

# Navigating ITS Alignment and Finding Your Place in ITS Community

Presented by Alex Barstow, Andrea Dial,  
Sara Mischler, Lisa Smith, & Kathy Wilkes

# Overview

Introductions

ITS Alignment

Getting to Know ITS

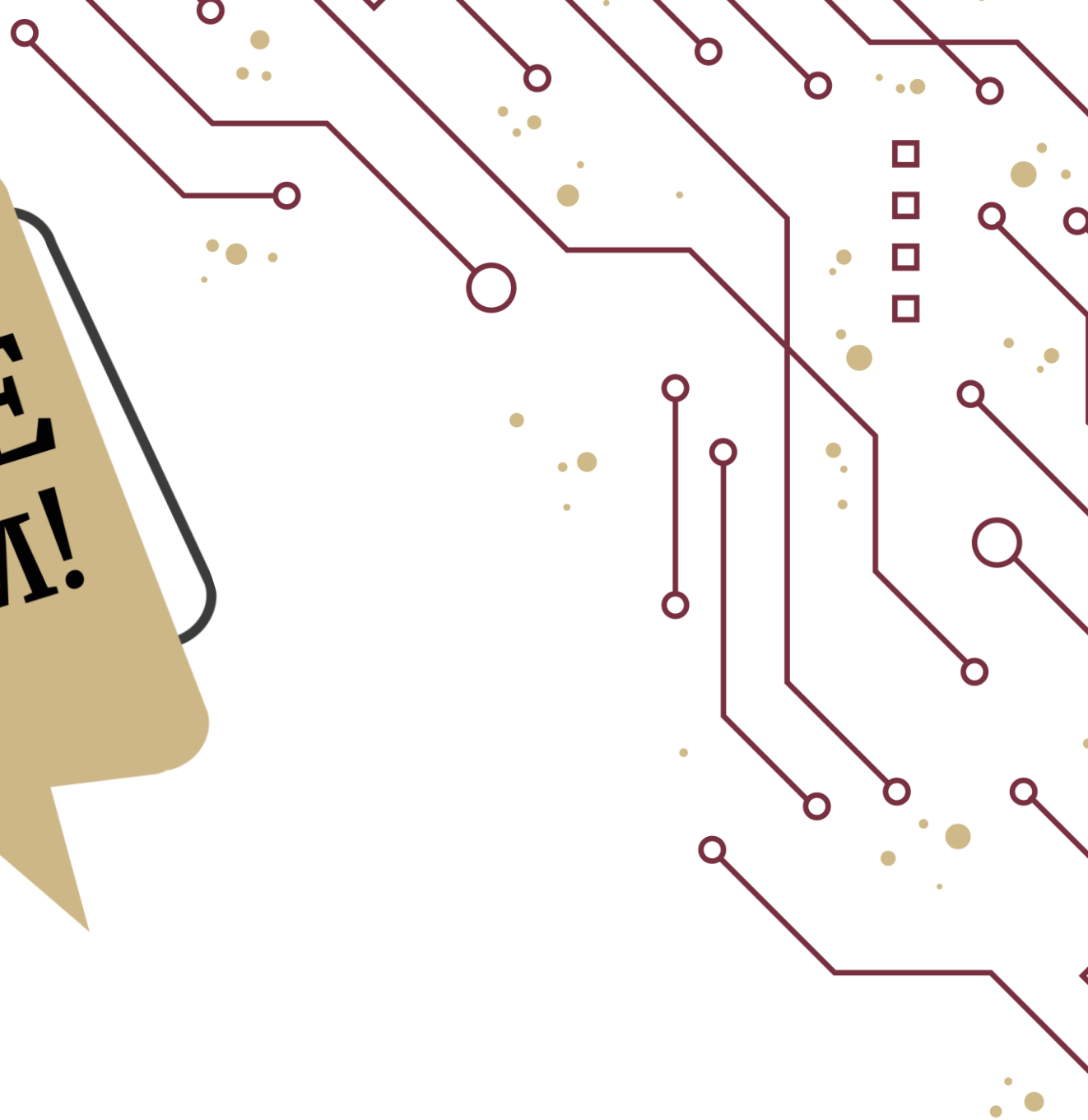
Intern Cohort

Social Events

Professional Development

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

**WELCOME  
TO THE TEAM!**





# UNDERSTANDING THE ALIGNMENT

Andrea Dial

# IT Alignment – Why IT Matters



Security



Efficiency



Collaboration

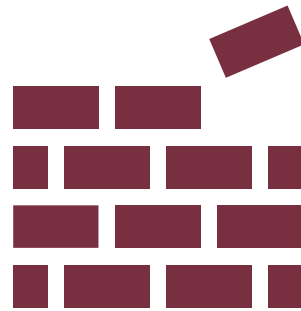


University Mission

# Transition Phase – What Has Happened



300+ IT  
Professionals

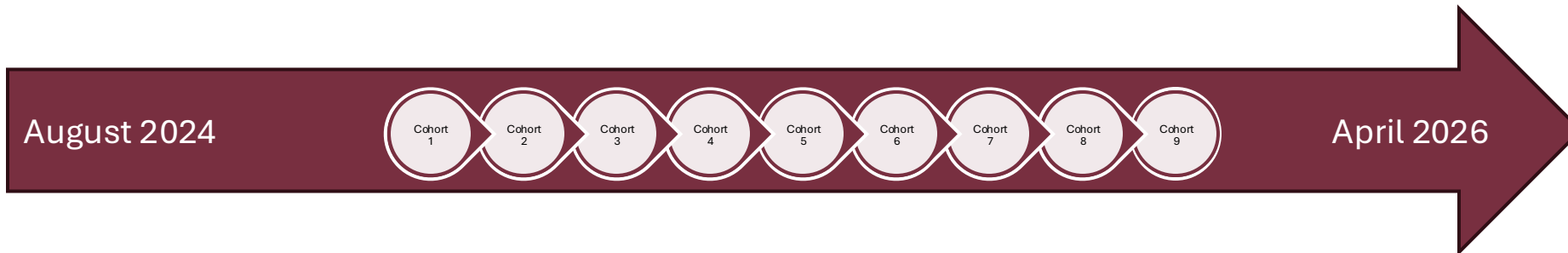
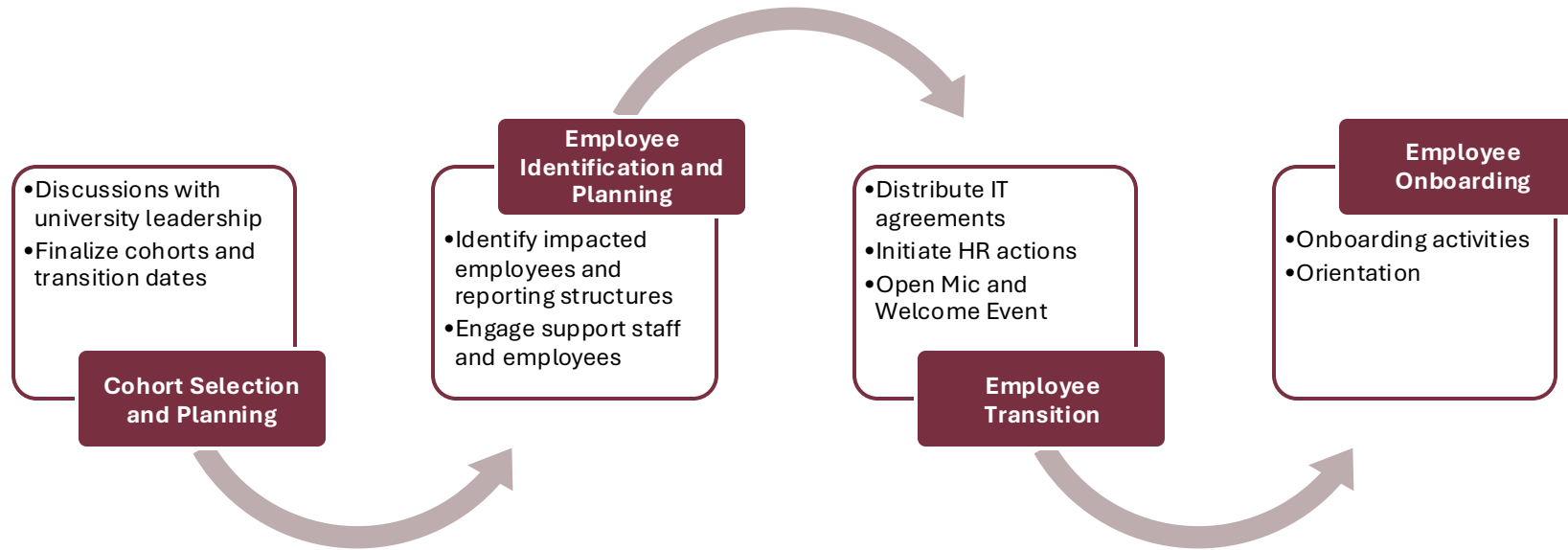


43 Units Aligned



Transition Phase  
Complete

# Structured Approach – Progress and Success





# GETTING TO KNOW ITS

Kathy Wilkes

# Meet the Culture & Engagement Team



**Kathy Wilkes**  
Director  
ITS Culture & Engagement



**Kaylee Andrews**  
User Researcher



**Sara Mischler**  
Program Manager  
Intern Cohort



**Alex Barstow**  
GA – Instructional Design



**Katie George**  
Intern – User Research



**Olivia Neu**  
GA - Intern Cohort



**Lisa Smith**  
Engagement Coordinator



**Makenna Scott**  
Intern – Professional Development

# Meet the Human Resources Team



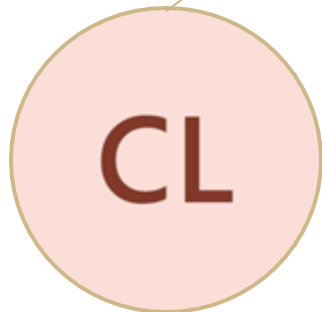
**Phyllis Williamson**  
Assistant Director



**Kaylyn Minnix**  
Sr. Administrative Spec.



**Salma Elsherif**  
Administrative Specialist



**Carlita LaMarr**  
Program Associate



**Ainsley Amendola**  
HR Intern



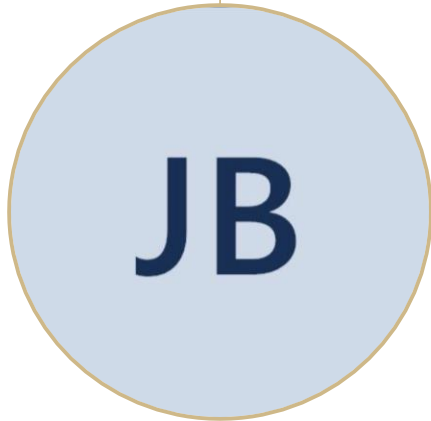
**Mikyla Payton**  
HR Intern

- Recruitment
- Onboarding New Employees
- Personnel Actions (i.e. separations, staff increases)
- Timesheets
- Employee Payroll Issues
- Liaison Between FSU Central HR

# Meet the ITS Procurement Team



Benjamin Bruce  
Business Manager



Jeremy Brown

- ITS Procurement
- Contracts

# Meet the Cybersecurity Team



**Bill Hunkapiller**  
Chief info Security Officer



**Philip Kraemer**  
Security Training and Compliant

- Cyber Safety Tips
- Cyber Security Training

# Meet the CTS (Equipment) Team



**Alex Morales**  
Assoc Dir, Computing Tech Svcs



**Drew Kocur**  
Asst Dir, Technology Services



**Darryl Sims**  
IT Support Services Manager

- Borrowing Guidelines
- Using personal equipment responsibly

# Meet the Administration Team



**Betsy Chester**  
Administrative Specialist



**Gina Gorman**  
Office Administrator



**Audrey Glenn**  
Office Administrator

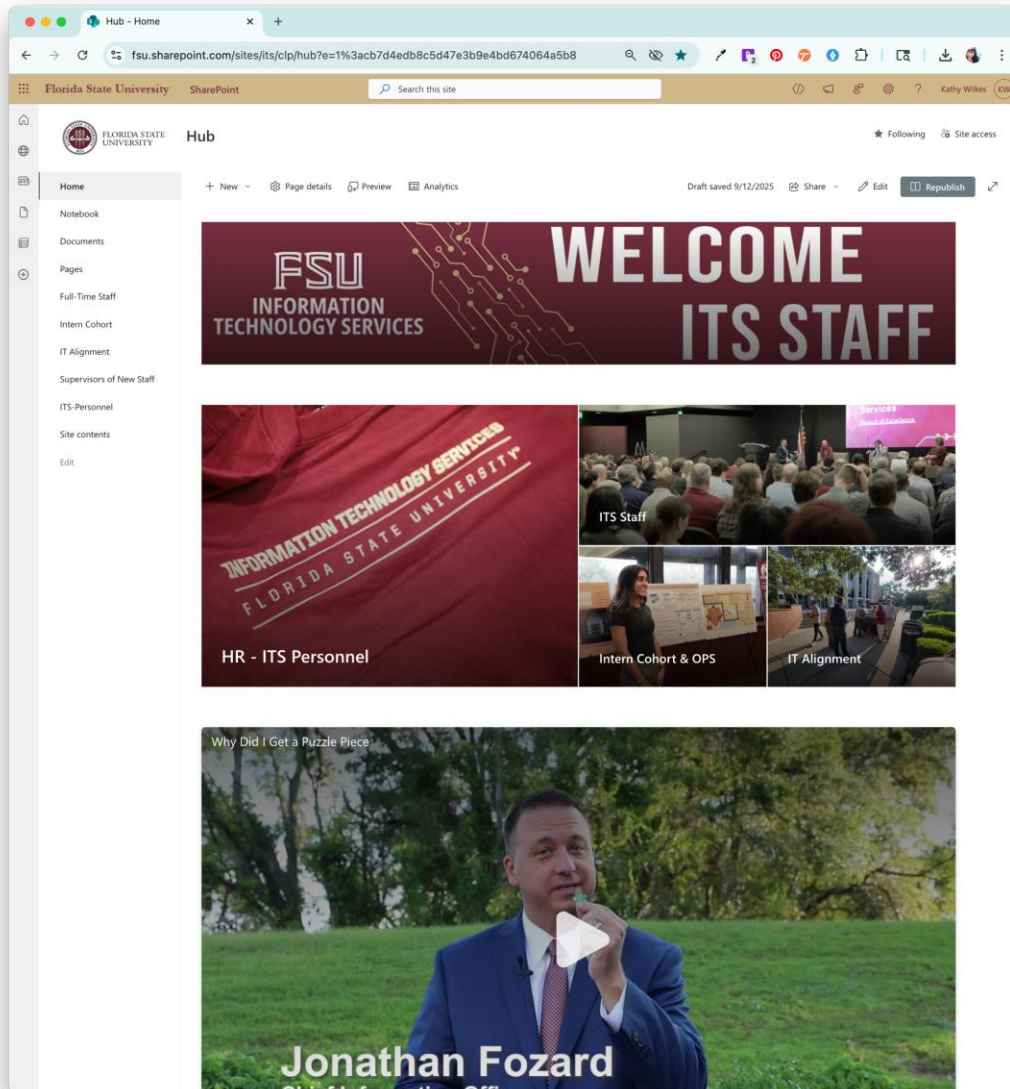
- Parking
- Card Access
- Office Supplies
- Renovations



# RESOURCES

Kathy Wilkes

# RISE 2030 Employee Hub

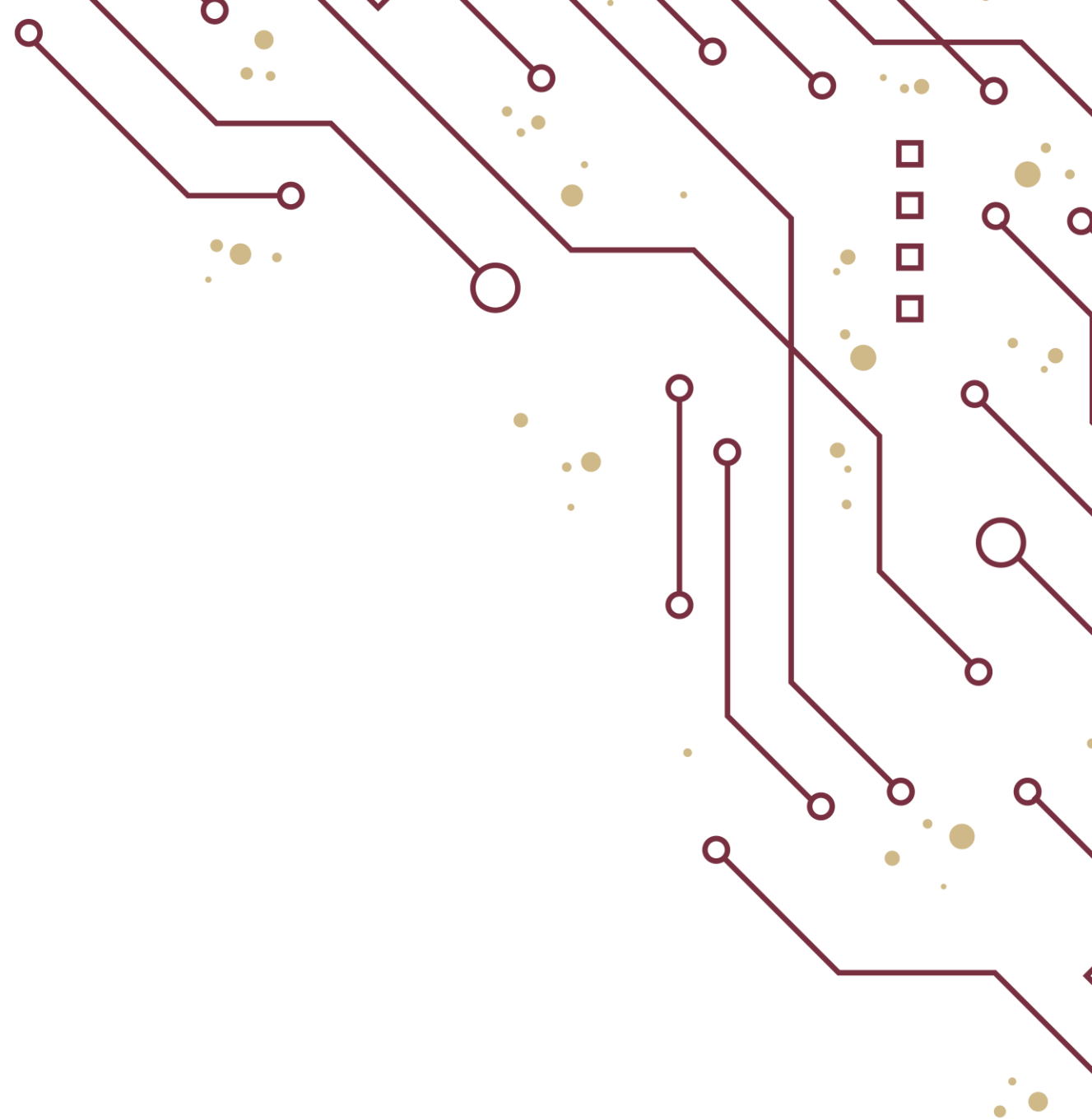


- Onboarding Resources for New Employees
- ITS HR Supervisor Information
- Professional Development Program
- Communities of Practice
- Events Calendar

# RISE 2030 Employee Hub

The screenshot shows a SharePoint page titled "Intern Cohort & OPS" on the Florida State University Hub. The page features a navigation sidebar on the left with options like Home, Notebook, Documents, Pages, Full-Time Staff, Intern Cohort, IT Alignment, Supervisors of New Staff, ITS Personnel, and Site contents. The main content area includes a header image with the text "Intern Cohort & OPS" and a "Welcome to Information Technology Services!" message. Below the message is a table of documents related to the Intern Cohort & OPS program.

Name	Modified	Modified
Common ITS Acronyms.pdf	March 21	Share B
Important Links.pdf	March 21	Share B
IT at FSU.pdf	March 21	Share B
ITS Internship Personnel Action Request Form.pdf	April 4	Share B
ITS Org Chart (Dec. 2024).pdf	March 21	Share B
ITS Orientation Presentation.pdf	March 21	Share B
Recommended Onboarding Training - Intern & OPS.pdf	March 21	Share B
Reporting OPS Time.pdf	March 21	Share B
TSE Floor Plan.pdf	March 21	Share B



# Service Catalog

- **Accounts and Access** | 2FA, Email, Mailing Lists, myFSU Portal/Mobile App
- **Administrative and Business** | Active Directory, Custom App Design, Data Analytics, Enterprise Analytics
- **Communication and Collaboration** | Soft Phones, CRM, Employee Directory, Marketing Technologies, OneDrive, Qualtrics Surveys, Web Conferencing
- **Desktop and Mobile Computing** | Design Software, Generative AI, ITProPass, Office Suite, Service Center, Vlab
- **IT Professional Services** | Application Consultation, Gartner Research, Project Management, Self Guided Training, UX Consultation, Virtual Server Hosting

# Service Catalog

FSU | INFORMATION TECHNOLOGY SERVICES

HOME SERVICES CYBERSECURITY RESEARCH ABOUT ITS HELP

**Sort By**  
Alphabetical | Category | Available To

**Category**  
Show All | Accounts and Access | Administrative and Business | Communication and Collaboration | Desktop and Mobile Computing | IT Professional Services | Research Technologies | Security and Safety | Teaching and Learning Support | Wi-Fi and Connectivity

**Accounts and Access**

- 2FA (Duo)**  
2FA (Duo) provides an extra layer of security designed to prevent unauthorized access to your personal information
- Generic and Shared Accounts**  
Known as generic email accounts, these shared addresses can be accessed by multiple users.
- myFSU Portal**
- FSU Email**  
FSU email is a free, cloud-based service available to all FSU students, faculty, staff and select courtesy appointees.
- Mailing List/Listserv**  
Mailing lists can be created to facilitate email discussions for FSU departments and organizations
- Namecoach**
- FSUID Account Management**  
Your FSUID is your username for signing in and accessing many Florida State University systems and resources.
- myFSU Mobile**  
Florida State University's official mobile app and on-the-go resource for everything FSU
- Weekly University Announcements**

**2FA (Duo)**

Report a Problem Search for Help

**Overview**  
2FA (Duo) is an extra layer of security designed to prevent unauthorized access to your personal information. It requires you to verify your identity twice—once with your password and once with your mobile device—before you can access sensitive information within FSU systems. This extra step of making sure you are who you say you are helps secure your account and keep your personal information where it belongs—with you.

**Highlights**

- Account Security**  
extra security check keeps your personal info out of the hands of criminals
- Quick and Easy**  
verifying your identity with 2FA takes only seconds
- Mobile App**  
one-tap authentication using the Duo Mobile app, which works without internet or cell service
- Easy Account Management**  
add new devices and manage existing devices through myFSU Portal

**Cost**  
\$

**Available To**  
Students Faculty Staff IT Pros

CONTACT US

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CONTACT US

The background of the slide features a light gray, repeating pattern of a circuit board or PCB layout, with various lines, traces, and circular components. This pattern is most prominent in the upper half of the image and fades out towards the bottom.

# INTERN PROGRAM

Sara Mischler



# intern cohort

FLORIDA STATE UNIVERSITY | INFORMATION TECHNOLOGY SERVICES



232

multi-semester  
interns

57000+

hours invested into  
mentoring students

476

total interns  
since Fall  
2021

64+

unique positions

# Types of Students in the Cohort

## Standard ITS Intern

- Works **10 hrs/week** (up to **120 hrs/semester**)
- Temporary OPS intern role
- Focused on learning and skill development
- Fully included in intern programming

## ITS OPS Student Employee

- Works **20–40 hrs/week** in OPS roles
- Ongoing operational responsibilities
- Included to ensure access to intern events and development
- Invited to all cohort opportunities

## ITS Campus Intern/ Student Employee

- OPS students and interns in aligned campus partner departments
- Can participate in all cohort events and development opportunities

## External Scholarship Intern

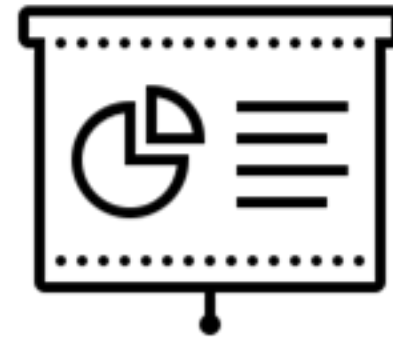
- Funded through ITS scholarship internships
- ITS covers up to 120 hours of intern wages

# Intern Cohort Overview

Events



Final Presentation



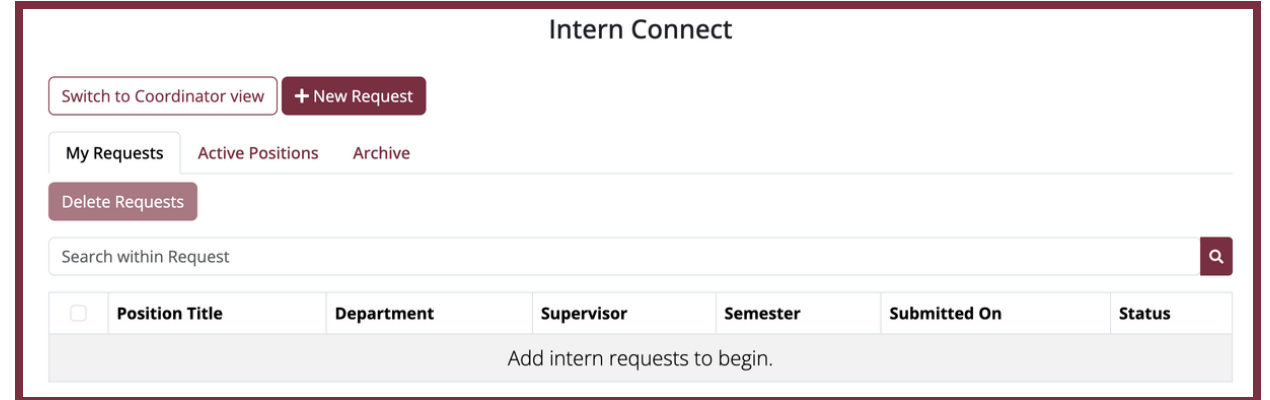
# Supervisor Intern Applications

Supervisors can apply to host an intern through the **Intern Connect**.

Application timelines:

- **Summer OPS Application** – Portal opens **April 8**
- **Rehire for Fall 2026** – Portal opens **April 10th**
- **Fall 2026 New Intern Application** – Portal opens **May 6th**

Scan the QR code to access the application portal.



The screenshot shows the 'Intern Connect' web interface. At the top right is the title 'Intern Connect'. Below it are two buttons: 'Switch to Coordinator view' and '+ New Request'. Underneath are three tabs: 'My Requests', 'Active Positions', and 'Archive'. A 'Delete Requests' button is located below the tabs. A search bar labeled 'Search within Request' with a magnifying glass icon is positioned below the search bar. At the bottom, there is a table with columns: 'Position Title', 'Department', 'Supervisor', 'Semester', 'Submitted On', and 'Status'. Below the table, the text 'Add intern requests to begin.' is displayed.

**APPLY FOR AN  
INTERN**



# Helpful Resources

**Intern Cohort  
Website**



**Intern Connect  
Application Portal**



**Supervisor  
Handbook**





# PROFESSIONAL DEVELOPMENT

Lisa Smith

# Professional Development

We host monthly events during the Spring and Fall semesters designed to support your professional growth.

- Beginner, intermediate, and advanced tech trainings
- Informational sessions with ITS teams
- Well-being and work-life balance sessions
- Hands-on workshops to build real skills



# NEED TO UPDATE THE PROFESSIONAL DEVELOPMENT BONUS LIST?

Use the new Professional Development Bonus Form to request changes to the certification list.

You can submit a request to:

- Add a new certification
- Update an existing certification
- Remove a certification

Please complete the form if you have any changes to request.

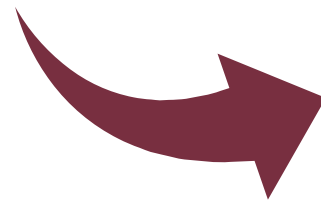
Your input helps ensure the bonus list stays accurate, current, and aligned with professional development goals

**FSU** | INFORMATION TECHNOLOGY SERVICES

**Professional Development Bonus Requests**  
FY 26/27 Certification Update

Please use the form below to submit suggestions for adding a new certification, updating an existing certification, or removing a certification from the Professional Development Program. You will be asked to provide detailed information, including the certification vendor, testing requirements, associated fees, and overall investment requirements, to support a comprehensive review.

**SUBMIT A REQUEST**



Professional Development Opportunities

ITS is committed to the development and growth of our employees both personally and professionally.

With the help of the ITS Professional Development Committee, we offer a variety of training throughout each semester for FSU ITS staff members. From highly technical trainings from vendors to leadership skills and work-life balance, we aim to offer training to meet the needs of all ITS employees. See the below calendar for upcoming events and [reach out to the committee](#) with any recommended trainings for the future.

### ITS Professional Development Bonus Plan

The ITS Professional Development Bonus Plan encourages professional and personal growth by rewarding team members for obtaining designated professional development activities and certification achievements on newly acquired skills. ITS staff members who complete training outside of working hours and are awarded a designated achievement are eligible for a taxable cash bonus reflected on their FSU paycheck upon confirmation and processing. Additions to approved professional development activities and certifications will be reviewed and updated annually each fiscal year.

Browse the list of eligible bonus awards listed in the policy and discuss your professional development goals with your supervisor to get started. Upon completion, submit the ITS Professional Development Request Form for approval and processing.

Eligibility

Award Criteria

#### Professional Development Bonus Policy

ITS policy outlining requirements and eligibility for professional development bonus awards

[More >](#)

#### ITS Professional Development Request Form

Online form for submitting proof of completion

[More >](#)

### Calendar

<b>07</b> APRIL FSU ITS RISE TOGETHER SHOWCASE	<b>14</b> APRIL NAVIGATING THE DIGITAL STORM WITH AI ASSISTANTS	<b>29</b> APRIL REDCAP CONSORTIUM LUNCH, LEARN & COLLABORATE MEETING - APRIL
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### Computer Tutor Enrollment

ITS has renewed the contract for ClassPass with ComputerTutors to continue our professional development efforts and provide a variety of training to ITS staff. ComputerTutors offers a variety of training for IT Professionals from basic Microsoft software to identity and service management. Review the schedule at the link below and follow the enrollment process to sign up for a class.

[CONTACT US](#)

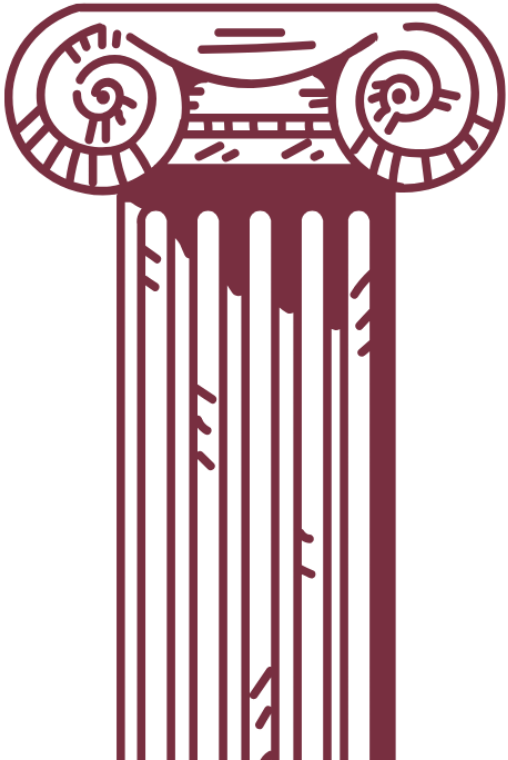
# Professional Development

## Certification Bonus Program

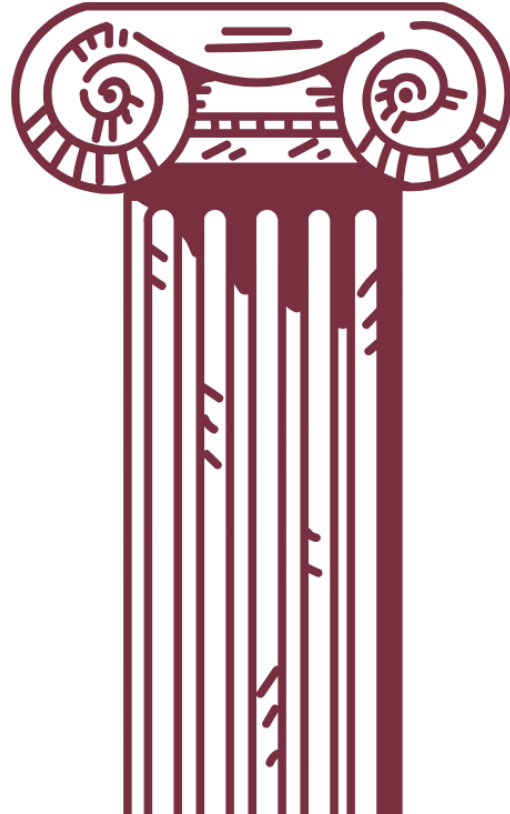
- We encourage professional and personal growth by rewarding team members who obtaining certifications.
- This is a taxable cash bonus upon confirmation of completion and meeting eligibility + award criteria.
- Certifications are reviewed and updated annually each fiscal year.

# 3 Pillars of CoPs

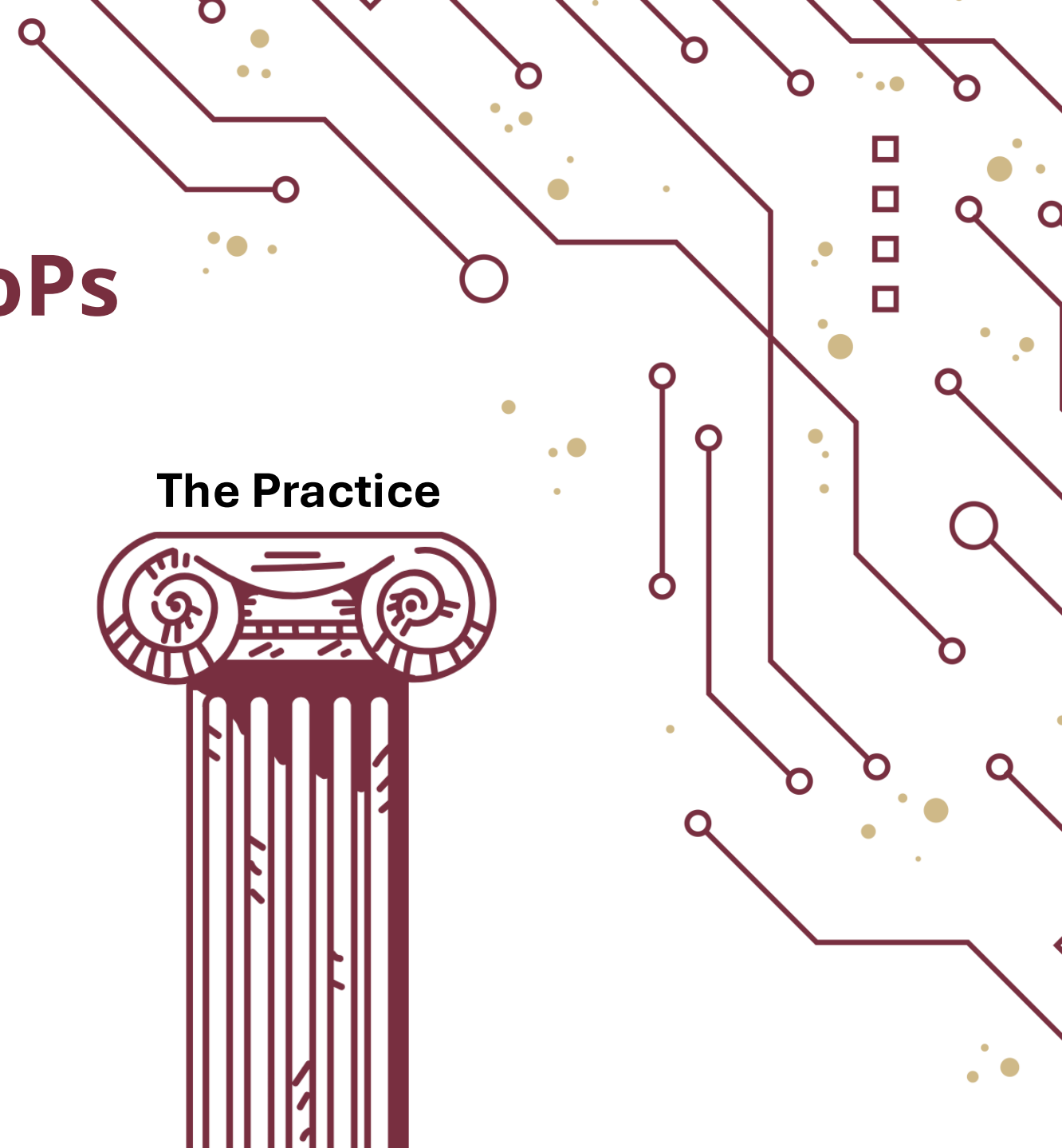
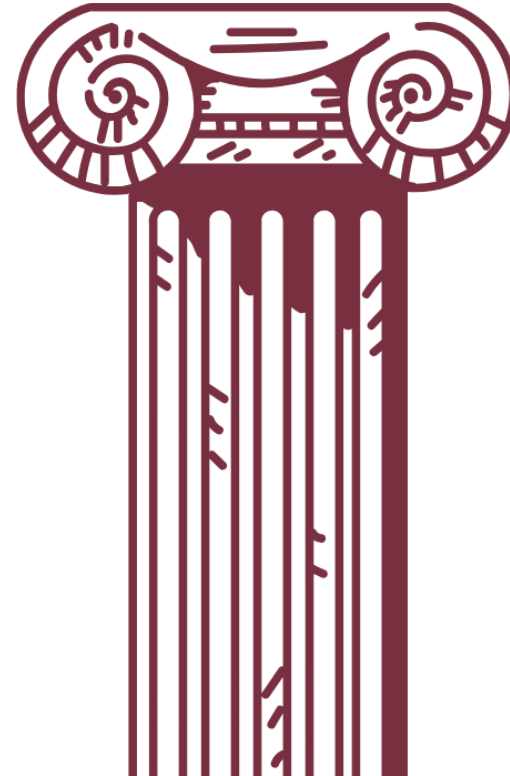
**The Domain**



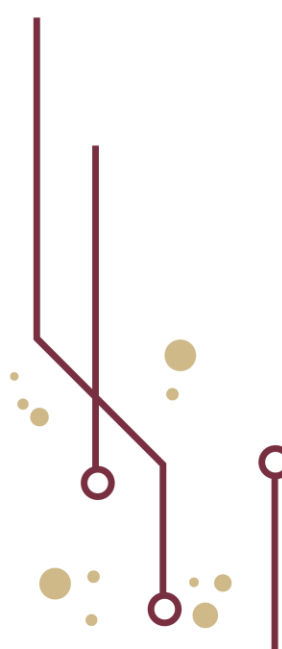
**The Community**



**The Practice**



# Why do CoPs Matter?





# How to get Involved:

## Current Offerings:

Instructional Design, AI, Database Professionals,  
Project Management, User Experience

... or create a new one!

# Communities of Practice

A space for you to meet with professionals who share similar interests to grow your network and develop ideas.

## FSUXperience

Bringing together designers, researchers, and practitioners who are passionate about user experience.

**Next meeting:**  
April 28<sup>th</sup>  
The Globe Room 2400  
4:00 – 5:00 PM

Join now



## Artificial Intelligence

Exploring artificial intelligence and its role and impact on education.

**Next Meeting:**  
April 22<sup>nd</sup>  
TSB 1550  
10:00 – 11:00 AM

Join now



## Project Management

Bringing together project management professionals to collaborate, learn, and strengthen out collective practice.

**Next Meeting:**  
April 22<sup>nd</sup>  
Location TBD  
2:00 – 3:00 PM

Join now



## Database Professionals

Creating a space to learn more about emerging technologies and networking.

**Next Meeting:**  
April 30<sup>th</sup>  
Location TBD  
9:30– 10:30 AM

Join now





# HOW TO GET INVOLVED

Kathy Wilkes

# Spring Involvement Events



Chili Cook-off



Spring Town Hall & Intern Banquet



RISE Showcase



Chuck It for Charity

# Summer Involvement Events



Kick Off to Summer



Welcome Back to Campus: Move-In



# Fall Involvement Events



Welcome Week



Fall Town Hall



Homecoming Parade



Kick Off to the Holidays



# SOCIAL EVENTS

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April 29th

3:00 - 4:00 PM

# Round Table

Join us for our upcoming IT Roundtable, hosted at the Technology Services Building (TSB). Come connect with colleagues, share insights, and explore what's happening across ITS.



*April Social Hour*

# BASEBALL

**Come join us for**  
*Turn it Back*  
*Tuesday*

**Tuesday, April 14, 2026**

**Dick Howser Stadium**

**385 Chieftan Way, Tallahassee, Florida**

**FSU vs STETSON**

**FSU**  
**ITS**

**\$4**  
**Tickets**

**SIT @ THE THIRD BASE BLEACHERS**

