AGENDA

Welcome!

Get to know your neighbor!

Organizational Updates

Infrastructure Workgroup Recommendations

Open Q&A Session
GET TO KNOW YOUR NEIGHBOR!

Introduce yourself!
Tell your partner where you work, your hometown, and your favorite holiday activity!
ORGANIZATIONAL UPDATES

Byron Menchion
## OUR INPUTS TO ORG CHANGE

<table>
<thead>
<tr>
<th>Huron Takeaways</th>
<th>VOC Feedback</th>
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</thead>
<tbody>
<tr>
<td><strong>Span of control</strong> - Optimize span of control and flatten the organization</td>
<td><strong>Higher Velocity Delivery</strong> – Prompt support for technical enhancements. Shorten the time from “request to delivery”</td>
</tr>
<tr>
<td><strong>Specialization</strong> – Improve focus of teams through domain specialization based on services to enable scalability of services</td>
<td><strong>Greater Collaboration</strong> – Better cohesiveness and work between the units…”co-laboring”</td>
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<tr>
<td><strong>Efficiency</strong> – Reduce siloes and improve collaboration among teams in terms of communication, delivery of services, and flow of information</td>
<td><strong>Contact &amp; Process Confusion</strong> – Streamline IT support requests processes and engagement capabilities</td>
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<tr>
<td><strong>Synergies</strong> – Organize sub-teams to complement work activities and services across teams.</td>
<td><strong>Support Innovation</strong> – Evolve existing support and establish new services via innovation technologies</td>
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</table>
ENTERPRISE APPLICATION SERVICES

STILL UNDER CONSTRUCTION!!!
TAKING A DIFFERENT APPROACH

Specialization

Synergy

Efficiency

Collaboration

Innovation

PostModern ERP
COMMUNITY ENGAGEMENT TECH

Phase 1

- **Office of Fraternity & Sorority Life**
  - Support the initiative of having a healthy, safe, and thriving Fraternity and Sorority Life system at FSU
- **College of Social Work**
  - Support stronger student engagement within the college.

Phase 2

- **Information Technology Services**
  - Replace aging applications to increase the efficiency of ITS operations and improve Service Center effectiveness.
    - ITS Order & Billing System
    - ITS Helpdesk & Ticketing
  - Establish a foundational CRM system that can easily be expanded to meeting broader University engagement needs.

**Deployed – 11/6**
TECH ARCHITECTURE COMMITTEE

• Deeper campus partnerships and dedicated User-Focus
• Technologies at FSU are aligned with our technical environment and technology strategy including alignment to IT operations and strategic planning
• Strengthen Architectural Dexterity
• Gathering of leaders from across campus who are responsible for managing and architecting IT systems and services
• Focus on prioritization, funding, design and use of IT
• Topics
  • IT Standards
  • Architectural Principles & Designs
  • User Experience & Accessibility
  • Emerging Technology
  • Security
  • ….and more
WEB & APP DEVELOPMENT SERVICES

Gerardo Garcia
SERVICES

All Web Development Services

Other web services outside these groups:

1. WebDAV (hosting www.fsu.edu and 90+ departmental sites)
2. MyWeb (1800 individual websites)
Functions by service (all)
OPTION 1

Web Services team to move under the Application Development Services team
OPTION 2

Web Services team to move under the Senior Director for Enterprise Application Services
Application Development Services team to move under the **Senior Director for University Technology Administration, Infrastructure & Support**.
IDENTITY & ACCESS MANAGEMENT

Chuck Kemeny
WHAT WE CONSIDERED

<table>
<thead>
<tr>
<th>Systems</th>
<th>Functions</th>
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<tbody>
<tr>
<td>Active Directory (AD)</td>
<td>Authentication Services</td>
</tr>
<tr>
<td>Oracle Unified Directory (OUD)</td>
<td>Single Sign-on</td>
</tr>
<tr>
<td>Oracle Identity Manager (OIM)</td>
<td>Federated Access</td>
</tr>
<tr>
<td>Central Authentication Services (CAS)</td>
<td>Identity Life Cycle Management</td>
</tr>
<tr>
<td>DUO (MFA)</td>
<td>Self Service Password and Profile Management</td>
</tr>
<tr>
<td>DUO Access Gateway (DAG)</td>
<td>Management</td>
</tr>
<tr>
<td>Azure Active Directory</td>
<td></td>
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<tr>
<td>Radius</td>
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</tbody>
</table>
CURRENT TEAMS INVOLVED IN IDENTITY AND ACCESS FUNCTIONS

<table>
<thead>
<tr>
<th>Team</th>
<th>Manager (ITS Area)</th>
<th>Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>IAM</td>
<td>Darla Shrum (EApps)</td>
<td>OIM, OUD, CAS, DUO, DAG</td>
</tr>
<tr>
<td>MEAS</td>
<td>Lori Gormin (Infrastructure)</td>
<td>AD, Azure AD, ADFS</td>
</tr>
<tr>
<td>Service Desk</td>
<td>Suzanne Kane (Infrastructure)</td>
<td>AD, OIM, DUO, DAG</td>
</tr>
<tr>
<td>CTS</td>
<td>Alex Morales (Infrastructure)</td>
<td>AD</td>
</tr>
<tr>
<td>Middleware</td>
<td>Jose Rodriguez (EApps)</td>
<td>CAS</td>
</tr>
<tr>
<td>NCT</td>
<td>Fred Jordan (Networking)</td>
<td>Radius</td>
</tr>
<tr>
<td>Campus Solutions</td>
<td>Jennifer Swain (EApps)</td>
<td>Campus Solutions</td>
</tr>
</tbody>
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RECOMMENDATION

Proposed Changes:

• Identity and Access Management Team move under the Enterprise Infrastructure Team
• CAS Backend Support would move from Middleware to the Identity and Access Management Team
• Identity systems and functions would move closer to AD & Azure AD support either under MEAS or reporting to the CTO
• An Identity and Access Management Strategic Workgroup be formed consisting of members from:
  • IAM Team
  • MEAS
  • Service Desk
  • CTS
  • ISPO
RECOMMENDATION - CONTINUED

- Community Support
  - Service Desk
  - CTS

- Enterprise Infrastructure
  - Identity Systems/MEAS
    - Infrastructure Apps
    - Windows Server Management
    - Email and Identity Security
    - IAM Systems Manager
RECOMMENDATION - CONTINUED

CIO

Community Support

CTS

Service Desk

MEAS

Infrastructure Apps

Windows Server Management

IAM Systems Manager

Infrastructure & Email Security
CORE APPLICATIONS & SERVICES

Lori Gormin
Examined nearly 100 different applications and services that intercept Enterprise Infrastructure

- We divided each application into 3 different categories
  - Back End Support and Configuration functions
  - Community Facing functions
  - Vendor Relations, Licensing and Contracts functions

It is our recommendation that 90% of these applications should stay with the units that are currently maintaining them

We used this information to formulate a recommendation regarding the current Microsoft team
RECOMMENDATION

We recommend the current Microsoft Enterprise Applications and Systems teams

• MEAS Enterprise Applications
• MEAS Enterprise Systems / Infrastructure

be divided into the following groups or teams

• Microsoft Enterprise Applications and Systems
• Identity Systems (we recommend the Identity and Access Management team be moved to Enterprise Infrastructure into this new alignment group)
• Email and Identity Security
• Windows Server Management

There are intrinsic synergies with these 4 groups, and we believe it would be beneficial to combine them under one unit in Enterprise Infrastructure.
<table>
<thead>
<tr>
<th>WHAT COULD WE MOVE?</th>
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<tbody>
<tr>
<td><strong>Move to Enterprise Infrastructure</strong></td>
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<tr>
<td>• Identity Systems</td>
</tr>
<tr>
<td><strong>Move to Enterprise Applications</strong></td>
</tr>
<tr>
<td>• Database Services (SQL)</td>
</tr>
<tr>
<td>• Cold Fusion</td>
</tr>
<tr>
<td><strong>Move to Community Support</strong></td>
</tr>
<tr>
<td>• O365 End User Support</td>
</tr>
<tr>
<td>• O365 Training</td>
</tr>
<tr>
<td>• O365 Marketing</td>
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<tr>
<td>• O365 Deployment</td>
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<tr>
<td>• Other General-Purpose Software</td>
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WHERE TO NEXT?
YOU ARE DRIVING YOUR OWN CAREER
The half of knowledge is to know where to find knowledge.
IMPORTANT DATES

- Headshots: December 9, 9:00 a.m. – 11:00 a.m.
- Charity Drive: December 4 - December 17
- IT Security Users Group: December 12, 3:00 p.m.
- Holiday Party: December 17, 3:00 p.m.
- MEAS Community Meetings: December 18, 3:00 p.m.
- FSU Closed: December 21 - January 1
- Spring Professional Development – More Information Coming Soon
  - Tech Talk
  - Donuts & Development
  - Socials