Pursuits | Tech news from FSU ITS

Date:   Tuesday, May 31, 2022 at 6:04:40 PM Eastern Daylight Time
From:  Information Technology Services
To:    Samantha Klupchak

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FSU Computing Center

We’ve come a long way in 40 years. Take a look back at the early years of IT on campus when ITS was known as the FSU Computing Center. This blast from the past, printed in March 1979, is full of information on old services, projects, rate charts and pictures of disk drives that look like washing machines. Oh, and one or two familiar names. ;)

Enter the Time Machine

ITS News

ITProPass Expedites Support for IT Professionals

The new ITProPass was created to streamline the support process for IT professionals at FSU. The ITProPass allows individuals to bypass ITS Service Desk basic troubleshooting procedures and also access a shared knowledge base of troubleshooting and tech help.

Request ITProPass

ITS Diversity Initiative

ITS is leading a diversity reflection series this spring. Each month, we will watch two videos from the LinkedIn Learning Diversity, Inclusion and Belonging for All learning path. Then we will gather in small group discussions to reflect on the month’s topics and engage in open conversation with our colleagues and peers. Please join in this important initiative.

Watch the Videos

Duo Mobile Troubleshooting

The Duo Mobile app is the quickest and easiest method to authenticate with 2FA. However, there are a few hiccups that can prevent you from having the best experience. If you are
having trouble using Duo Mobile, check out these common 2FA issues and troubleshooting tips.

**Troubleshooting Tips**

**DocuSign Best Practices**

DocuSign, the electronic signature platform, is available to FSU employees to easily send, sign and store documents virtually. Check out these DocuSign tips and tricks to help you save time (and paper) while working remotely.

**DocuSign Tips**

**NameCoach Expands to More FSU Systems**

FSU adopted NameCoach a few months ago to support diversity and inclusion across campus. The tool allows students to record and share the pronunciation of their name in major FSU systems. NameCoach is already in Canvas and is expanding to myFSU Portal and Student Central on March 20.

**Learn More**

**InCommon Federation**

Beginning March 25, FSU researchers and students will be able to use CAS to authenticate into InCommon Federation applications. InCommon Federation provides secure access to thousands of global collaboration tools, including research, library and university databases.

**InCommon Community Organizations**

**Update Your Voicemail Password**

FSU voicemail recently got an upgrade and now requires you to reset your password. The next time you access your voicemail use the temporary passcode 6245 (MAIL) and reset your password.

**Voicemail Password Requirements**

**Post-Pandemic Privacy**
EDUCAUSE recently launched a new showcase series spotlighting pressing implications for information privacy in the post-pandemic future. The online showcase includes the 2021 EDUCAUSE Horizon Report and a closer look at the rise of the chief privacy officer in higher ed.

Check it Out

EDUCAUSE Remote Work Study

A recent EDUCAUSE survey polled the university IT workforce about remote work sentiment and morale. Results show that the IT workforce is enthusiastic about future hybrid work environments.

See the Results

Technical Updates

New process for Apps Accessing FSU SSO

ITS is repurposing the self-service URL used to connect applications to the university’s single sign-on (SSO) service. Instead of automatically connecting applications to the FSU SSO, departments will need to submit a request via the myFSU Service Center and fill out a data access request (DAR) form to connect new applications.
Social Sciences Virtual Environment

Geographic information systems (GIS) courses historically were designed for physical labs. A year ago when COVID-19 hit and face-to-face instruction was not possible, ITS helped the College of Social Sciences & Public Policy pivot to a remote solution for GIS courses by building on the already existing myFSUVLab virtual computer lab.

ITS and LSI Deliver iPads to FL Schools

In early January, the FSU Learning Systems Institute (LSI) approached ITS to assist with the rapid deployment of 300 iPads to K-12 schoolteachers as part of a STEM research initiative. In one month, ITS employees Jason Penley and Alex Morales collaborated with LSI to configure all 300 devices and distribute them to schools throughout Florida. “In the end, LSI was a pleased customer, and ITS was able to pull on expertise from within the organization to make this a reality,” summarizes Penley.
Meet Audrey Glenn!

Audrey Glenn has a knack for making people feel welcome, either as the first smiling face they see when they arrive at the ITS Technology Services Building or by volunteering her time to kickstart training and outreach activities in her church and local ministry groups.

Meet Audrey

Meet Network Infrastructure!

The Network Infrastructure team is the wizard behind the curtain responsible for the installation, maintenance and repair of the wired internet and phone service that serve buildings on FSU campuses. Get to know these unsung heroes who have remained on campus during COVID to keep FSU classes, research and work running around the clock.

Meet Network Infrastructure

Welcome to ITS!

Say hello to our newest ITS staff members. Welcome to the team Tai'Jahra Armstead, Alada De Nobrega, Lexus Fedd, Prasad Nikam, Shantas Nixon, Michael Tafuri and Kyle Vaughn.
Shout Outs

"Thank you all that have assisted and supported the Panama City VoIP upgrades. Both Tallahassee and Panama City VoIP systems are one system finally. Thanks to FSUPC ITS Mark Myers and team for assistance and FSUPC faculty, staff and students for their patience over the weekend during the upgrade."

Jim Oligney, Network Architect

By The Numbers

$20,000

amount of money ITS has spent on non-app 2FA authentications so far in 2021
(Help us save money! Use the app!)

IT Roundup

Featured Service - Gartner Higher Education Reference

When’s the last time you checked out Gartner? This database offers free access to thousands of articles on IT research and technology news, ideal for research, vendor analysis, product training and more. Get Gartner >
Tech Tip - Sending DocuSign Emails

Always send documents for signature directly through DocuSign and never by forwarding an email link. DocuSign links are customized for each signer and forwarding them in email can be a security risk. Share a Document >

Learn IT - Women Transforming Tech

In honor of Women’s History Month, watch this video in the LinkedIn Learning Women Transforming Tech series about career advice from several leading women in tech. Women Transforming Tech: Tips for Career Success >

Green IT - LED Light Bulbs

If you change your lighting from traditional light bulbs to CFL or LED bulbs and use skylights and natural light, you will reduce your demand for energy resources significantly. Using longer-lasting, energy-efficient light sources also substantially reduces the amount of waste going into landfills. Sustainable Living >

Join IT

Join our team! Browse IT job openings at FSU.

Systems Administrator
Service Desk Representative
Salesforce Architect
Security/Privacy Risk Manager
Calendar

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