



PURSUIITS

December 2020

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VOICE OF THE COMMUNITY:
CYBERSECURITY

ITS Voice of the Community II – Cybersecurity Feedback

“We think our data is safe until it is not.”

ITS recently wrapped up a mini Voice of the Community study focusing on the topic of cybersecurity. The study explored FSU attitudes toward cybersecurity and identified opportunities to improve the university’s cybersecurity posture. Find out what the FSU community had to say about who is responsible for cybersecurity.

[Read the Report](#)

Happy Holidays!

Wishing everyone a happy and homey holiday season. See you in 2021, ITS!

ITS News

Florida Virtual Campus Joins NWRDC

Please welcome Florida Virtual Campus to ITS! Seventy-one staff members from [Florida Virtual Campus](#) (FLVC) joined the Northwest Regional Data Center (NWRDC) team this December. FLVC provides critical educational support services to all Florida public postsecondary institutions, state universities and K-12 school districts, and looks forward to the new collaboration.

[Find Out More](#)

ITS Holiday Charity Drive

There is still time to support the annual ITS holiday charity drive! Make your donation by 3PM tomorrow, December 17. This year, all donations are going to [Second Harvest of the Big Bend](#), a food bank that distributes healthy and nutritious food to people in the Big Bend region.

[Donate Today](#)

2FA Milestone

We did it! All students, faculty and staff now have 2FA activated for their FSU email and CAS logins. This milestone represents months of planning, testing and scheduling activations. Congrats to the entire project team!

[Manage 2FA Devices](#)

VOC Accomplishments

ITS embarked on the inaugural Voice of the Community (VOC) campaign in the summer of 2019. Eighteen months later, VOC feedback is still helping shape the vision for ITS. View the list of accomplishments linked below to reflect on all the initiatives we've started and all the progress we've made.

[See the Progress](#)

Alumni LinkedIn Learning Access Ending

As of December 14, FSU recent graduates no longer have access to one free year of LinkedIn Learning. Current FSU students and employees may still enjoy free access. Alumni interested in maintaining access may purchase a paid subscription at any time.

[Purchase a Subscription](#)

Microsoft Teams Tips

Microsoft Teams is constantly rolling out new features. From whiteboards to GIFs, here are five ways you can use Teams to bring your team collaboration to the next level.

[Get Started](#)

Holiday Zoom Backgrounds

Want to up the holiday spirit? ITS pulled together some festive Zoom backgrounds for you to use at the ITS Holiday Celebration. Use one of these holiday-themed Zoom backgrounds to add some cheer to your Zoom calls this week.

[Deck the Calls](#)

Technical Updates

Freeze Period for ITS Changes

As the spring 2021 semester approaches, ITS is implementing a freeze period from January 6–15 to prevent unexpected outages of essential ITS systems during peak and critical usage times. No ITS changes that may impact Campus Solutions systems are to take place during this time.

[ITS Maintenance Windows](#)

VoIP Upgrade

The FSU VoIP and voicemail system is getting an upgrade January 15-18 for the Tallahassee main campus and January 22-24 for the Panama City campus. This upgrade will affect all campus phones and voicemails. Before the upgrade, users should clean out their voicemail boxes because messages will not be retained in the new system. After the upgrade, users will not notice a difference in general function but will need to reset their voicemail password.

[Learn More](#)

CAS Upgrade

ITS is upgrading the university's CAS single sign-on authentication service to the latest versions tomorrow, December 17. The change should be transparent to end users, but if departments experience any issues post upgrade, please reach out to ITS.

[Get In Touch](#)

@FSU





Retail Experiences & Innovation Studio

Until recently, the [Jim Moran College of Entrepreneurship](#) was mostly equipped to teach students how to merchandise in brick-and-mortar stores. Recognizing a gap, college leadership undertook a project to create a first-of-its-kind collegiate Retail Experiences and Innovation Studio. The new, omni-channel studio will give students the experience of selling products online as well as in store or via television. “It was a dream come true for the Jim Moran College to do this retail innovation,” reflects **Rosie Lopez**, College of Entrepreneurship IT manager and ITS ITAPP member.

[Read the Story](#)

University Housing and TEC Join myFSU Service Center

[University Housing](#) and [Technology Enhanced Classrooms \(TEC\)](#) recently moved their customer support services to the myFSU Service Center. Now, all housing concerns and classroom support requests will funnel through the university’s new, central customer support tool. The Fall 2020 upgrade to the myFSU Service Center brought streamlined functionality and self-help capabilities that are making the tool better equipped for more departments across campus.

[Check It Out](#)

We Are IT

Meet Geoff Burda!

Geoff Burda started his career teaching special education before transitioning into technology and becoming the assistant director of infrastructure services at NWRDC. Now, his days are spent orchestrating people, problem solving and zipping around in his Tesla Model 3.

[Meet Geoff](#)



Meet CET!

The Community Engagement Technology (CET) team, one of the newest teams within ITS, provides applications that leverage a suite of technologies to create a seamless, personalized and meaningful experience for the FSU community. From rolling out the contact tracing app amid a pandemic to implementing a new case management tool for FSU, CET has had their hands full this year.

Meet CET



Welcome to ITS!

We're rounding out the year by welcoming a couple more, new ITS team members. A warm welcome to **James Stewart** and **Molly Vincent**! We're so glad to have you as part of the team!

Shout Outs

"This year, I am thankful for FSU ITS!!! What a great team!"

Dylan Smith, IT Manager, College of Social Work

By The Numbers

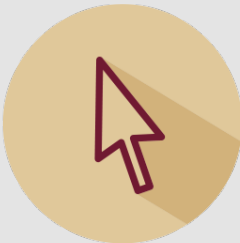
2,773,250

IT Roundup



Featured Service - myFSU Service Center

The new myFSU Service Center makes it easier than ever to get help with general university questions, tech troubles and more at FSU. Fill out the mobile-friendly webform to report a problem or search the FAQs for hundreds of self-help articles. [Get Help >](#)



Tech Tip - Duo Push

Download the Duo Mobile app and turn on push notifications so 2FA verification requests immediately pop up on your device screen. The Duo Mobile app is the fastest and most secure method for 2FA. [How to Use Duo Push >](#)



Learn IT - Recharge Your Energy

Take some time this holiday break to rest and recharge for the year ahead. This LinkedIn Learning course shares tips for focusing your attention, priming your brain to sleep, fueling wisely with proper nutrition and creating a seven-day recharge sprint. [Recharge Your Energy for Peak Performance >](#)



Green IT - Create Clean Air

Certain plants are best for certain rooms. Snake Plant gives off oxygen at night, making it best suited to the bedroom. Peace Lilies and Boston Ferns thrive in rooms with high humidity and reduce mold spores in the air, making them ideal for bathrooms. Weeping Figs remove formaldehyde released from carpets and furniture, thus making them great in living areas. [Clear the Air >](#)



Join IT

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

[IT Support Specialist](#)
[Computing Support Technician](#)
[Director of Project Management](#)
[Salesforce Architect](#)

Calendar



**ITS Holiday
Celebration**
12/17



**IT Professionals
Forum**
01/07



**ITS Managers
Meeting**
01/21



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