**GOAL**

To appreciate the current climate towards Information Technology Services, articulate expectations of technology used throughout FSU and communicate to the students, faculty and staff we serve that we are listening and care about their perceptions of our organization.

## WHAT WE HEARD

### COLLABORATION

The university community wants to feel they have a say in technology decisions and wants to be included in discussions and given an opportunity to collaborate.

- “The goal is to listen to everybody and make sure that everybody feels, at some level, like they’re part of the team.”
- “I would just like to see better cohesiveness and work between the units. To feel that it’s not an us versus them mentality.”
- “So having someone who is open to change, open to progression, open to finding ways of solutions to meet our IT needs would be great to have.”

### COMMUNICATION

People want more information about what technology resources are available to them or what the future holds in terms of university technology changes and strategy.

- “I don’t know what I don’t know.”
- “I think maintaining communication is really, really important. Humanizing the technology division is really important.”
- “I would like something like a town hall meeting where people can come and get updated on what progress is being made.”
- “I have been here seven years, and there are things that I’ve just discovered this year that ITS has been doing for years.”

### CONTACT & PROCESS CONFUSION

Individuals don’t know who to contact for specific technology-related questions and feel they are bounced around between service providers and resolutions are delayed.

- “I just wish there was a clear way to understand who handles what, so that way there’s not so much confusion.”
- “There needs to be a contact person who’s in both realms—who is working with ITS, but then also feeding the information back.”
- “I think a little bit more transparency and openness would be very helpful.”
- “The belief is that when I have to get ITS involved, it takes a while for them to get to it.”

### CONTINUOUS SUPPORT

The ITS support model needs to give customers the resources they need to be successful or provide technical users access to advanced support.

- “IT is supposed to be supporting us. Not us begging IT for help.”
- “What I need to do is talk to a higher-level person...to have an ingress point into the support workflow that isn’t at the very bottom rung.”
- “Training our employees on IT knowledge is as important as using it.”
- “Make it easier for students to contact you guys. Maybe an app with a chatbot or something where ITS is more accessible.”

## WHO WE TALKED WITH

- **297 Survey Respondents**
- **125 Participants**
- **49 Colleges/Departments**
- **27 Listening Sessions**
- **2 Surveys**

## WHAT WE ARE DOING

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<tr>
<th>COLLABORATION</th>
<th>COMMUNICATION</th>
<th>CONTACT &amp; PROCESS CONFUSION</th>
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<tbody>
<tr>
<td>• Developed framework for OCM process and team</td>
<td>• Presented ITS roadshows to several university departments</td>
<td>• Implementing new customer relationship management (CRM) solution</td>
<td>• Redesigning ITS Service Catalog</td>
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<td>• Started Technology Architecture Committee</td>
<td>• Planning major redesign of ITS website</td>
<td>• Forming structure of new ITS Baison program</td>
<td>• Creating “Fast Pass” option for IT professionals</td>
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<tr>
<td>• Launched Technology Architecture Committee</td>
<td>• Hosting quarterly town hall meetings on the state of ITS</td>
<td>• Developing concierge service for complex support issues</td>
<td>• Offered customer service training to ITS staff</td>
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<td>• Serving as member of FSU Research Development Partners group</td>
<td>• Publishing monthly ITS Pursuits newsletter</td>
<td>• Creating new ITS funding model for enterprise services</td>
<td>• Developing user-centered knowledge base</td>
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## LET YOUR VOICE BE HEARD. TELL US WHAT YOU NEED. WE ARE STILL LISTENING.