

## **Florida State University Technology Agreement**

The Florida State University Technology Agreement clarifies the relationship between Information Technology Services (ITS) and the (College or Department). This agreement supersedes any existing agreements, including but limited to, the former ITAPP program. This agreement includes technology staff management, budget considerations, and the specialized technology needs including the use of university-wide services listed in the ITS Service Catalog (<https://its.fsu.edu>).

### **Technology Staff Management**

Technology positions at Florida State University (FSU) will have a direct reporting line to ITS. The following technology position have been identified within the (College or Department):

- Position Title (Position 0000000)

### **Reporting Structure**

While each position will have a direct reporting line to ITS, positions can retain an indirect reporting line to the college or department where applicable. These positions will be exclusively dedicated to the technology service and support of the (College or Department). ITS may require attendance at associated project meetings or department-wide training events. These activities will not negatively impact the (Department's) activities, operations, or support resources.

### **Promotion Paths and Performance Issues**

The ITS supervisor will work with staff members to explore areas for development, growth and promotion. ITS is responsible for the employees' annual review and will seek input from the leadership at the (College or Department). If the work performance associated with the above-stated position falls below acceptable standards, the ITS supervisor will take appropriate action to help improve the areas of deficiencies. Any proposed disciplinary action, including termination, will be made with the (College or Department's) input.

### **Vacancies**

Should a position become vacant, the ITS management team will work with the (Department) to evaluate the position and recruit an applicant pool of qualified personnel. ITS will be responsible for submitting the required paperwork to formally advertise the vacant role. All vacant positions will maintain current job classifications and office locations unless otherwise agreed upon. Employment offers will be made through Human Resources, following a mutual decision between ITS and the (College or Department).

Staff augmentation services may be necessary during a vacancy to ensure adequate support and service levels in your area. The (College or Department) and ITS will work together to select the appropriate solution for each situation as they arise.

Temporary staffing solution options include:

- 1) Short-term support by existing ITS staff,
- 2) Hiring temporary OPS employees, or

3) Staff augmentation through contract employees and/or courtesy appointments.

### **Budget Authority & Technology Purchases**

The (College or Department) will continue to maintain administrative responsibility and management of their overall information technology budget including positions, salaries, benefits, and rate, where applicable. ITS and the (College or Department) will work together to provide flexibility to initiate and approve miscellaneous technology resource expenditures that support day-to-day operations.

### **Annual Budget Planning**

The (College or Department) and ITS will collaborate on reviewing the department's information technology budget prior to submission to the University Budget Office. ITS will assist in forecasting an information technology budget plan for review each fiscal year. The budget plan will be based on the academic, research and/or departmental needs of the area(s). The budget plan will include:

1. Workstation support and replacement recommendations,
2. Server and hardware maintenance and replacement recommendations,
3. Hardware or software maintenance,
4. Technology contracts,
5. Custom application development expenses,
6. Software purchases and subscription services,
7. Salaries and special pay considerations where applicable, and
8. Training and professional development requests.

### **Technology Purchases Limits**

All campus technology purchases must follow the FSU policies and standards. Any software and hardware purchases above \$1,000, regardless of funding source, must be coordinated and approved by the (College or Department) and ITS. Details regarding the process to obtain approval from ITS will be distributed in the coming weeks, but ITS is committed to expediting all purchases in a timely manner based on the unique needs of the (College or Department).

### **Specialized Services**

ITS recognizes that the (College or Department) may have information technology needs that are not always met through university-wide services. When such needs are identified, ITS is committed to creating a strategy to accommodate those unique needs with you.

Examples of centralized services include but are not limited to:

- a. Network infrastructure support,
- b. Workstation support (Windows and Macintosh),
- c. Server support (Windows, Linux, Unix),
- d. Server consolidation and virtualization,
- e. Website hosting,
- f. Data storage, backup, and security,
- g. Directory services,
- h. Custom application development and support,
- i. Commercial-off-the-shelf application support,

- j. Database hosting,
- k. Security assessments and continual proactive monitoring,
- l. Consulting services,
- m. Classroom, computer lab and conference room technology support (computers, audio, visual, etc.),
- n. Email services,
- o. Enterprise Resource Planning applications (HR, FI, SC),
- p. Learning management system,
- q. Academic technologies,
- r. Testing centers,
- s. Telecommunications (voice) services and support, and
- t. Web-based collaboration technologies (Teams, SharePoint, etc.).

### **Feedback & Continuous Improvement Process**

ITS is committed to the success of the (College or Department) through ongoing feedback and a continuous improvement framework. ITS will review and assess the current technology needs and staffing considerations with the (College or Department) annually. If frequent leadership team meetings are requested by either the (College or Department) or ITS, both units will make the necessary effort to meet that stated need.