



# PURSUIITS

April 2021



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# ITS Team Accomplishments

The ITS team has much to be proud of. From upgrading the HR system for onboarding new employees to launching the new myFSU Service Center, in the last twelve months, ITS projects have touched every corner of campus. It's amazing to reflect on all we have accomplished and the positive impact we have made at FSU.

[Watch the Video](#)

## ITS News

### ITS Townhall Recap

The [Spring 2021 ITS Townhall](#) highlighted the many accomplishments of ITS over the past months and honed in on the specialized work several cross-functional teams are accomplishing within ITS. Initiatives range from diversity and inclusion to email group management.

[Read the Townhall Summary](#)

### ITS Plays Crucial Role in Pandemic Support

When Florida State University transitioned to remote learning last spring, the news sprung information and technology staff around campus into an unfamiliar place—the spotlight. Listen to the radio interview with **Jane Livingston** as she talks about the crucial role ITS played in supporting FSU during the pandemic.

[Listen to the Interview](#)

### New ITS Stats Package

Have you checked out the new ITS stats report? The **ITS User Experience** team revamped the monthly stats spreadsheet at the beginning of the year to better organize ITS service stats and provide longitudinal reporting, making it easy to see how service statistics change month-to-month.



See the Stats

## ITS Procurement Request App

ITS recently launched a web application to streamline the ITS purchase request process. Rather than sending emails for purchase requests, simply sign in and [follow these instructions to fill out the online form](#). Your request will be routed to ITS Purchasing for processing.

ITS Order Form

## What is a Tiger Team?

If you attended the ITS Townhall last week, you might be wondering “What is a tiger team?” The term is being used a lot lately in ITS, so here’s the scoop. We are expanding our services to include a circus, and we need licensed professionals to train the big cats ... Kidding. A tiger team is a specialized, cross-functional team created for a short period of time to explore a specific topic or solve a current issue. Learn more about the concept in the link below.

Understanding Tiger Teams

## FSU Transitions to New Contact Center

The university’s new cloud-based contact center service, RingCentral, provides a solution for remote support for FSU students and employees. The system allows help desks across the university to work as remote contact centers.

About RingCentral

## InCommon Federation

FSU researchers and students can now use their FSUID to access thousands of global research and educational resources via the InCommon Federation.

Find Out More

## 2FA Giveaway

Help us encourage campus to use the Duo Mobile app to authenticate with 2FA. In March, we

gave away an Apple Watch to one lucky app user. This month, anyone who checks the “Remember me for 30 days” box on the 2FA pop-up screen will be entered into another drawing to win an Apple Watch.

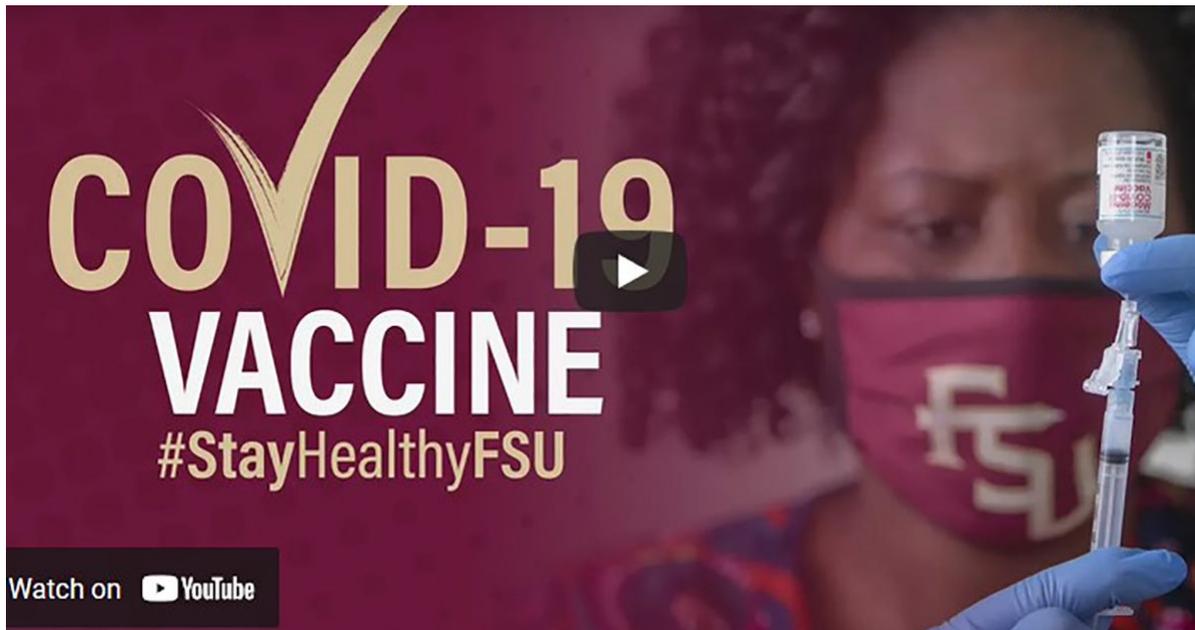
[2FA Giveaway Rules](#)

## Dealing with Stress and Anxiety

The pandemic can create a sense of anxiety and uncertainty in all of us. If you are looking for ways to help manage stress and anxiety, watch this helpful video from the FSU Employee Assistance Program (EAP) and remember EAP is always available to listen and provide support.

[Overcoming Stress and Anxiety](#)

@FSU



## FSU Vaccine Clinic

In 2021, FSU partnered with the Leon County Health Department to provide COVID-19 vaccines to the Tallahassee community. Opening the [FSU Vaccine Clinic](#) was possible through the partnership of units across campus, including University Health Services, the College of Medicine, the College of Nursing, Emergency Management and Information Technology Services. In three months, FSU administered 11,277 prime and booster vaccines. ITS was

responsible for developing the system for booking vaccine appointments, a key component in helping to stop the spread of the virus.

[Watch the Video](#)

## ITAPP in College of Business

Through the ITS Information Technology Administration Partnership Program (ITAPP), ITS employees are embedded in departments across campus, giving individual departments a direct line of access to central ITS resources while maintaining an in-house IT support team. The [College of Business](#), an ITAPP partner since 2009, relies on the partnership to foster innovation within the college and meaningful collaboration with ITS. “Being a part of ITAPP is both exciting and rewarding. It allows us to leverage centralized ITS services while simultaneously innovating with customized solutions and providing ‘boots on the ground’ technical expertise to the college,” states **Elana Harper**, College of Business IT manager.

[Read More](#)

## We Are IT

### Meet Tyler Schoenfeld!

**Tyler Schoenfeld** joined the ITS team just over a year ago. As a system administrator, he helps maintain and upkeep Windows enterprise servers and manages Office 365 cloud applications. He is self-taught in technology and thoroughly enjoys his work. (But if you happen to have a band that’s looking for a drummer, Tyler’s your guy.)

[Meet Tyler](#)



# Meet myFSU Portal & Mobile Team!

The **myFSU Portal & Mobile Team** is the three-person powerhouse that brings campus all the customized content available via the myFSU Portal and myFSU Mobile app. And when they're not integrating new technology into the web and mobile apps, you'll find them dreaming up their next ITS Halloween costumes.



Meet myFSU Portal & Mobile Team

## Welcome to ITS!

Welcome to all the new ITS team members! We're so glad you're here and look forward to meeting you in person soon. Reach out and say hello to **Broderick Bennet, Jennifer Dames, Davud Dautbasic, Shirley Harris, Alicia Kasper, Jay Luedecke, Anne Neidhardt, Keegan Nugent, Isabella Riffe, Jason Smilovitz, Walter Smith** and **Ali White**.

## Shout Outs

*"Shout out and congratulations to **Service Fulfillment** on completing the LinkedIn Learning Diversity, Inclusion and Belonging for All track. Each video was very informative and helped facilitate deeper discussions impacting us all individually and as a team."*

## By The Numbers

# 463,270

total unique virtual private network (VPN) users since FSU went remote in March 2020

## IT Roundup



### Featured Service - Teams

You've been using Teams for video chats for months, but coming this April Microsoft is adding breakout rooms, including the ability to set timers for sessions and reassign participants while rooms are open. [Use Teams Breakout Rooms >](#)



### Tech Tip - Set Signing Order with DocuSign

If you need a document signed by more than one person, remember to set a signing order. This way, you can route the document to each individual in the order it needs to be signed, which is great for "running it up the ladder." [Set a Signing Order >](#)



### Learn IT - Executive Presence on Video Conference Calls

Even as we begin to transition back to the office, one thing is certain: video calls are here to stay. Learn how to make an impression in virtual meetings with the tips and techniques shared in this LinkedIn Learning video. [Executive Presence on Video](#)

[Conference Calls >](#)



## Green IT - Composting

Leon County recently started a composting initiative. Residents have two options to choose from that will keep food waste out of the landfills and repurposed into fertilizer. You either can drop off your food waste into the county compost bins located at 7550 Apalachee Parkway or you can order a free composting bin and compost right at your home. [Start Composting >](#)



## Join IT

Join our team! Browse IT [job openings at FSU](#).

[Technology Services Director](#)

[UBA ITS Program Associate](#)

[Network Technician](#)

[ERP Analyst I](#)

# Calendar



[ITS Weekly All  
Staff Meeting](#)

04/27



[ITS Diversity  
Reflection II](#)

04/30



[IT Professionals  
Forum](#)

05/06



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