



PURSUIITS

May 2021

.....

[ITS News](#) | [@FSU](#) | [We Are IT](#) | [Shout Outs](#) | [HR Highlights](#) | [By The Numbers](#) |
[Featured Service](#) | [Tech Tip](#) | [Learn IT](#) | [Green IT](#) | [Join IT](#) | [Calendar](#)

.....

CSO
50
AWARDS

2021 US Winners

Recognizing organizations
for security projects that
demonstrate outstanding
business value and thought
leadership.

CSOconference.com

Produced by **CSO**
FROM IDG

CSO50 Award

Three cheers for cybersecurity! The ITS **Information Security and Privacy** team and FSU Emergency Management recently received a [CSO50](#) award for top cybersecurity efforts. FSU was one of two universities nationwide to receive the award, which recognized the university's development of [Seminole Secure](#), a four-part business continuity program designed to improve disaster preparedness and response at FSU.

[Read the Story](#)

ITS News

Meet Interim CIO Rick Burnette

Welcome to our interim CIO, Rick Burnette. Rick joined ITS the week of April 26 and will guide us through the coming months and the transition of hiring a new CIO. "I am impressed with the great work being done across the organization. The leadership team and I are committed to continuing and elevating the great work being done throughout campus, and I will do whatever I can to help along the way."

[See Rick's Bio](#)

ITS Major Incident Process

ITS will launch a new major incident process starting June 1. The new process provides a structured framework that will enable ITS to respond quickly to major incidents. The all-hands-on-deck approach is a collaborative, team response to synchronize efforts and expedite service restoration in critical situations.

[Find Out More](#)

2FA Reduces Compromised Accounts

Thanks to 2FA, the university has seen a dramatic decline in compromised accounts. Since implementing 2FA for all accounts in Fall 2020, FSU went from having 500+ accounts

compromised each month to an average of three accounts per month.

[Read More](#)

Sliger Data Center Maintenance

The Sliger Data Center will be down from May 27 through June 2 while the **Research Computing Center** works with FSU Facilities to perform critical power upgrades to the facility. This work is part of the data center renovation project.

[More Info](#)

Returning to Campus

ITS created a guide of technology recommendations to help employees prepare for a successful transition back to the office. [Spoiler Alert: There might be a lot of computer updates, restarts and refreshes.] Check out our top three tech tips to ensure a smooth return to campus.

[Return to Campus Tech Checklist](#)

Service Catalog Enhancement

New buttons that deep link to service-specific help have been added to each service offering page. “Request This Service” and “Report an Issue” direct users to a prepopulated form with the correct routing information, and “Search for Help” filters all the FAQs in the myFSU Service Center Knowledge Base for that service offering.

[See an Example](#)

Create Knowledge Articles in myFSU Service Center

Agents can now create knowledge articles in myFSU Service Center and route them to managers for approval. These self-help FAQs and documentation are a great way to empower customers to troubleshoot common issues and reduce your workload by providing answers to your most frequent cases.

[Create Knowledge](#)

Short URLs

FSU recently switched to a new service for creating short URLs. The new tool was created by the **ITS Application Development Services** team in collaboration with **Web Services** to create short, *fla.st* branded links for any of the following Florida State University websites: fsu.edu, fsu.qualtrics.com, fsu.zoom.us, fsu.force.com, seminoles.com, fsu.smapply.us.

Try It Out

Recycle Plastic Can Rings

The **Research Computing Center** has partnered with other campus departments to designate the Sliger Building in Innovation Park as a collection center to recycle 6-pack and other plastic can rings. To help the environment and save this waste from landfills, drop your plastic can rings off at BFS 210 during business hours.

Get Directions

@FSU



RCC Researcher Receives NASA Award

Allison Wing, assistant professor of meteorology in the [Department of Earth, Ocean and Atmospheric Sciences](#), was the **Research Computing Center (RCC) High Performance**

Computing cluster to conduct hurricane simulations to better understand how tropical cyclones are formed. “It’s really great that we have [the RCC] as a resource here,” states Dr. Wing, who was recently selected for a NASA New Investigator Award in EarthScience. The program will provide funding to conduct critical research on tropical cyclone development aimed at improving accuracy of stormforecasts.

[Read More](#)

Campus Rec Reporting

In early 2020, [Campus Rec](#) came to ITS looking for a way to help their department track revenue and expenses. **Jorge Vidal**, director of the **ITS Data & Analytics** team, provided training in Power BI to help Campus Rec get started. Fast forward a year, and Campus Rec has built a robust reporting suite that tracks the department’s finances in a simple and comprehensible manner. The impressive suite of dashboards delivers complex information in an easy-to-understand format, and the ITS Data & Analytics team is now looking at ways to replicate the solution for other campus departments.

We Are IT

Meet Kenneth Fish

Former chef-turned-business-logistics-associate **Kenneth Fish** Found his calling in tech. When he isn’t busy negotiating contracts for major university software, you’ll find him happily troubleshooting technical issues for customers or plying board games with his family.

[Meet Kenneth](#)



Welcome to ITS!

A big welcome to the newest members of the ITS team! We're excited to have

Shout Outs

Tech Support for Presidential Interviews

Thank you to everyone on the ITS **Service Desk** and **Networking** teams who have provided on-site support during the FSU presidential interviews. We appreciate the important role you are playing in the presidential search.

Charlotte Souffront-Garcia Receives DSA Award

Congratulations to **Charlotte Souffront-Garcia** for receiving a [Division of Student Affairs](#) (DSA) Better Together award for her work on the COVID-19 response team. This award recognizes a program that displays sustained, intensive cooperation and collaboration across DSA.



*"Did you hear the loud celebration coming from The Career Center 30 minutes ago?!?
The formative experience bulk upload process was a SUCCESS! ... THANK YOU, THANK YOU, THANK YOU to ALL OF YOU for listening, hearing us and making this happen. We are beyond appreciative to [the Student Application Services team]."*

Tracey Lord, Experiential Learning Program Director, FSU Career Center

HR Highlights



Summertime is coming and ITS HR doesn't want you to forget the additional benefits or resources available to you.

Going to the parks? We have you covered with savings. Visit the [Additional Benefits and Perks webpage](#) and select **Entertainment**.

Road trippin'? Don't forget FSU employees receive discounts on rental cars and hotels. Visit the [Additional Benefits and Perks webpage](#) and select **Travel** for rental car info and **Hotels** for hotel discounts and offers.

By The Numbers

209

number of knowledge articles created in myFSU Service Center since the beginning of the year



Featured Service - Eduroam

Traveling this summer? Whether for business or leisure, you can use Eduroam to connect to secure Wi-Fi at hundreds of universities and institutions across the United States and world.

[Find Out More >](#)



Tech Tip - Chatter

The Chatter feature in myFSU Service Center is a great way to communicate back and forth with customers or other agents regarding a particular case. Use the feature to start a conversation, post updates and share images or documents directly to the recipient's email. [myFSU Service Center Tools >](#)



Learn IT - Effective Listening

Learn how to develop behaviors that will enable you to become a better listener (and better colleague, mentor and friend) with this LinkedIn Learning course. [Effective Listening >](#)



Green IT - Arbor Day

Arbor Day, much like Earth Day, is a holiday that celebrates nature. Its purpose is to encourage people to plant trees. Many communities traditionally take the opportunity to organize tree-planting and litter-collecting events on or around the holiday. A popular tradition is to plant a tree in honor or memory of a loved one. [More Info](#)



Join IT

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

[Technology Services Director](#)

[Network Infrastructure Assistant Director](#)

[ERP Analyst IV](#)

[Senior Data Integration Architect](#)

Calendar



[UF AI Cluster
Workshop](#)

05/25



[ITS Diversity
Reflection III](#)

06/04



[FERPA for IT
Professionals](#)

06/15



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

This email was sent by Florida State University
222 S Copeland Street Tallahassee, FL, 32304, US

© Florida State University 2020