Over the last two months, ITS rose to meet the challenge of moving more than
Over the last two months, ITS rose to meet the challenge of moving more than 40,000 students and 10,000 employees online in response to COVID-19. And our work has not gone unnoticed. Watch this video from campus partners across FSU thanking ITS for all we have done to support the university.

Watch the Video >

ITS Essential Workers
A huge thank you to all the ITS essential workers who have been heading into the office and representing ITS on campus every day since we went remote. You rock!
See the Photo Gallery >

Organizational Change Management
ITS recognizes the importance of preparing the university community for technological changes using organizational change management (OCM). The new ITS OCM team is here to help get university technology projects off to the right start and to ensure continued project success.
Learn More >

Online Collaboration Tools
Many of us have found our daily rhythm for remote work, but with so many online collaboration tools available, it still can be hard to know which tool to use when. Follow this rule of thumb for choosing between Zoom, Teams and email.
Read the Article >

InternFSU Submissions
Need some extra help? Have a special project? Consider hiring an intern through the InternFSU program. ITS has had great success with this program in the past, and submissions for Fall 2020 internship positions are open through May 24. Please keep in mind all positions are subject to available funding and Fall 2020 university operations.
Submit a Position >

Contact Service Outreach for Incident Communications
Service Outreach—formerly part of Service Management Deployment—is your go-to for incident communications as well as website updates, service catalog edits, mass emails and FAQ creation and maintenance. The Service Outreach team can be reached at ITS-serviceoutreachstaff@fsu.edu.
Email Service Outreach >
Customer Service Training
Interested in taking customer service training? ITS is working with the HR Training Center to offer the following virtual training courses: Bridging Cultures I (May 22) and Conflict Communication Skills (June 5). Both of these courses count towards the FSU Customer Service Program Certificate. Sign Up for Training >

FSU Zoom Backgrounds
Make your Zoom calls feel like you're back on campus by utilizing the custom background feature and uploading these images from departments across the university. Get FSU Backgrounds >

Salesforce Tech Talk
Join the ITS community engagement team for our next virtual Tech Talk and get the inside scoop on the launch of Salesforce at FSU. The session starts at 1PM on May 27 and will walk through the university's new customer relationship management (CRM) platform and launch date. Add to Calendar >

Drupal Webforms
The ITS Web Services team has added an improved Webforms module capability to all FSU Drupal webpages. To learn more about Drupal webforms or to get started creating your own check out the WCMS Updates page on the ITS website. Learn More >

Technical Updates
ITS Maintenance
We are aware many people are working irregular hours during this remote work phase. As such, please be aware of upcoming planned ITS maintenance, much of which takes place in early morning and early evening hours, and plan accordingly.

Check for Upcoming Maintenance >

Hurricane Simulations
Dr. Allison Wing, assistant professor in the Department of Earth, Ocean and Atmospheric Science (EOAS), specializes in creating hurricane simulations. These simulations, which run on the Research Computing Center’s HPC cluster, allow for important weather predictions and climate change studies.

Find Out More >

Department of Mathematics
When Dr. Leah Hollingsworth needed to transition her College Algebra classes to virtual lectures, Scott Brumage in ITS Technology Enhanced Classrooms set her up with a take-home document camera to continue teaching from her house. Dr. Leah says “Without that document camera and ITS, it would not have been possible to work from home. Scott did everything he could to provide that resource for me.”

We Are IT

Meet Steven Chandler!

Steven Chandler, a senior network technician, has been working at FSU for 24 years helping coordinate the installation of telephone and internet infrastructure. And he has enjoyed every day. Since FSU switched to remote operations, Steven has stayed on campus as an essential worker, coming to work every day to help maintain the university’s network and phone lines.

Meet Steven >

Staffing Updates

A big welcome to all the new staff members who have joined ITS over the past couple months: Robert Drake, Kayla Hammer, Michael Perry, Madeline Kaus, Harley Ledbetter, Bobby Sprinkle, Tyler Schoenfeld, Bridgett Crimbley, Fenton Woodward and Cinnamon Gallatin. We are happy to have
you on the ITS team! Also, take a minute to congratulate Suzanne Kane on her promotion to Associate Director of the ITS Service Desk and Nick Voran on his new role as Middleware Architect.

Kudos

Sustained Service Awards
Congrats to all ITS staff who reached sustained service milestones this year for their time at FSU. Thank you for your dedication!

- 35 Years | Oliver Austin, Lewis Thurston
- 30 Years | Diane Higgins, Robert Mills
- 20 Years | Andrew Bucior, Christopher Hart, Ming-Shen Lu, Martin Schaefer, Travis Zimmerman
- 10 Years | John Dingus, Jason Freeman, Gerardo Garcia, Thomas Hilton, Sinclair Madry, Selvam Sivagurunathan, Johnny White

Team Effort
When spring 2020 classes moved online, the ITS Student Application Services, Data & Analytics and myFSU Portal teams collaborated with other university offices to make a series of configurations and modifications, successfully processing nearly 22,000 requests for pass/fail grade changes in a two-week span.
Green IT

Victory Gardens
There is certainly no victory when it comes to COVID-19, but one thing it has done is unleash a new era of so-called victory gardens similar to those seen during World War II. Although there is no serious threat to the current food supply, home gardens add to our overall sustainable footprint and our mental health, and those things are victories alone.

Start a victory garden >

Featured Service

Aruba VIA
If you use a softphone or need to access a shared department drive while working remotely, Aruba VIA is a new virtual private network (VPN) at FSU that can be self-installed on your device.

Get VIA >

Tech Tip

Voicemail to Email
Have your FSU phone voicemails delivered right to your inbox with this special feature that sends an email message with audio clip every time someone leaves a voicemail on your office phone.

Set It Up >
Learn IT

Time Management
Working from home comes with all sorts of distractions and demands on your time and attention. *Time Management: Working from Home* shares best practices for maximizing productivity while working remotely.

By The Numbers

33,744

sessions in myFSUVLab, FSU’s virtual computer lab, during March and April 2020, representing a 39 percent increase from the same time period in 2019

ITS Calendar

Mark your calendar for these upcoming ITS important dates.

05/20 | Stressed Out Virtual Session
05/27 | ITS Tech Talk – Salesforce
06/04 | IT Professionals Forum

Job Postings

Join our team! Browse IT job openings at FSU.

ERP Analyst II
Director of Project Management
Deputy Chief Information Officer