Computing Technology Support

Goals & Objectives and Accomplishments

2013-2014

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Submitted By:

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Computing Technology Support
OVERVIEW: COMPUTING TECHNOLOGY SUPPORT GOALS & OBJECTIVES 2013-2014

Computing Technology Support provides centralized assistance for a variety of computing needs of students, faculty and staff; establishing workflow processes, escalations and response expectations, expanding support for the FSU community by bridging the Central Service Desk with higher level service providers; providing full circle support for partner areas bringing the ability to deploy, maintain and repair computing resources.

Our primary mission is to provide quality, effective, reliable, and responsive support to the Florida State University community for their computing needs. We coordinate and translate user needs and requirements into achievable and realistic long-term IT goals and strategies. This is accomplished by providing highly trained and talented technicians, with direct connection to Information Technology Services, providing a streamlined and unified support service.

During this next year our primary goal is to focus on building the ITS Service Center to improve the support of the service offerings of Information Technology Services.

GOAL 1: CONTINUED DEVELOPMENT OF ADVANCED TECHNICAL SERVICES

Objectives:
1. Strengthen the different areas that are part of Advanced Technical Services: Advanced Technical Support (Tier 2), Student Computing Support and the Computer Repair Center.
2. Development of Advanced Technical Support (Tier 2) as a liaison with the Central Service Desk, ITS and other Service Providers for the resolution of incidents, training, documentation, and process improvement.
3. Provide incident management support, technical support and other support requests.
4. Promote and optimize the services offered by Student Computing Support and the Computer Repair Center.
5. Clarify and improve the financial processes used by the Computer Repair Center to allow for easier payment of vendors and facilitate auditing of financial records.
6. Survey our customer base to evaluate the quality of our service offerings.

Accomplishments:

Advanced Technical Support (Tier 2)
1. Created the Advanced Technical Support provider group within the case management system to assess the breadth of work performed by this group.
2. Responded to over 2,000 support requests.
3. Added FSU VPN, EOP (Microsoft mail scanner service), Nolij (Digital document management), and RightFax (Centralized FAX service), to our supported enterprise services.
4. Established workflow to include hand-off of customers to Tier 2 from the Service Desk who require a higher level of expertise and experience with the goal of resolution of incidents at first contact whenever possible.

**Computer Repair Center (CRC) and Student Computing Support (SCS)**

5. Serviced more than 4,500 devices.
6. Coordinated marketing efforts with University Communications Liaison to increase awareness of ITS services to the FSU community.
7. Extended our services to Faculty and Staff personal computer support, in addition to student and departmental support which were established last year.
8. Established a financial review process to regularly monitor billing accuracy and financial expenditures.
9. Created automated survey through Qualtrics to get feedback from our customers. Currently, it is being sent manually and will be automated at case completion through the Case Management System.

**Strategic Imperatives: 1, 2, 3 and 5**

**GOAL 2: IMPROVE COMMUNICATION AND COLLABORATION WITH CTS PARTNERS**

**Objectives:**

1. Meet with each partner group to start and/or continue a discovery process to assist departments in allocating proper funding to keep the IT aspects functioning accordingly.
2. Clearly establish boundaries, guidelines and policies on services covered, execution and workflow to determine proper expectations for the service delivery.
3. Define relationship with ITAPP partners to better fulfill their needs, and work with them to continue the standardization and establishment of support methods following current CTS models.
4. Continue to meet with Partners to which high level support is provided. Establish plan of action to better utilize the forum to further our ability to disseminate guidelines, processes, recommendations, best practices and policies.

**Accomplishments:**

1. Established regular meetings with the Office of Research, REC, OBS CMPA, UGS, CARE, ACE, CGE, the DSA Liaison and UH.
2. Held a bimonthly meeting with all CTS areas that receive secondary support, which are: AR, ATH, Controller’s Office, FA, HR, Boosters, Purchasing, and others, to discuss issues and disseminate procedures and guidelines.
3. Submitted a hardware lifecycle evaluation and executive summary report for DSA units, including: REC, CARE, Career Center, DOS, VPSA, UH, SGA, OU, UCC (Counseling Center), CLSC and CGE.
4. College of Business (ITAPP)
   a. Established bi-weekly meeting to ensure proper focus and prioritization of tasks.
   b. Updated the workflow and incident response for DSH related cases.
c. Developed workflow, roles and responsibilities for Macintosh administration between the COB internal technicians and CTS.

5. FSU Police Department (ITAPP)
   a. Continued discussions with FSUPD systems administrators with more progress still needed.

6. College of Human Sciences (ITAPP)
   a. Developed plan to migrate the CHS active directory to the FSU active directory.
   b. Collaborated with CHS technical staff to accomplish their migration to the FSU active directory and ITS centralized storage.
   c. Collaborated in the design and registration of network related resources and allocations including ACLs, DNS registration and IP addressing and delivery

   a. Performed assessment for hardware lifecycle management and support.
   b. Developed and implemented a lifecycle replacement plan.
   c. Facilitated the acquisition of 100 workstations, and collaborated in the deployment plan.
   d. Started discussions to develop a migration plan to the FSU active directory.
   e. Provided interim primary support while CAPS technical support position was vacant, will afterwards transition to CTS’s secondary support model.

8. Donald L. Tucker Civic Center
   a. Performed assessment for hardware lifecycle management and support.
   b. Developed and implemented a lifecycle replacement plan.
   c. Facilitated the acquisition and deployment of 20 workstations.
   d. Migrated all computers to enterprise supported offerings, FSU active directory and ITS centralized storage.
   e. Served as Liaison for third party software services like ConcenTrics and Quest, regarding IT needs, support and maintenance.
   f. This relationship has resulted in a formal partnership between DLTCC and CTS.

Strategic Linked Imperatives: 1,2,3 and 5

GOAL 3: IMPROVE COMMUNICATION AND COLLABORATION WITH ITS - SERVICE PROVIDERS

Objectives:
1. Identify and record service gaps.
2. Establish proper solutions in collaboration with all groups involved, keeping the long-term sustainability of services in the forefront to assist ITS and its partners to allocate proper resources and establish policies to keep the IT aspects functioning properly.
3. Clearly establish boundaries, guidelines, policies and workflow in use for the delivery of support.
4. Integration of workflow and services delivered with the ITS Service Center concept, enforcing and leveraging newly defined areas, Service Management, Central Service Desk and Advanced Technical Services.
5. Establish a process to keep CTS’s web presence current to better highlight services provided through the ITS Service Catalog.
Accomplishments:
1. Established workflow to include hand-off of customers to Tier 2 from the Service Desk who require a higher level of expertise and experience with the goal of resolution of incidents at first contact whenever possible.
2. Continued to work with MSTS and ISPO to establish proper configurations and management for SCEP.
3. NCT provided training and mentoring on how to best provide support for VPN issues and wireless troubleshooting.
4. Started bi-weekly status meetings with MSTS. Procedures were created for object/user aliases establishment and management, in addition to EOP end-user troubleshooting.
5. Regular meetings between CTS and NCT-Edge have been established and have improved our ability to manage and support the networking aspects for our partner areas.
6. Daily communication with NCT-CORE has resulted in expanded access to advanced diagnostic tools and procedures have been established that have streamlined the resolution of CTS partners’ incidents.
7. The IOS-Middleware-Imaging team provided training and mentoring on Nolij (Digital document management), and RightFax (Centralized FAX service) support.
8. Started the creation of the CTS About Us and Staff web pages. To provide a birds-eye overview of our services and employees for our constituents.

Strategic Linked Imperatives: 1,2,3 and 5

GOAL 4: DEVELOPMENT AND USAGE OF ITS SERVICES FOR SUPPORT DELIVERY PROCESS

Objectives:
1. Virtualization technologies deployment for public labs usage, expanding our reach by removing the limitations of location and end user system resources, enhancing the availability of specialized software applications.
2. Virtualization technologies deployment for administrative units expanding on experience acquired through previous testing and deployment.
3. Open Directory development to cover aspects of student environments and departmental areas, to enhance our ability to manage and support Macintosh computers and enhance the support.
4. Continue the development and implementation of Microsoft System Control Configuration Manager (SCCM), to enhance our ability to deliver operating system and third party applications patch management, in addition to improve data gathering and various support statistics.

Accomplishments:
1. Updated the MyFSUVlab (virtual desktops) and MYFSUVapps (hosted applications) web-portals into a single site that includes both offerings through a more streamlined interface.
2. Continued to expand the Macintosh native management tools deployment, to include Open Directory, Munki and Reposado for centralized systems management, support and maintenance.

3. Centralized Macintosh direct client management has been established for Technology Enhanced Classrooms (TEC), ITS-Public Labs, is in the last stages for CTS IT Departmental Support areas and has started for our secondary support units.

4. Continued to work with MSTS and ISPO to configure the infrastructure and deployment of the enterprise service offering of SCEP.

5. Leveraged the SCCM implementation to provide reports about deployed hardware, software and usage aspects of Windows based computing resources.

6. Started to develop workflow and procedures to do software deployment and windows systems updates.

7. Established workflow and processes to provision storage as a service in collaboration with ITS-Service Management and ITS-IOS-Storage groups.

8. Finalized migration of UCNB customers into ITS centralized models. This transition included data and software management for over 20 departments.

9. College of Business (ITAPP)
   a. Working on finalizing the transition to a CTS centralized management structure.
   b. Migrated all centralized printing to CTS print server.
   c. Updated and registered all networking (VLAN), DHCP - IP addressing and DNS registrations for DSH.

10. College of Human Sciences (ITAPP)
   a. Migrated the CHS-AD to the FSUAD with CTS providing secondary support
   b. Migrated all CHS printers to the CTS print server.

11. Center for Advanced Power Systems (ITAPP)
   a. Formulated the migration plan to the FSUAD with secondary support from CTS.
   b. Provided interim direct support while CAPS technical support position was vacant.

12. Donald L. Tucker Civic Center
   a. Coordinated transition to FSU IT support models.
   b. Developed and implemented a hardware replacement plan.
   c. Served as liaison for discussions with third party vendors regarding IT management and support.
   d. This relationship has resulted in a formal partnership between DLTCC and CTS.

**Strategic Linked Imperatives: 1,2 and 3**

**Goal 5:** **Continual Development of CTS Services and Support Delivery Process to Increase Appeal to University Community**

**Objectives:**
1. Work in campus committees and become active members of the FSU IT Community to identify service gaps and needs that could be fulfilled by CTS.
2. Serve as liaisons between CTS Partner areas, ITS and outside sources to ensure proper deployment of solutions to ensure the sustainability and continuity of operations.
3. Revise current methods of support and management, clearly establish proper documentation about common practices and revise end user’s ability to do basic support tasks (Local Administrator/Power User/Local User).

4. Continue the development and implementation of Microsoft System Center Configuration Manager (SCCM) to enhance our ability to deliver operating system and third party applications patch management in addition to better gather data and supporting statistics from the supported areas and their utilization of computing resources.

5. Deployment of Microsoft Endpoint Protection for anti-virus/anti-malware platform used to centrally manage end users’ client workstations, while allowing System administrators to continue with the features that are considered necessary.

Accomplishments:

1. Active participant of the FSU-IT Professionals Forum, being a part of demonstrations of products and a resource to attendees.

2. Continued development and implementation of operating system deployments for Macintosh and Windows based systems, service which is being shared with units that have partnered with CTS that have embedded IT professionals.

3. Continued to fine tune procedures and workflows for the deployment of Windows 8.1 and Office 2013, with goals to a CTS-partners wide migration.

4. Finalized the migration plan and execution from Optix to Nolij as a document imaging solution for the Office of the President.

5. Assisted with the migration of over 200 users of Talisma to a hosted solution.

6. Donald L. Tucker Civic Center
   a. Served as Liaison for third party software services like ConcenTrics and Quest, regarding IT needs, support and maintenance.

7. Started the creation of the CTS About Us and Staff pages, to provide a birds-eye view of our services to our constituents.

8. Created the Remote Support Assistance service, which provides a single, centralized tool (Bomgar) that will allow FSU support providers to standardize the end-user experience.

Strategic Linked Imperatives: 1, 2, 3, 4 and 6
Information Technology Services  

**Our Mission:** The mission of The Florida State University Information Technology Services (ITS) is to provide an effective, comprehensive and secure technology infrastructure to deliver the highest quality and sustainable information and technology services. ITS strives to engage the University community in support of the University’s mission of teaching, research, creative endeavors and service.

**Our Vision:** Information Technology Services will be a prominent strategic partner in achieving Florida State University’s vision by providing premier information and technology direction for the University.

**ITS Strategic Initiatives:**

**ITS Core Values:**

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<tr>
<th>Excellent Customer Service</th>
<th>We take pride in providing a professional service which exceeds the needs of our customers.</th>
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<tr>
<td>Continuous Improvement</td>
<td>We continuously develop and improve our services in line with our vision, mission &amp; initiatives.</td>
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<tr>
<td>Communication</td>
<td>We embrace effective and open communication as critical to achieving success.</td>
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<tr>
<td>Respect</td>
<td>We treat each other with respect and appreciate everyone’s strengths and contribution.</td>
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<tr>
<td>Teamwork</td>
<td>We contribute and collaborate effectively within and across our teams.</td>
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**ITS 2011-2016 Strategic Imperatives**

1. Provide Excellent Customer Service  
2. Pursue Value-Added Business Opportunities  
3. Promote Excellence in Technology Services  
4. Make FSU a Great Place to Work  
5. Optimize Organizational Performance  
6. Achieve Excellence in The Physical Campus Environment  
7. Maintain a Safe and Secure Campus Environment