



# PURSUITS

January 2026

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## Putting the 'MY' in myFSU Portal

After months of feedback, design and testing, the redesigned myFSU Portal is now live! The new portal offers a cleaner, more intuitive and personalized experience with features like a Quicklink Hub, customized content, campus news and an improved search to help you find what you need faster. A special shout out to the **Custom Application Design** team for their years of hard work on this project!

See the New Portal

## ITS News

### ITS Incidents Reporting Quick Guide

Major outages (e.g., business-critical services such as network, authentication, email, PeopleSoft) should be reported immediately by calling the ITSM on-call line at **850-644-7406** to engage a major incident manager. For non-major outages that still require communications (StatusHub posts), during business hours email [IncidentReporting@fsu.edu](mailto:IncidentReporting@fsu.edu) or after hours call the Integrated Communications on-call line at **850-644-7416**. Please note that the incident reporting email and Major Incident Teams channel are not monitored after hours. When in doubt, notify ITSM and Integrated Communications early and check [status.fsu.edu](https://status.fsu.edu) for live updates.

ITS Major Incident Process Checklist

### BlueCat DDI Implementation

Starting on January 20, ITS will begin implementing BlueCat DDI across the FSU network, unifying DNS, DHCP and IPAM into a single, automated solution. The consolidation enables faster deployments, enhanced security and simplified scalability. The upgrade, which will be completed in two phases, is not expected to cause any network outages and is expected to be seamless to the FSU community. Planned maintenance windows can be viewed on the ITS BlueCat Upgrade webpage.

Find Out More

### New Transcript Automation Form Streamlines Data Input

In December, FSU Student Application Services launched an AI-powered transcript automation form that speeds up the ingesting and loading of transcripts so students see hours and prerequisite credits posted more quickly. The tool analyzes incoming transcript data and maps it to the correct registrar fields, cutting staff data-entry time and reducing manual errors. The form also serves as a proof-of-concept for broader institutional automation by demonstrating how routine workflows across campus can be streamlined. A second automated form developed with Athletics will roll out this month.

Read More

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## Grow with ITS Professional Development

The ITS Professional Development Committee coordinates monthly events, curated training tracks and university-wide opportunities to help ITS employees grow their skills. Offerings include general training (e.g., communication, customer service), the [ITS Professional Development Bonus Plan](#) (i.e., eligible awards for staff learning) and exclusive ITS events. Upcoming sessions include:  
January 22 — From Agenda to Action: Meeting to Reach Your Team’s Needs  
January 28 — AI Literacy Training

[Learn More](#)

## Computer Tutors Offers Hands-On IT Certifications

Computer Tutors offers first-rate courses designed to help employees earn industry certifications and build marketable skills. Taught by dedicated and experienced educators, the classes combine proven teaching strategies with hands-on labs and practical examples. Learn more about course offerings and certification pathways on the Computer Tutors website.

[See the Schedule](#)

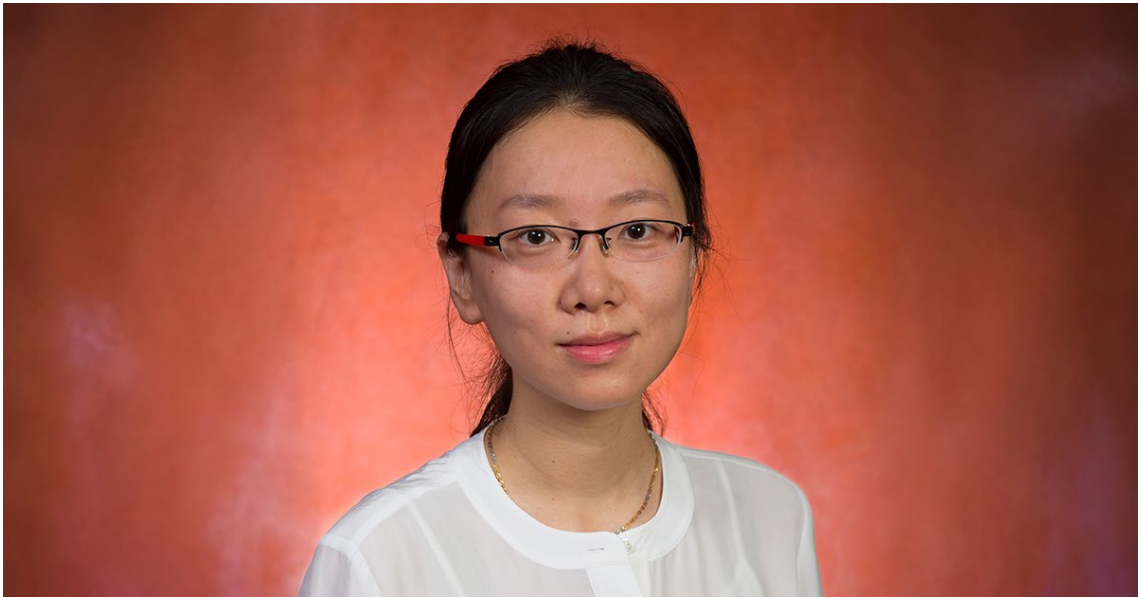
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## Submit Articles for *PursuITS*

Whether it is an event your team is planning, an award your employee received or a project update, we want to hear from you. Submit today for your chance to be featured in next month’s edition of *PursuITS*!

[Submit Here](#)

**@FSU**



## RCC Spotlight: Dr. Qian Zhang

Dr. Zhang joined FSU in 2015 and develops methods for modeling longitudinal change and robust causal inference. Her work enables “precision support” in education and clinical settings by identifying who needs tailored interventions and why. Her lab combines rigorous approaches to measurement error and variable selection with machine learning and high-performance computing to run large-scale simulations that produce results that inform policy and resource allocation.

[Read More](#)

## We Are IT



# We Are IT | Meet Sara Mischler!

**Sara Mischler** joined ITS six years ago and now serves as the outreach coordinator and intern program director. In this role, she plans campus engagement events and has grown the intern program from 12 to more than 120, helping many students launch careers and return to ITS as full-time staff. Sara thrives when collaborating and building programs that connect students with hands-on experience and campus resources.

Meet Sara

## Happy Anniversary!

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

### 10 Years

Amber Dunlap

### 5 Years

Wes McCall

Jack May

Tyler Teagle

Samantha Sellers

Brendan Guinn

### 1 Year

Dakota Van Aulen

Kelly Aycock

Martin Mortensen

Oluwole Adebusuyi

Saeed Sheikh

Justin Scinicariello

Jeremy Brown

David Brown

Michael Zagorac

## Shout Outs

### Corey Webster and Christopher Cloud Restore Critical Research Files

Last month, a research team discovered their critical files had disappeared, wiping out years of work and thousands of hours of effort. **Corey Webster** and **Christopher Cloud** identified the issue within minutes, traced what happened and restored the files from backup, leaving the researchers ecstatic. Shout out to Corey and Chris for their excellent work, which reflects ITS's RISE values and the service-driven culture that helps advance FSU's research mission.

## Count IT

# 958,799

pageviews on the ITS website in 2025

## Join IT



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

[IT Support Specialist](#)  
[InfraOps Reliability Administrator](#)  
[Senior Network Engineer](#)  
[Program Director, Media, Communications & Marketing](#)

## Calendar



MLK Jr Day  
01/19



FSU Day at the  
Capitol  
01/21



AI Day at the  
Capitol  
01/22



**FSU**  
**INFORMATION**  
**TECHNOLOGY SERVICES**

### Questions?

We are here to help. Contact the ITS Service Desk at 850-644-4357 or [its.fsu.edu/help](https://its.fsu.edu/help).

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