Pursuits

December 2019

Contents

IT News

Happy Holidays!

Happy ho-ho-holidays from ITS! We wish you all the magic of the season and a holly jolly 2020.

ITS Town Hall Recap

ITS held its second town hall meeting on December 4 to provide staff with updates and workgroup recommendations regarding new organizational alignments. A copy of the presentation is available on the ITS website.

ITS Professional Development Series

Mark your calendars for monthly professional development and social opportunities in 2020. We're kicking it off in January with a Meetings 101 workshop on January 8, Organizational Change Management Tech Talk on January 22 and month-long fitness challenge. Check out the ITS Staff page in Teams for more details.

VOC Update

ITS has made much progress on the Voice of the Community campaign in the last few months. Feedback from the FSU community has driven us as we improve processes, implement new offerings and instill change across our organization, including launching a new CRM solution and creating a "Fast Pass" support option for IT professionals.

Cybersecurity Defense Course

ITS is coordinating a Comprehensive Cybersecurity Defense (CCD) course at FSU January 13-16. The advanced, hands-on course is designed for technical personnel who monitor and protect critical cyber infrastructure and will cover penetration testing, defense analysis and real-time response and threat mitigation. More information, including prerequisites, is available on the course registration website.

ITIL Training

Fifty-five ITS employees recently completed ITIL 4 Foundation training. The training, which is an industry best practice framework for IT service management, was conducted in an effort to enhance the delivery of ITS services to the FSU community.

Acta Non Verba Book List

Take some time over winter break to read the next titles on the ITS Acta Non Verba Book Club list: **The Five Dysfunctions of a Team** and **The Advantage**. The next book club meeting will be on January 21 from noon-1PM in TSB 1440.
Get the books >

ITS Holiday Charity Drive

Thank you to everyone who supported the ITS holiday charity drive! Because of your generosity, ITS raised $4,356 to support the Big Bend Homeless Coalition and help end homelessness in the Big Bend. Missed the deadline? You can always donate online any time.
Donate >

Technical Updates

EOAS Networking

Bringing a six-story campus building online is no small feat. Over the last seven months, ITS worked with architects and engineers to design wireless access and data and telephony network systems in the new Earth, Ocean and Atmospheric Science building, which opened in late November. ITS installed 1,500 cable drops and fed the building with 10-gigabit fiber circuits—far surpassing the standard 1-gigabit circuits used in most campus buildings—to future-proof for growing data demands. (Pictured: **Jim Reynolds**)
About EOAS >

Freeze Period for ITS Changes

As the spring 2020 semester approaches, ITS is implementing a freeze period from January 3–19 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.
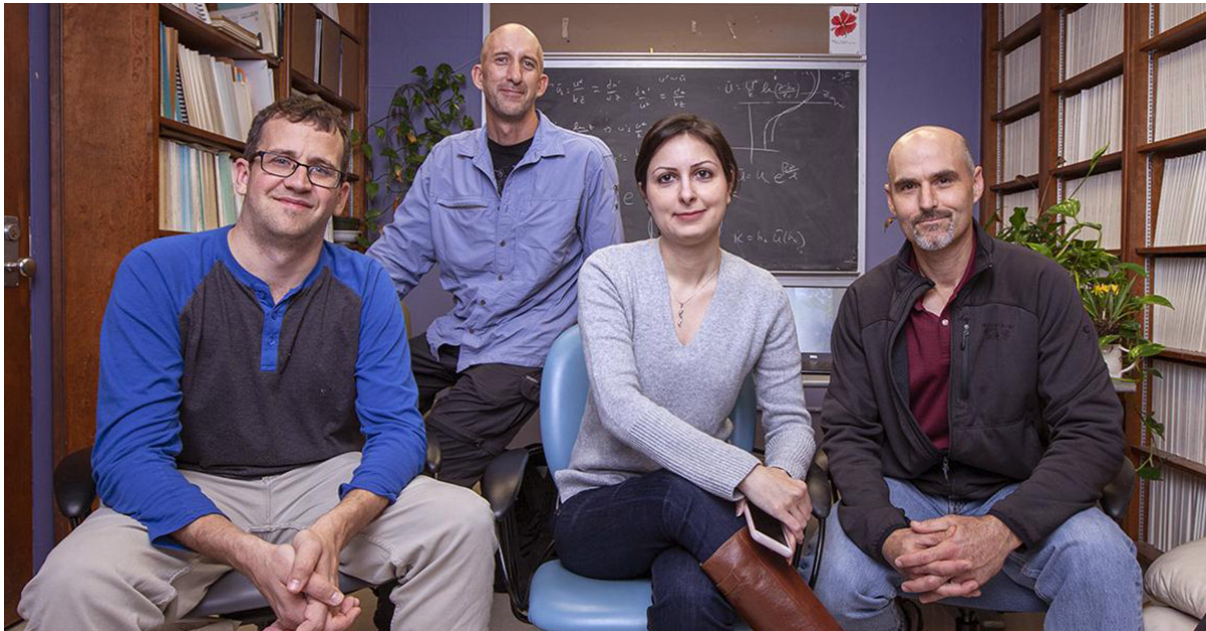
ITS Maintenance Windows >

CAS Upgrade

On December 19, the CAS single sign-on page and LDAP authentication services will be upgraded to the latest versions, and the SSL ciphers will be updated to TLS 1.2. Thank you for working with ITS to test applications and prepare for the upgrade. If you experience any issues with the new security standards, please let us know.

Contact ITS >

@FSU

Smoke Signals

FAMU-FSU College of Engineering assistant professor Neda Yaghoobian and her team use the **Research Computing Center** for their studies on thermo-fluid dynamics. Read about her latest research collaboration exploring the dynamics of smoke from prescribed fires.

Read Article >

Meet Sarah Mahler!

A Tallahassee native, Sarah's heart has always been in the rivers and coastal areas of the local great outdoors. While pursuing her master's degree at FSU, she discovered another passion … using data and technology to support student success. As an ERP analyst III, **Sarah Mahler** helps others at FSU get the data they need to make informed decisions.

Meet Sarah >

Welcome!

A big welcome to our newest ITS employees **Thomas Doughty** and **Alex Townsend**. If you see them around, say hi!

Kudos

EDUCAUSE Ambassador

Congratulations to our own **Hans Meyer** on being appointed as the **EDUCAUSE** ambassador for Florida State University. Our EDUCAUSE membership allows colleagues from across FSU access to a substantial collection of research, publications, benchmarks and professional learning opportunities. Take advantage of this connection and reach out to Hans with any questions about EDUCAUSE membership and resources.

Contact Hans >

Green IT

CyclingSavvy Course

Help make our roads bike friendly! FSU Sustainable Campus and Parking Services are partnering with the American Bicycle Education Association to

Services are partnering with the American Bicycle Education Association to offer a free biking safety course. The course promotes safety practices on shared roadways for cyclists and drivers.

Enroll in CyclingSavvy >

Featured Service

ITS Software Store

The ITS Software Store has just what you need to get your new holiday tech up and running. Purchase discounted Windows, antivirus and other essential software.
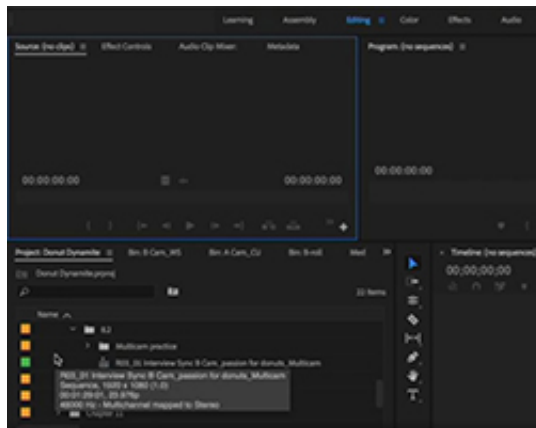
Get Software >

Tech Tip

Cybersecurity Travel Tips

What should you do with old boarding passes? Which ATMs are safest? If you're traveling for the holidays, read up on this list of our top ten security tips to keep in mind on vacation.

Safe Travels >

Learn IT

Premiere Pro

Premiere Pro CC 2019 Essential Training was the most-watched LinkedIn Learning video of the year at FSU. Use the long winter break to learn a new skill and become a video-editing genius.

By The Numbers

36

Students who participated in focus groups during the month of November, providing feedback on the ITS website, two-factor authentication, myFSU Portal the ITS Service Catalog and more

ITS Calendar

Mark your calendar for these upcoming ITS important dates.

12/23-01/01 | FSU Winter Break
01/09 | IT Professionals Forum
01/14 | FSU IT Employee Orientation
01/21 | ITS Book Club Meetup

Contribute

Have tech news to share? Email your notable project updates, campus partnerships, important dates, team milestones and staff photos to **mdeldebbio@fsu.edu** to be featured in a future issue of Pursuits!

f ⊙ 🐦 ▶

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