its employee and developing their skills. Professional development opportunities include the RISE Together Showcase, MOR Leaders program and ITS Professional Development Bonus Plan.



Onboarding

Get to know the team and resources



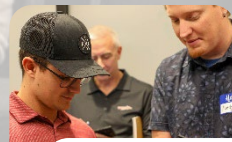
Understanding

Attend monthly meetings for important updates



Learning

Collaborate to expand knowledge on a variety of topics



Developing

Gain skills to be the manager your team needs you to be



Building

Advance your leadership and strategic thinking skills



Specializing

Focus on your technical training



Applying

Strive toward goals of professional certifications

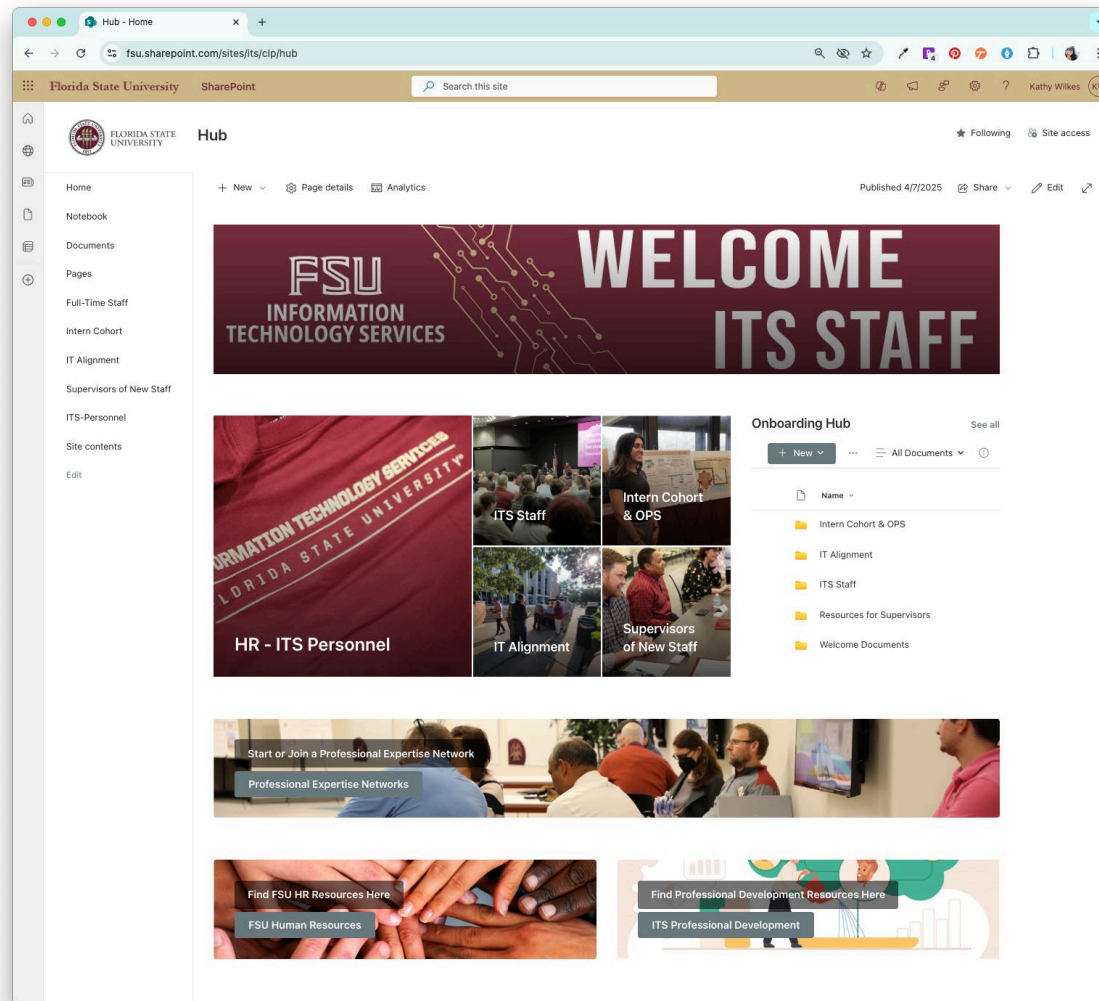
A light gray background featuring a subtle, repeating pattern of white circuit lines and nodes, resembling a printed circuit board (PCB) design.

CULTURE OF LEARNING

Doing great on projects
Focusing on You
Reskilling & Process Improvement



ONBOARDING HUB RESOURCES



- Resources to assist supervisors with onboarding new staff
- Resources for new staff to become better acquainted with ITS
- HR resources to help you be successful