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

**ITS VALUES**

- Transformative
- Trustworthy
- Inclusive
- Collaborative
- Empowering

**PRIORITIES**

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

**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.
- Evaluate and implement Equity, Diversity, and Inclusion Action Plan submitted by the EDI committee.
- Increase visibility and education of financial statements to ITS service owners.
- Identify systemic gaps in ITS services through user feedback and analytics.
- Implement systems and policies that allow for flexibility and agility of future technology integrations.
- Research best practices for higher education technology Steering Committee related to projects, resources, and communication.
- Lead a joint effort in creating a research technology roadmap with key campus leaders.
- Gather and organize ITS resources for project, budget, and professional development into a central repository.
- 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.
- Introduce topic-specific chatbots to support engagement with the FSU community.
- Administer a unified endpoint management solution across campus to strengthen protection of FSU's major systems.
- 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.
- Construct a data catalog system to organize and broaden the use of FSU data for strategic campus use.

---

**Enterprise Applications Services**

**Fiscal Operations**

**Information Security and Privacy Office**

**Shared Services**

**Shared Infrastructure Organization**

**Community Technology Services**

**Research Computing Center**

---