

ITS SEMINOLE SHOWCASE

Turnbull Conference Center
1:00 PM - 4:00 PM
April 9, 2024

Tracks include:

Technical: Investigate the comprehensive configurations and high-tech details of FSU's portfolio of technologies.

AI: Explore how artificial intelligence is changing our field and how departments are applying this technology across campus.

Department/Project: Understand how departments are leading and employing best practices through a showcase of recent project success.

User-Centered: Dive deep into strategies, insights and best practices to modernize the user experience.

Innovation/Emerging Technology: Learn about disruptive ideas, creative problem-solving, & strategies for fostering innovation through emerging technology.

Session 1: 1:00 p.m. - 1:50 p.m.

A Hands-On Introduction to Generative AI

Room: 208

Presenter: Sathish Sundaramoorthy

Track: *Technical, AI*

Get hands-on experience using cutting-edge generative AI models like DALL-E for creating images from text prompts and GPT-3, GPT-4 for generating human-like text. We'll explore fun, outside-the-box ways to apply these tools to enhance learning and research. Be prepared to unleash your imagination as we brainstorm educational applications of this emerging technology.

RCC Education for Research Support: HPC Driver's Ed

Room: 205

Presenters: Jose Hernandez, Marcelina Nagales

Track: *Department/Project*

HPC Driver's Ed hopes to increase the understanding and accessibility of HPC resources and RCC support. We will cover various topics regarding High Performance Computing: how to submit computational jobs to our cluster, how to create an account at RCC, data transfer, software troubleshooting for our commonly used applications, and information on consultations with the RCC.

Changes are Coming: Did You Remember to Talk to Your Users?

Room: 214

Presenters: Kathy Wilkes, Grace Bayliss

Track: *User-Centered*

The only thing that is constant is change, and change can be hard. Leveraging users' feedback gives insight not only into what users are thinking in terms of the proposed plan, but also what risks may pop-up along the way.

Third-Party Vendor Assessments

Room: 201

Presenters: Jeremy Anderson, Keith Bennett

Track: *Emerging Technology*

Many organizations share sensitive information with third parties that provide essential services. Internal and external breaches also remain a constant threat. Learn how we created a system to help us evaluate risk associated with third parties that provide essential services to the University.

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Session 2: 2:00 p.m. - 2:50 p.m.

ITS Data & Analytics

Room: 208

Presenters: Data & Analytics Team

Track: *Technical, Department/Project*

Individuals from ITS Data & Analytics will present the current and future enterprise data estate at FSU, what the various parts are, how they fit together, and how they can help you.

Ruby, MyFSU Service Center, SMS

Room: 201

Presenters: Jody O'Steen, Zuniga Urcuyo

Track: *AI, Department/Project*

Come see how FSU is using a chat bot (Ruby) on the myFSU Service Center to help partners with any issues. To help with verification, the myFSU Service Center Agents are able to use SMS to better assist partners with their issues.

Championship-Level Customer Support

Room: 214

Presenter: Rachel Stys

Track: *User-Centered*

A great technical support experience can go a long way, but unfortunately a bad one can go even further in the wrong direction. So how do we ensure we're always providing a great experience for the end user? Here's a hint: it's more than just solving their technical dilemma. This session will focus on the human side of technical support, transforming it into a customer service experience by understanding and employing communication tactics. Participants will leave knowing how to take their user interactions to the next level!

Transforming Piano Inventory Management with Microsoft Azure & Power Apps

Room: 205

Presenter: Jonpier Veliz

Track: *Innovation, Emerging Technology*

Learn more about the College of Music IT Department solution that was (1) cheaper, (2) fully functioning, and (3) user-friendly. This innovative project yielded remarkable results, resulting in a substantial 92% reduction in monthly expenses. Explore innovative solutions using Microsoft technologies at FSU.

Networking Break: 2:50 p.m. - 3:10 p.m.

Intern Poster & Networking

Refreshments will be provided. Join us for a networking session with attendees and the ITS Spring 2024 interns.

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Session 3: 3:10 p.m. - 4:00 p.m.

Shared Infrastructure Project Highlights

Room: 201

Presenters: Shared Infrastructure Team

Track: *Technical, Department/Project*

We will present a high-level view of the many projects in Shared Infrastructure to include but not be limited to IAM, PAM, CAS in the Cloud, Azure Virtual Desktop, Immutable backup as a Service, etc.

Could This Have Been an Email? Understanding Communication Basics

Room: 205

Presenter: Alexa Lowry

Track: *User-Centered*

We all have sat through a presentation or meeting where we left wondering, "Could this have been an email?" How can we avoid making those same mistakes while getting our point across and engaging a larger audience? This presentation addresses effective communication strategies from preparation techniques to delivery tools, empowering attendees to create engaging and time-efficient presentations and meetings. You will leave with skills to help reach any audience. Effective communication isn't just about the words we say, but how we deliver them.

Introduction to Immersive Media and VR Using VisionPro and Quest3

Room: 208

Presenters: Drew Kocur, Andrew Opel

Track: *Innovation, Emerging Technology*

Immersive media and virtual reality are rapidly growing fields that offer exciting new opportunities for IT professionals. This presentation will introduce the key concepts behind these emerging fields. We will provide an overview of the technology and explore the potential applications in education. Attendees will learn about the hardware and software requirements for creating and experiencing immersive content. We will also discuss the challenges and opportunities associated with developing and deploying immersive media and virtual reality solutions.

Get to Know the New Office of Digital Learning & Academic Technologies

Room: 214

Presenters: Office of Digital Learning & Academic Technologies

Track: *Department/Project*

The Office of Digital Learning & Academic Technologies plays an integral role to support and enhance the teaching and learning experience for FSU's traditional and online courses. While they are known widely for their role in supporting distance learning and the Canvas LMS, their multi-pronged team does so much more to support the university's academic mission. Come learn more about how ODL serves the university and get to know the newest members of ITS.