



# PURSUIITS

October 2020

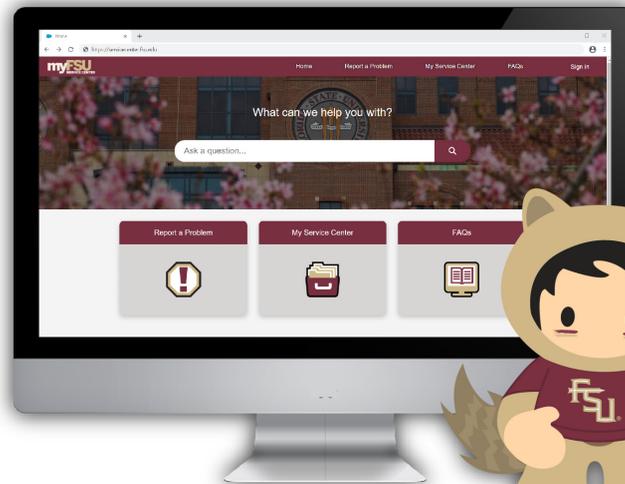


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# Need help?

[servicecenter.fsu.edu](http://servicecenter.fsu.edu)



# New myFSU Service Center launches

On October 26, ITS will launch a new, user-friendly support system. The new [myFSU Service Center](#) has an entirely new look and makes it easier than ever to submit and manage cases. The cloud-based customer relationship management (CRM) system is powered by Salesforce and can scale to fit the needs of FSU.

[Check it Out](#)

## ITS News

### ITS Publishes Strategic Plan

ITS gathered virtually in September for its annual town hall meeting. At the meeting, ITS released a 3-5-year strategic plan and goals to guide the direction and culture of ITS in the year ahead.

[See the Goals for 2021](#)

#### 2021 ITS Strategic Goals

**Advance FSU Strategic Initiatives**

- Expand and improve data & analytics capabilities & services to support FSU's strategic initiatives.**
  - Support sources that receive real-time data.
  - Support cloud-based applications.
- Expand & improve community engagement capabilities & services to support FSU's strategic initiatives.**
  - Transition change management solution to Salesforce.
  - Facilitate increase of messages sent to campus audiences.
  - Meet the users' expectations on the COVID-19 Contact Tracing application.
- Improve university cybersecurity posture to ensure continuity of services & reduced reputational risk.**
  - Increase network of campus cybersecurity professionals.
  - Increase units who complete Disaster Recovery assessments.
  - Review data and compliance policies and standards.
  - Increase cybersecurity awareness training among employees.
  - Decrease email tenants and servers.
- Expand & improve ITS research technologies, capabilities, & services to support FSU's aspirations as a Top 20 university.**

### ITS Announces New Deputy CIO

Jonathan Fozard will join ITS as the Deputy CIO on November 9. In this new role, Jonathan will be responsible for overseeing IT initiatives that strengthen university technology services and enable FSU to operate more efficiently, including work on our funding model.

[Get to Know Jonathan](#)

### NameCoach Launches in Canvas

NameCoach, FSU's newest tech created to support diversity and inclusion, is an application that stores easy-to-learn audio name pronunciations. Students simply record their name in the tool, and NameCoach integrates with essential FSU systems to help faculty and staff correctly pronounce a student's name.

[Find Out More](#)

# ITS Spooky Hour

Mark your calendar for the ITS Halloween celebration on October 29. We will have a virtual costume contest (you can even enter your pets) and Halloween-themed games. Did we mention there will be prizes?

[Add to Calendar](#)

## Qualtrics Retires Classic Reports

On October 31, Qualtrics will remove the ability to use Classic Reports in new and old projects. Many FSU users are currently utilizing Advanced Reports and will not notice a difference in their Qualtrics reporting. Those who still use Classic Reports will need to export needed information.

[Explore Advanced Reports](#)

## Microsoft Teams for FSU Students

Introducing Microsoft Teams for FSU students. Microsoft Teams is the new one-stop shop for everything students need to create, collaborate and communicate. Teams allows students to chat, store and share files, host a quick video call and more.

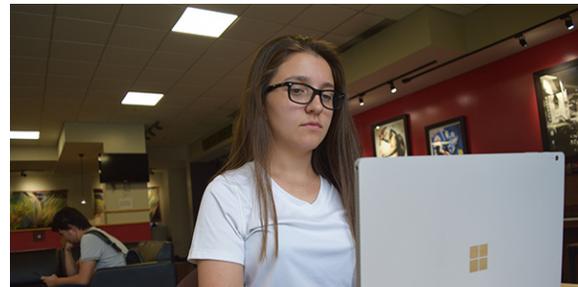
[Download Teams](#)

## Watercooler Channel

Miss those TSB hallway conversations? Check out the ITS Remote Watercooler Conversations channel on Teams and chime in on the latest discussion. This week we're sharing some of our 2020 DIY projects.

[Join the Chat](#)

@FSU



# Ultrasound Technology

Students in the **College of Medicine** are able to simulate ultrasounds and become familiar with technology that will lead to groundbreaking discoveries in the field of medicine, all thanks to the **Student Technology Fee**. Using the SonoSite Portable Ultrasound and the SonoSim LiveScan software, medical students are able to simulate an ultrasound machine on inanimate objects as if the objects are real human beings. "This technology is as essential now as the stethoscope was in the past," says Dr. Stephen Quintero, associate professor.

[Watch the Video](#)

# Chemistry Virtual Lab

In Fall 2018, the **Department of Chemistry and Biochemistry** shifted to an entirely virtual computer lab to free up more space for chemistry labs in response to increasing enrollment and curriculum changes. Now, Chemistry runs ChemDraw and Spartan Student software on **myFSUVLab**, giving students access to necessary course tools from any computer with a web browser, regardless of location. "[Students] appreciate this accessibility and utilize it as needed throughout the semester," summarizes Salvatore Profeta, coordinator of upper level undergrad labs.

[Explore myFSUVLab](#)

## We Are IT

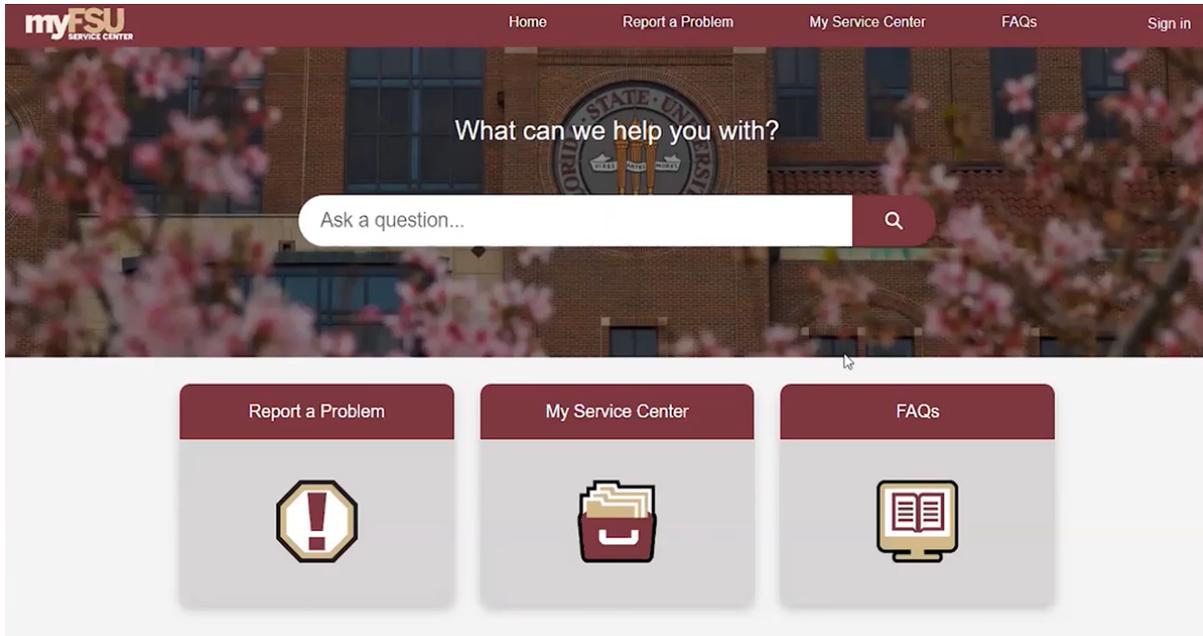
### Meet Tom Doughty!

A good challenge and good coffee are all **Tom Doughty** needs in life. As the program director of enterprise security architecture, Tom develops new policies and standards relating to acceptable use, security and privacy and makes certain the systems ITS rolls out are secure. Tom thrives on learning as much as he can every day so he can deliver functional security solutions to FSU.

[Meet Tom](#)



# Shout Outs



## myFSU Service Center Training Teams

Moving 110 provider groups to a new support system is no small task. Over the last four weeks, **Derek Kooi, Megan Skowronski, Stephen Whitney, Kathleen Reilly, David Letourneau, Ron Kimberly** and other members of the Change Leadership Planning and Community Engagement Technologies teams have successfully completed 16 training sessions for nearly 350 agents and 10 readiness workshops for 86 provider group managers, introducing them to the new myFSU Service Center. Training was detailed, engaging and included break-out sessions and hands-on experiences in a sandbox environment.

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*“On behalf of the College of Education, I would like to formally acknowledge and thank many ITS staff for their professionalism, collegiality and assistance when it was needed the most ... I would like to thank all ITS staff for raising to the (COVID) challenge, improving communication and facilitating many processes in these challenging times for us.”*

## By The Numbers

# 16,481

employees with 2-factor authentication (2FA) activated on their FSU account

## IT Roundup



### Featured Service - Endpoint Backup

Endpoint backup is a worry-free, cloud-based storage solution that provides unlimited storage and automatic backups for up to three university-owned devices, including desktops, laptops and mobile devices. [Get Endpoint Backup >](#)



### Tech Tip - Locking Devices

Never leave your devices unattended, even when working from home. You likely have lots of confidential information on your device that could easily be seen by a passing friend or family member. Log out or lock your device when it is not in use. [See More Security Tips >](#)



### Learn IT - Agile Foundations

Learn how to build an agile mindset and poise your team to quickly respond to customer feedback and shifting business needs with this LinkedIn Learning course. [Agile Foundations >](#)



## Green IT - Go Kayaking and Go Green

Kayaking is a self-powered mode of transportation that requires no gas or oil, has no destruction to the water or shorelines and no threat to the ecosystem or the aquatic life. You're close to nature, and it's great for exercise. In a time when everything is electronic, it's nice to return to basics and—at least for a few hours—relax.

[Places to Paddle >](#)



## Join IT

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

[IT Support Specialist](#)  
[Application Developer](#)  
[IT Project Manager](#)  
[ERP Analyst II](#)

# Calendar



**[Cybersecurity  
Tech Talk](#)**  
10/28



**Holiday Apps  
Session**  
11/04



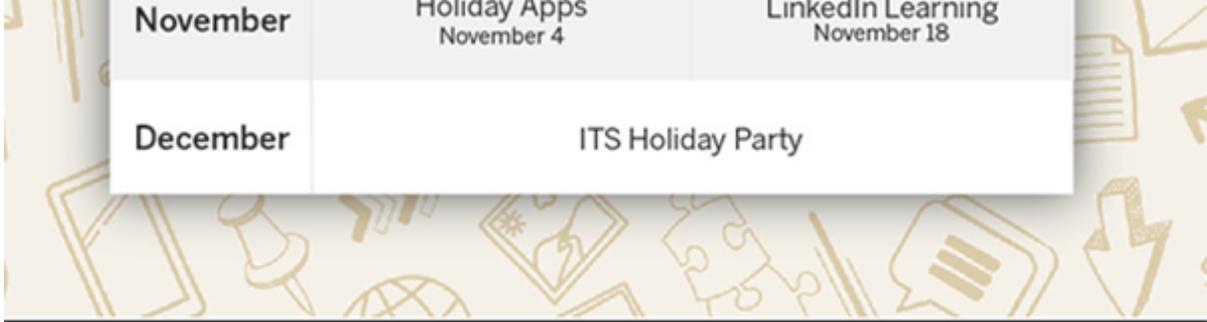
**IT Professionals  
Forum**  
11/05

## Mark Your Calendar

Don't miss these upcoming Fall 2020 ITS professional development sessions.

**ITS Professional Development  
FALL 2020**

	<b>Donuts &amp; Development 8:30-9:30AM Zoom</b>	<b>Tech Talk 1-2:30PM Zoom</b>
<b>September</b>	Mindfulness September 16	ITS Annual Goals September 30
<b>October</b>	Recruitment October 21	Cybersecurity October 28



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