ITS TOWNHALL

November 16, 2022

Fall Update
ITS VALUES

- How Can ITS Be More...
TOP 10 IT ISSUES IN HIGHER EDUCATION

Jonathan Fozard

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
TOP 10 ISSUES FACING HIGHER EDUCATION

Leading with Wisdom
Technology leaders need wisdom in order to inspire, lead, and manage their institution, IT organization, and workforce.

1. **A Seat at the Table**
   Ensuring IT leadership is a full partner in institutional strategic planning

2. **Evolve, Adapt, or Lose Talent**
   Creating a workplace that allows for and supports movement up, down, and sideways to accommodate shifts in personal and professional goals and to foster healthier work/life balance

3. **Enriching the Leadership Playbook**
   Leading with humility and candor to engage, empower, and retain the IT workforce
The Ultra-Intelligent Institution

Data and analytics can provide institutions with intelligence offered through ongoing, useful, and increasingly sophisticated insights.

2 **Privacy and Cybersecurity 101**
Embedding privacy and cybersecurity education and awareness in the curriculum and in the workplace

4 **Smooth Sailing for the Student Experience**
Using technology, data, insight, and agility to create a frictionless student experience

6 **Expanding Enrollments and the Bottom Line**
Focusing data and analytics initiatives on identifying academic programs with high potential for recruitment ROI

7 **Moving from Data Insight to Data Action**
Converting data analytics into action plans to power institutional performance, enhance operational efficiency, and improve student success
Everything Is Anywhere

With the institution no longer confined to the physical campus, leaders must find new strategies for supporting technology everywhere and anywhere.

8 A New Era of IT Support
Updating IT services to support remote and hybrid work

9 Online, In Person, or Hybrid? Yes.
Developing a learning-first, technology-enabled learning strategy

10 SaaS, ERP, and CRM: An Alphabet Soup of Opportunity
Managing cost, risk, and value of investments in new ERP solutions

Learn more about the Top 10 IT Issues at https://www.educause.edu/2023issues
2023 TACTICS

Make IT easier for the students, faculty and staff who learn, teach, conduct research and work at FSU.

**ITS VALUES**
- Transformative
- Trustworthy
- Inclusive
- Collaborative
- Empowering

**ITS PRIORITIES**
- Advance FSU Strategic Initiatives
- Enhance ITS Team Capabilities
- Be a Strategic Partner to FSU Organizations and Departments
- Establish and Adopt a Sustainable Financial Model
- Improve ITS Service Delivery
- Develop Models for Continuous Improvements

**STRATEGIC GOALS**

- Improve university cybersecurity posture to ensure continuity of services and reduced reputational risk.
- Expand and improve ITS research technologies, capabilities, and services to support FSU's aspirations as a Top 20 university.
- Expand and improve community engagement capabilities and services to support FSU's strategic initiatives.
- Expand and improve data and analytics capabilities and services to support FSU's strategic initiatives.
- Establish or improve functions and processes that support IT operations.
- Partner with campus units to improve user satisfaction and management of IT resources.
- Advance ITS presence and reputation based on user-centered practices.
- Provide model and roadmap to support Business Relationship Management.
- Create and promote professional development opportunities for ITS Staff systematically and individual investment in personal development.

Modify financial reporting and administrative operations to support ITS unit-level leadership through evolving structures, priorities, and responsibilities.

**2023 TACTICS**

- Improve network reliability in locations with poor connectivity.
- Evaluate and implement Equity, Diversity, and Inclusion Action Plan submitted by the EDI committee.
- Increase visibility and accessibility of financial statements to ITS service owners.
- Identify system gaps in ITS services through user feedback and analytics.
- Implement systems and policies that allow for flexibility and agility of future technology integration.
- Broadsides portfolios of research and development resources.
- Research best-practices for higher education technology steering committee focused on projects, resources, and communications.
- Lead a joint effort in creating a research technology roadmap with key campus leaders.
- Expand the internal program to ensure meaningful learning experience for students in hybrid learning environments.
- Enhance ITS staff development by hosting special topic training in emerging technologies.
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- Integrate required services into the IT Service Center to streamline support processes.
- Identify opportunities for ITS staff to learn from and with peer teams across the organization.
- Introduce topic-specific workspaces to support engagement with the FSU community.
- Mature network program through Business Relationship Management and IT/IP to ensure various conduits in and out of ITS.

**Change Leadership and Planning**
- **Enterprise Applications Services**
- **Panel Operations**
- **Community Technology Services**
- **Research Computing Center**

**Shared Services**
- **Information Security and Privacy Office**
- **Shared Infrastructure Services**

https://its.fsu.edu/about-its/planning
<table>
<thead>
<tr>
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<td>Identify systemic gaps in ITS services through user feedback and analytics.</td>
<td>Administer a unified endpoint management solution across campus to strengthen protection of FSU’s major systems.</td>
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<td>Research best practices for higher education technology Steering Committee related to projects, resources, and communication.</td>
<td>Integrate request forms into the ITS myFSU Service Center to streamline support processes.</td>
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<td>Lead a joint effort in creating a research technology roadmap with key campus leaders.</td>
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<td>Expand the internship program to ensure a meaningful learning experience for students in hybrid learning environments.</td>
<td>Introduce topic-specific chatbots to support engagement with the FSU community.</td>
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FUTURE INITIATIVES

Now:
Vote the ideas that matter to you
Sort via priority
Track the total votes

<table>
<thead>
<tr>
<th>Priority</th>
<th>Title</th>
<th>Description</th>
<th>Upvote</th>
<th>Downvote</th>
<th>Display Total Votes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advance Relationships</td>
<td>Prioritize project requests</td>
<td>Assign priority when issues/requests are submitted that way requests can be streamlined and more efficient and responsive to satisfy user</td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Advance Relationships</td>
<td>Set Expectations of each Team</td>
<td>It would be great if each team work or states responsibilities when they develop a new system/application/ Business process recommendations and expectations during all user meetings</td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Advance Relationships</td>
<td>Vendor Roadmap Alignment</td>
<td>Most of our vendors have roadmaps. It would be nice to have business analysts try to combine the items that would have value</td>
<td></td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>
Staff Engagement Panel

Andy Bucior
Alex Morales
Justin Shafer
Staci Smith
Kiara Sullivan

Florida State University
Information Technology Services
STAFF ENGAGEMENT
COMMUNITY ENGAGEMENT TECHNOLOGIES

- Optimizing recruiting with the College of Business
- Website redesigns for Enrollment Mgmt, Office of Admissions, Office of Student Organizations and Involvement
- Announcements website, Calendar CMS to Marketing Cloud
- Communication experience for targeted student populations

- Recreating & Admissions
- Research & Administration
- Student Life & Services
- Advancing & Alumni Relations
- College & Department
- Communications & Engagement

- CRM Roadmap for College of Business
- Digital Transformation with HR depts
- Web redesign and digital transformation for the Florida Center for Public Management
- 91 web redesigns inflight including College of Fine Arts, Criminology, …
- Institute for Molecular Biophysics WordPress migrations

- CRM & Forum for Research Admin
- Drupal Upgrade for ~300 websites
- Standing up Social Scheduling, Listening, Reporting Service Offering
- Expanding Marketing Cloud

- Expanding myFSU Service Center
- Service portfolio
- IT News & Notes
- Expanding DocuSign

- In discussion

- Staff Collaboration
ITS EDI Committee

Roles and Responsibilities

Executive Sponsors

Co-Chairs

ITS EDI Committee

ITS Equity, Diversity, and Inclusion (EDI) Plan

This EDI Plan is designed to advance ITS efforts to promote, implement, and evaluate meaningful diversity, equity, and inclusion initiatives. The plan recommends broad strategies, suggestions, and ideas to guide our work together.
ERP Roadmap

1. Business Process Review
2. Fit Gap Analysis
3. Hardware/Software Selection
4. Project Plan
5. Archiving
6. Implement
7. HR/FI/CS
8. Repeat
CORE UPGRADE
INFORMATION VALUE CHAIN

Data
Application Data Stores → External Data Stores → Data Stores of Record → Synchronized Secondary Stores

Transformation & Scrubbing
Enterprise Data Sources → Data Vault → Enterprise Data Staging

Information
Conformed Dimensions → Standardized Facts → Derived & Aggregate Data

Knowledge
3rd Party Data Enrichment → AI/Machine Learning → Analytic Data Stores

Human interfaces
Active Metadata Management
EVENT DRIVEN FRAMEWORK
INTERN COHORT

ITS Units Represented: 18

Interns Retained: 7

Supervisors Invested: 3,240 Hours

Partnerships:

accenture  
Microsoft

Intern Growth by Semester

- Fall 2021
- Spring 2022
- Fall 2023

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
This past July ITS was given $2.5 million dollars to provide much needed network infrastructure upgrades to some of our academic buildings on campus. Our team has been working over the last couple of years to rate the network infrastructure for all buildings on campus which includes all wiring and hardware associated with the distribution of FSUs network in these facilities. With this funding we will be able to begin to address some of the lower rated buildings and bring them up to a current network standard that will support much higher bandwidth with much more reliable connectivity both wired and wireless. We are currently working hard on the design and procurement of material to get the first 6 to 9 buildings upgraded by the end of summer 2023. Some of which include HMU, KMU, Longmire, Williams, and Dodd.
ENDPOINT DETECTION AND RESPONSE - DEFENDER FOR ENDPOINT

The service detects and investigates prominent security threats, identifies local attacks, and provides remediation guidance through patching, configuration settings and other activities

- **Multi-platform compatible** | Available for Windows and Mac operating systems
- **Real-time detection** | Discover vulnerabilities and remediate threats in minutes
- **Transparent** | Does not affect performance of devices once configured
- **Centralized management** | Runs on networked computers or standalone machines
- **Best practice** | Widely accepted cybersecurity best practice and requirement of cyber insurance companies

### Top security recommendations

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Exposed devices</th>
<th>Threats</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Microsoft Windows 10 (OS and built-in applications)</td>
<td>1.55k</td>
<td>☢️</td>
<td>▼ 30.54</td>
</tr>
<tr>
<td>Update Microsoft Office</td>
<td>1.35k</td>
<td>☢️</td>
<td>▼ 17.79</td>
</tr>
<tr>
<td>Update Apache Log4j</td>
<td>163</td>
<td>☢️</td>
<td>▼ 6.34</td>
</tr>
</tbody>
</table>

### Top vulnerable software

<table>
<thead>
<tr>
<th>Software</th>
<th>OS platform</th>
<th>Weaknesses</th>
<th>Threats</th>
<th>Exposed devices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 10</td>
<td>Windows</td>
<td>1186</td>
<td>☢️</td>
<td>3.2k / 6.0k</td>
</tr>
<tr>
<td>Log4j</td>
<td>Windows</td>
<td>2</td>
<td>☢️</td>
<td>685 / 1.6k</td>
</tr>
<tr>
<td>Chrome</td>
<td>Windows</td>
<td>898</td>
<td>☢️</td>
<td>1.09k / 6.17k</td>
</tr>
</tbody>
</table>

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**FLORIDA STATE UNIVERSITY**

**INFORMATION TECHNOLOGY SERVICES**
ITS WEBSITE REDESIGN

Restructure and refresh the ITS website to meet the needs and interests of the FSU community and deliver a UX-driven design that is engaging and easy to navigate.

November 2022
Project Kickoff

March 2023
Website Launch
PROFESSIONAL DEVELOPMENT

2022
- Splunk for Rookies – December 6th 9:30-12:00

2023
- Intern: Partnership Success - January
- ITIL (Supervisor approved) - February
- The 3 C's to a successful Meeting – March
- myFSU Service Center Best Practices – April
GET INVOLVED!
HAPPY HOLIDAYS!

- Each Staff Member
- Pick up outside of Mores and Artes conference rooms