

**Make IT easier for  
the students, faculty and staff who  
learn, teach, conduct research and work at FSU.**

ITS VALUES

<b>Transformative</b>	<b>Trustworthy</b>	<b>Inclusive</b>	<b>Collaborative</b>	<b>Empowering</b>
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PRIORITIES

<b>Advance FSU Strategic Initiatives</b>	<b>Enhance ITS Team Capabilities</b>
<b>Be a Strategic Partner to FSU Organizations and Departments</b>	<b>Establish and Adopt a Sustainable Financial Model</b>
<b>Improve ITS Service Delivery</b>	<b>Develop Models for Continuous Improvements</b>

STRATEGIC GOALS

- Improve university cybersecurity posture to ensure continuity of services and reduced reputational risk.
- Expand and improve ITS research technologies, capabilities, and services to support FSU's aspirations as a Top 20 university.
- Expand and improve community engagement capabilities and services to support FSU's strategic initiatives.
- Expand and improve data and analytics capabilities and services to support FSU's strategic initiatives
- Establish or improve functions and processes that support IT operations.
- Partner with campus units to improve user satisfaction and management of IT resources.
- Advance ITS' presence and reputation based on user-centered practices.
- Provide model and road map to support Business Relationship Management.
- Create and promote professional development opportunities for ITS Staff systematically and individual investment in personal development.
- Modify financial reporting and administrative operations to support ITS unit-level leadership through evolving structures, priorities and requirements.

2023 TACTICS

Improve network reliability in locations with poor connectivity.	Implement systems and policies that allow for flexibility and agility of future technology integrations.	Broaden portfolio of research technology resources.	Gather and organize ITS resources for project, budget, and professional development into a central repository.	Administer a unified endpoint management solution across campus to strengthen protection of FSU's major systems.
Evaluate and implement Equity, Diversity, and Inclusion Action Plan submitted by the EDI committee.	Research best practices for higher education technology Steering Committee related to projects, resources, and communication.		Integrate request forms into the ITS myFSU Service Center to streamline support processes.	Identify opportunities for ITS staff to learn more about peer teams across the organization.
Increase visibility and education of financial statements to ITS service owners.	Lead a joint effort in creating a research technology roadmap with key campus leaders.		Update cybersecurity trainings to be action-oriented and ensure campus units can resolve potential threats.	Mature outreach program through Business Relationship Management and ITAPP to ensure various conduits in and out of ITS.
Identify systemic gaps in ITS services through user feedback and analytics.	Expand the internship program to ensure a meaningful learning experience for students in hybrid learning environments.		Enhance ITS staff development by hosting special topic trainings on emerging technologies.	Construct a data catalog system to organize and broaden the use of FSU data for strategic campus use.

Change Leadership and Planning	Fiscal Operations	Community Technology Services	Research Computing Center
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Enterprise Applications Services	Shared Services	Information Security and Privacy Office	Shared Infrastructure Organization
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