ITS SPRING TOWN HALL

April 9, 2024

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

RISE

Campus Updates

ITS Updates

Office of Digital Learning

Artificial Intelligence

Strategic Projects

Opportunities for You

RISE

Rebekah Dorn

RISE

- As you entered, you received a letter R, I, S, or E.
- Move around the room to find other people in the room who have the remaining 3 letters to spell RISE together.
- Introduce yourself to your group: Name, Role, Team.

Get to know others:

- How do you relax/what is your hobby, outside of work?
- What is something you are proud that your team completed this year?
- What is the biggest challenge in your role at FSU?
- What makes you excited to come to work each day?

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

CIO Update

Jonathan Fozard

RESEARCH & INSTRUCTION

INNOVATION & MODERNIZATION

SECURITY & COMPLIANCE

ENGAGEMENT & STUDENT SUCCESS

CAMPUS UPDATES

99%
FALL-TO-SPRING
RETENTION RATE

96% FIRST-YEAR RETENTION RATE

75% FOUR-YEAR GRADUATION RATE

FLORIDA STATE UNIVERSITY
FIRST-YEAR ADMISSIONS APPLICATIONS >> CLASS OF 2028

76,748
TOTAL APPLICATIONS
FINAL DEADLINE MARCH 1st

21,966
FLORIDA RESIDENTS IN EARLY ACTION

>> **30,915**
APPLICANTS IN REGULAR DECISION

>> **16,749**
ADMITTED STUDENTS (EARLY + REGULAR)

ACADEMIC PROFILE
All Summer/Fall 2024 Admitted Students
EARLY ACTION + REGULAR DECISION

CORE GPA
| 4.2 - 4.6 | 4.4 |

SAT
| 1340 - 1450 | 1390 |

ACT
| 30 - 33 | 31 |

Mid-Ranges   Averages

ADMITS FROM

48 COUNTRIES
>> **ALL 50** STATES +DC, PR & GUAM
>> **2,811** US HIGH SCHOOLS
>> **ALL 67** FL COUNTIES
>> **719** FL HIGH SCHOOLS

TOP AREAS OF STUDY
1. BUSINESS   2. ENGINEERING   3. BIOLOGY   4. EXPLORATORY   5. CHEMISTRY/BIOCHEMISTRY

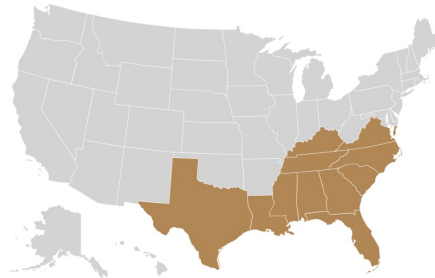**88%** RANKED TOP 10% IN HS CLASS

76% ALL A/B GRADES IN HIGH SCHOOL
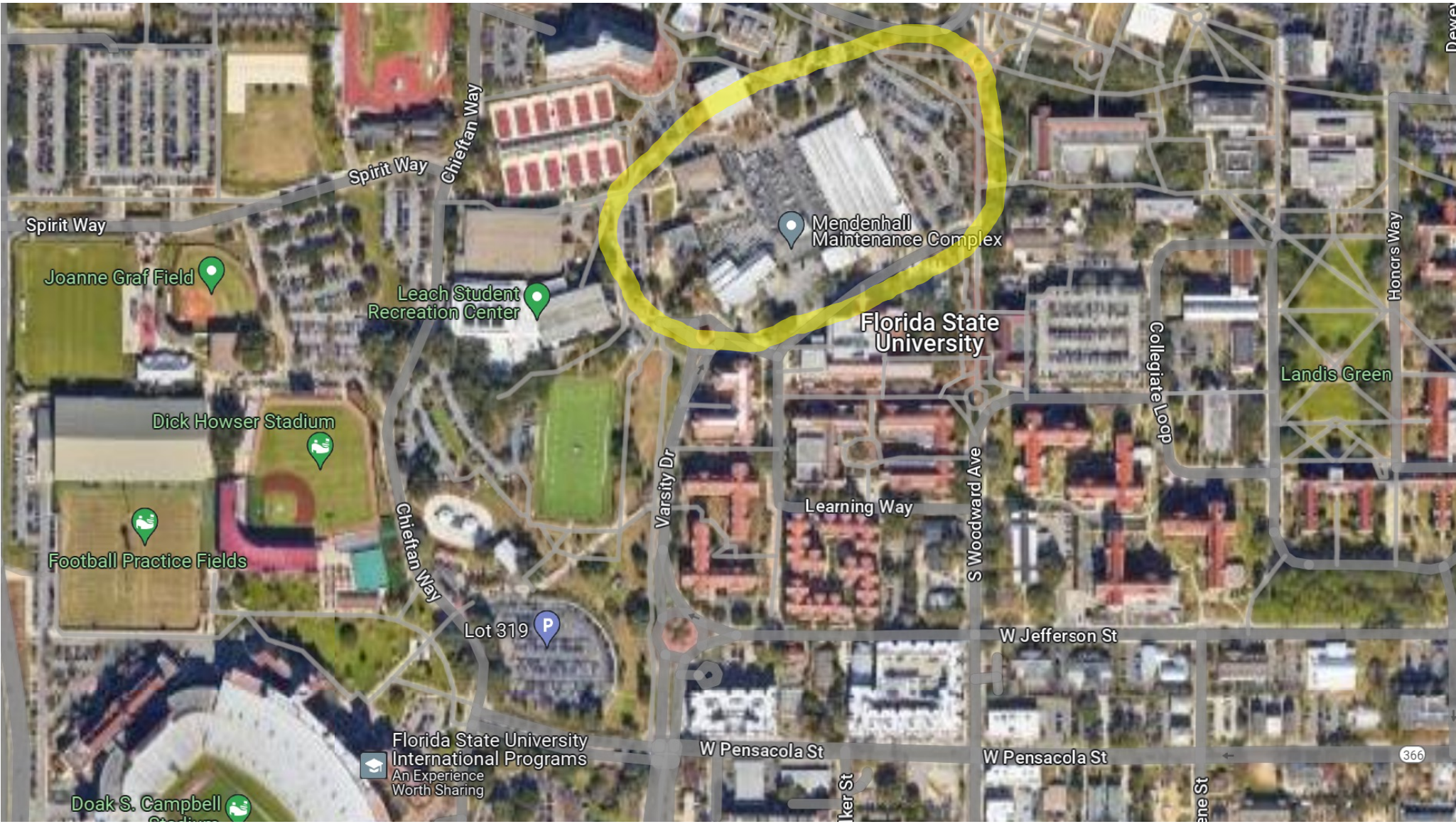
21% FIRST GENERATION

SACS ACCREDITATION UPDATE

0

FINDINGS

$2B+

FSU Health

CHILDREN'S LEARNING CLINIC	FSU BEHAVIORAL HEALTH AT APALACHEE CENTER	FSU MULTIDISCIPLINARY CENTER
FSU NEUROMODULATION	FSU PRIMARY HEALTH	FSU PSYCHOLOGY CLINIC
FSU SENIORHEALTH	UNIVERSITY HEALTH SERVICES	Big News Coming Soon…

TALLAHASSEE MEMORIAL HEALTHCARE

ST JOE

MAYO CLINIC

TOC
Tallahassee Orthopedic Clinic

"We're dreaming big. We launched bold initiatives, and we continue to make audacious plans for the future. We will keep climbing. **This is our time.**"
- President McCullough

TECHNOLOGY ALIGNMENT ON CAMPUS

Who We Are

ODL's mission is to serve the FSU community, whether on-campus or at a distance, by providing exceptional learning opportunities and support.

OFFICE OF DIGITAL LEARNING
AND ACADEMIC TECHNOLOGIES

ADMINISTRATION

TECHNOLOGY
ENHANCED CLASSROOMS

COMMUNICATIONS
& CREATIVE SERVICES

OFFICE OF
DIGITAL LEARNING
AND ACADEMIC TECHNOLOGIES

INSTRUCTIONAL
DEVELOPMENT

TECHNOLOGY SERVICES

PROGRAM SUPPORT

How We Fit

ODL *is not a corner or an edge piece,
we are fully connected to the RISE Puzzle.*

OFFICE OF
DIGITAL LEARNING
AND ACADEMIC TECHNOLOGIES

Our Purpose

"Your purpose is not the thing you do. It is the thing that happens in others when you do what you do."

- Dr. Caroline Leaf

OFFICE OF DIGITAL LEARNING
AND ACADEMIC TECHNOLOGIES

DISTANCE @ FSU

WHERE LEARNING TAKES FLIGHT

FSU Outstanding Online Student

Office of Digital Learning

odl.fsu.edu | distance.fsu.edu | testing.fsu.edu

WE RISE **TOGETHER**

ONE TEAM | ONE GOAL | FOCUSED LANES

FROM OUR APRIL 2023 TOWNHALL…

MY COMMITMENT TO YOU

- I will be honest, transparent, and open to feedback.

- I will ensure all our teams and leaders are held accountable and collaborating.

- I will be the biggest champion and advocate for technology needs across Florida State University.

- I will invest in your professional development so we can all RISE together.

- I will invest in new technologies, innovation ideas, and pilots to help us succeed.

YOU ASKED… WE RESPONDED

ITS First for New Tech

- 3-year Computer Replacement Plan
- Funding for Pilots
- Vendor Partnerships

1

Professional Development

- $1M Certification Bonus Program
- Group Training
- Team Travel Budget

2

Workspace Improvements

- New Awnings & Card Readers
- Picnic Tables
- Renovation Plans

3

Showcase Our Efforts/Work

- Seminole Showcase
- President Cabinet
- ITS now on the National Stage

4

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INFORMATION TECHNOLOGY SERVICES

WE ARE LEADING INNOVATION & MODERNIZATION

One of the ways we do this is through many
new AI initiatives.

WHAT IS ARTIFICIAL INTELLIGENCE?

o Artificial Intelligence (AI) is a **technology** that enables computers and robots to **perform tasks** that traditionally require human intelligence.

o It encompasses a variety of technologies, including machine learning, deep learning, and natural language processing, that allow systems to **learn** from vast amounts of **data** and solve complex problems with reasoning, identifying patterns, and recognizing speech.
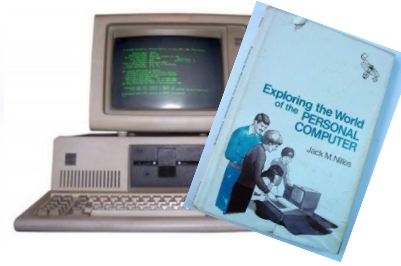
CREATING OUR CAMPUS STRATEGY & EXECUTION

Without strategy, execution is aimless. Without execution, strategy is useless.

Morris Chang
Founder & Chairman
Taiwan Semiconductor
Manufacturing Company
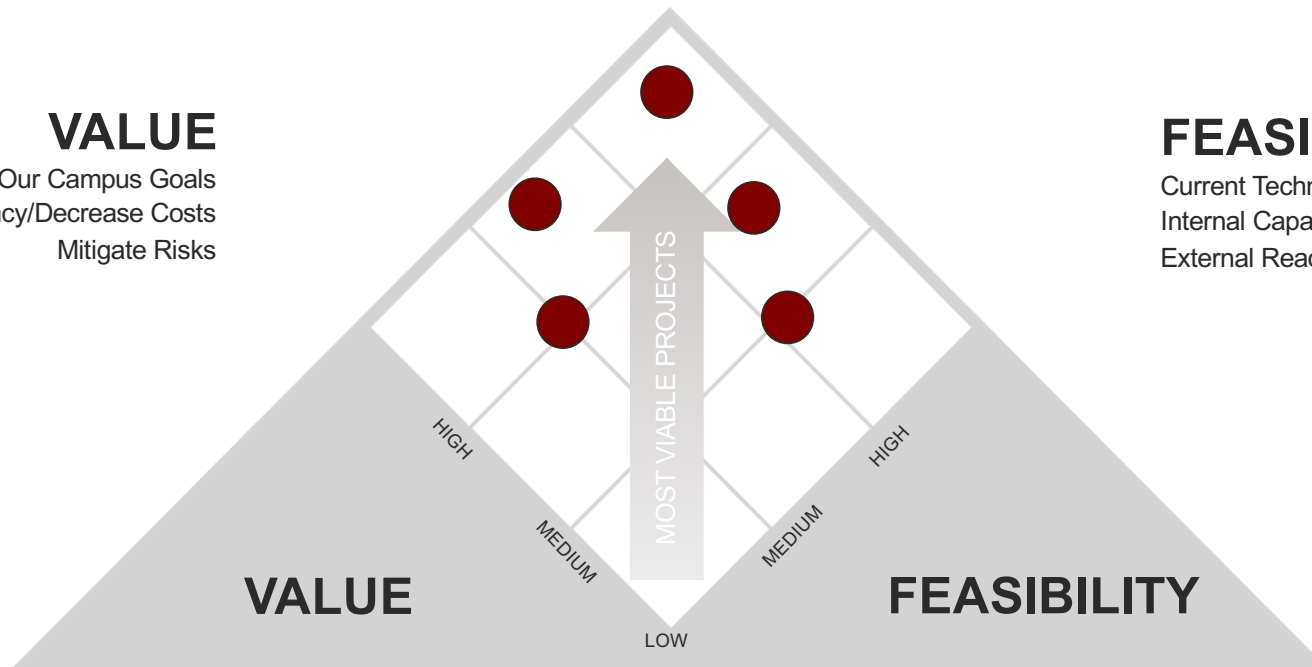
AI STRATEGY AT FLORIDA STATE UNIVERSITY

o At Florida State University, our ITS AI Strategy focuses on three key areas:

  ✓ Teaching & Learning
  ✓ Research
  ✓ Campus Experience

o These areas help align our strategic investments to enable AI research and education and to foster a culture of innovation and collaboration across campus.
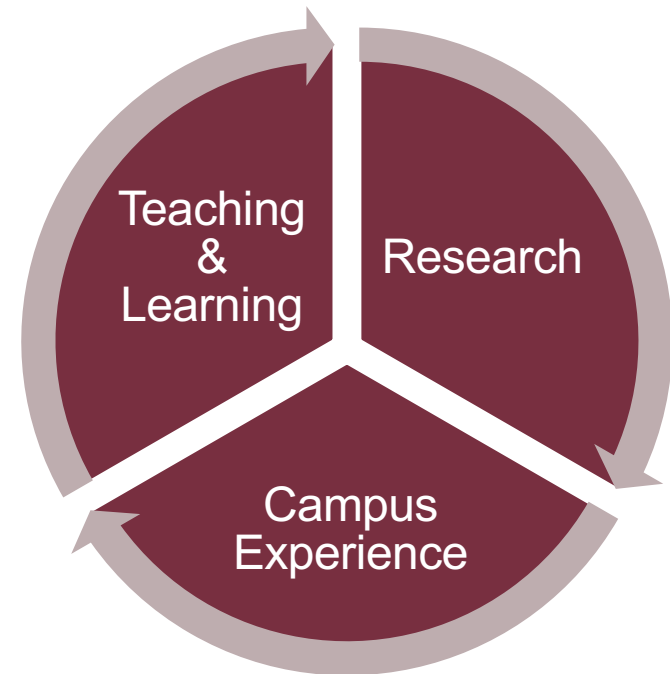
OUR STRATEGIC USE CASE PRISM FOR INVESTMENTS

VALUE

Achieve Our Campus Goals
Increase Efficiency/Decrease Costs
Mitigate Risks

FEASIBILITY

Current Technological Capabilities
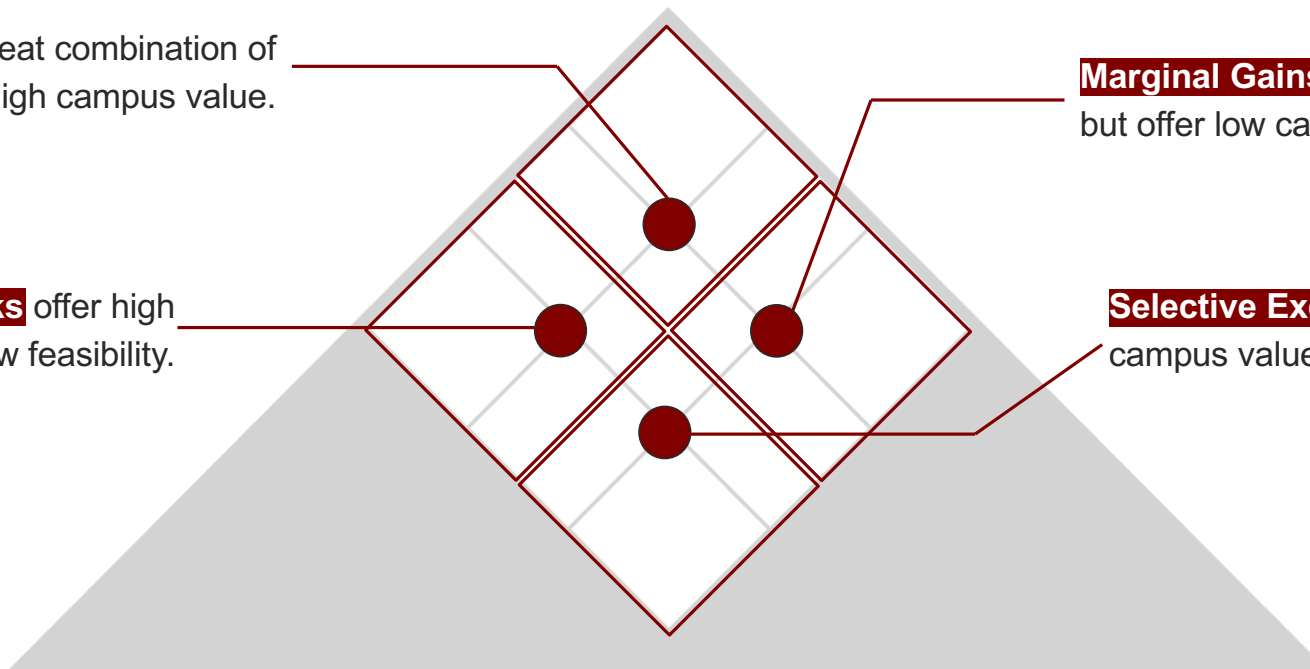Internal Capability
External Readiness

MOST VIABLE PROJECTS

HIGH

HIGH

MEDIUM

MEDIUM

VALUE

FEASIBILITY

LOW

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

OUR STRATEGIC USE CASE PRISM FOR INVESTMENTS

Likely Wins offers a great combination of high feasibility and high campus value.
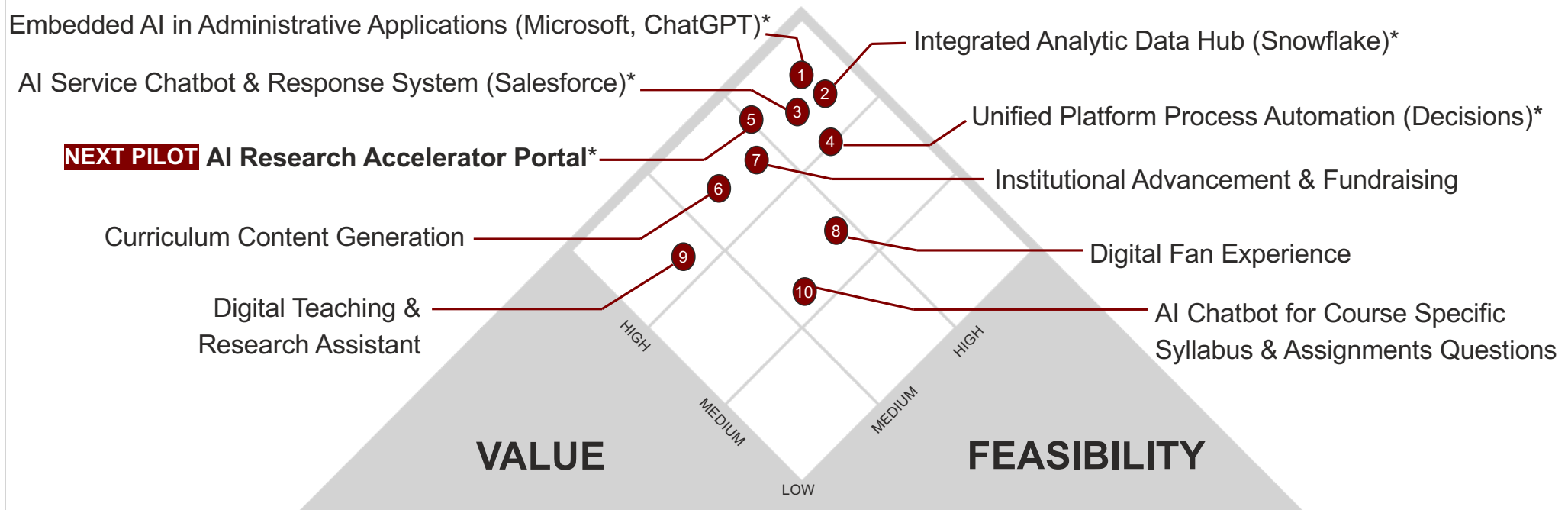
Marginal Gains are highly feasible but offer low campus value.

Calculated Risks offer high campus value but low feasibility.

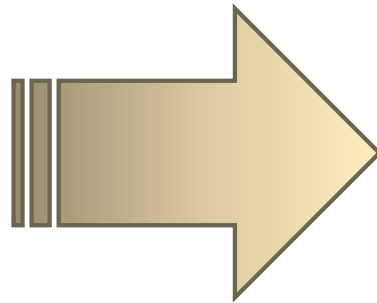**Selective Exceptions** offer low campus value and low feasibility.
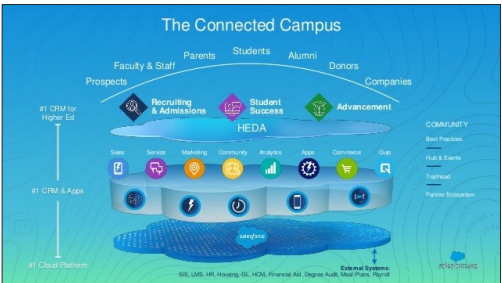
OUR STRATEGIC USE CASE PRISM (AI INVESTMENTS)

Embedded AI in Administrative Applications (Microsoft, ChatGPT)*

AI Service Chatbot & Response System (Salesforce)*

NEXT PILOT AI Research Accelerator Portal*

Curriculum Content Generation

Digital Teaching & Research Assistant

Integrated Analytic Data Hub (Snowflake)*

Unified Platform Process Automation (Decisions)*

Institutional Advancement & Fundraising

Digital Fan Experience

AI Chatbot for Course Specific Syllabus & Assignments Questions

1
2
3
4
5
6
7
8
9
10

HIGH
MEDIUM
LOW
HIGH
MEDIUM

VALUE

FEASIBILITY

* Currently Underway

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

STRATEGY TO EXECUTION

KEY PILOTS UNDERWAY

Salesforce

Snowflake

Zoom AI

Decisions
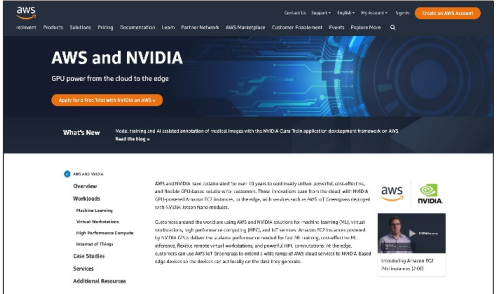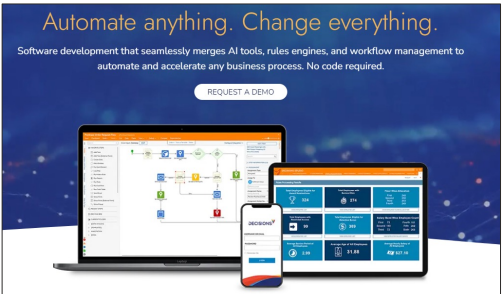
Amazon & NVIDIA

Copilot

jfozard@fsu....   🟢 Protected

🟦 Copilot

Your everyday AI companion

📊 Analyze
How can teachers make lectures more engaging and effective?

✏️ Write
Write a grant proposal to take 10th graders to a college fair

📄 Templatize
Make a syllabus template for a college-level course

☰ Summarize
Tell me the latest findings of the Nation's Report Card in five paragraphs

😄 Laugh
Know any funny jokes on the theory of relativity?

✨ Create
Help me create guidelines for 7th graders on writing a persuasive essay

Copilot uses AI. Check for mistakes.   Terms | Privacy | FAQs | Learn more

Choose a conversation style

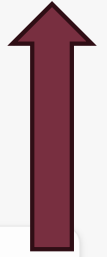| More Creative	More Balanced	More Precise

🛡️ **Your personal and company data are protected in this chat**

➕ New topic

Ask me anything...

🔲   0/2000   ➤

GET CREATIVE!

NEXT STEPS FOR AI AT FSU

o The Provost's Office has initiated work to form several AI committees focused on the use and governance of AI on campus (i.e., Teaching & Learning [Rick/Janet], Technology [ITS], etc.).

o Organized a series of comprehensive educational and training workshops, specifically designed for faculty and staff, to enhance understanding of the practical applications and potential implications of AI.

o Holding strategic roadmap sessions and technical workshops with Microsoft, Amazon, OpenAI, Google, and IBM.

o Launching further AI Pilots based upon the strategic use case prism to maximize benefits for the campus community.

o Finalizing our ITS AI Strategic Plan with measurable goals, projects, and outcomes.

❑ Integrate AI into the existing courses and programs across disciplines by developing and adopting AI modules, tools, and resources.
❑ Provide experiential learning opportunities in AI by expanding the availability and diversity of our internships, projects, competitions, and mentorships.
❑ Be flexible and invest in the changing needs and opportunities in the AI landscape.

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We may not be able to achieve perfection, but we can certainly *RISE* together toward excellence.

STRATEGIC PROJECTS

Rebekah Dorn

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

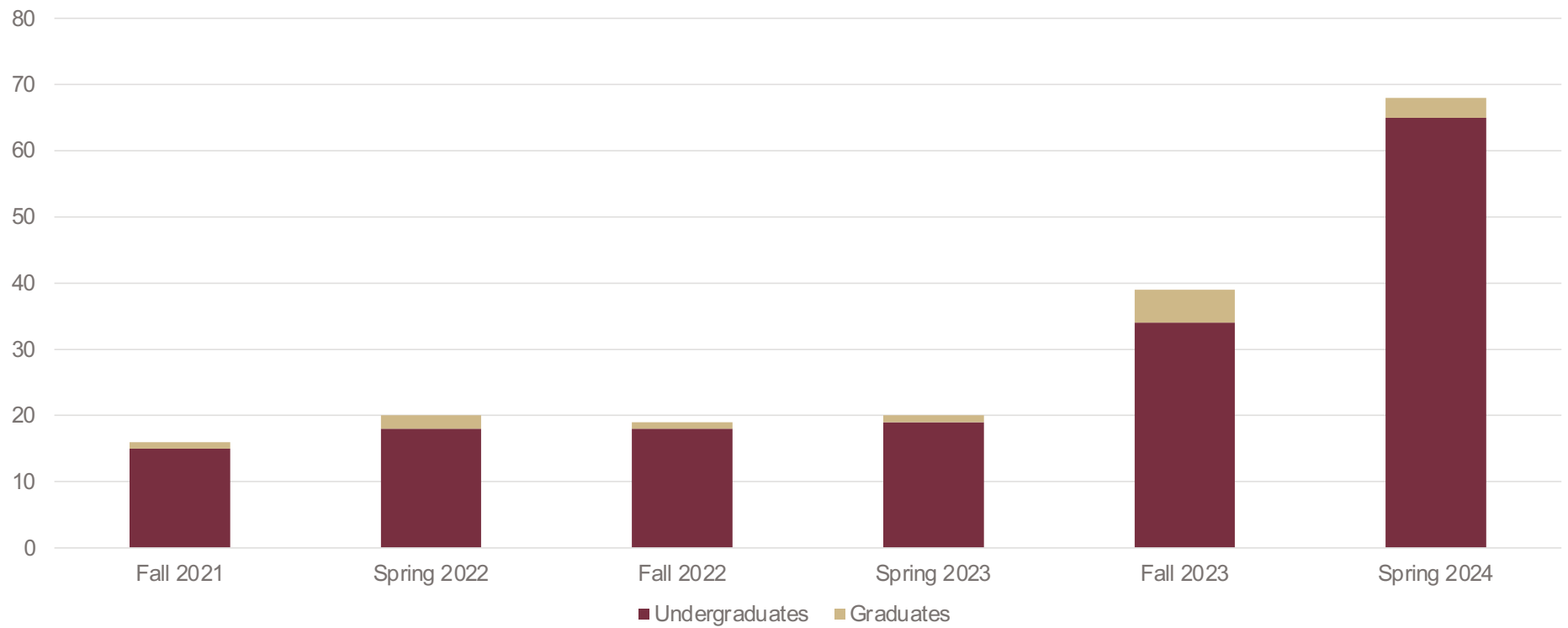| PRIORITIES	ANNUAL GOALS	OBJECTIVES	
ADVANCE FSU INITIATIVES	DEFINE FSU'S DATA STRATEGY	Deploy a unified data catalog and governance solution.	100%
		Increase access to dynamically available data.	75%
	BOLSTER CYBER RESILIENCY AND RECOVERABILITY	Protect FSU servers and devices against potential threats.	75%
		Safeguard individuals with advanced access to FSU systems.	75%
		Complete campus-wide assessment and action plan for disaster recovery.	100%
		Ensure continuity of business operations through an immutable backup solution.	100%
BE A STRATEGIC PARTNER	INCREASE OUTREACH AND EDUCATION IN CYBERSECURITY	Implement training and education across campus.	50%
		Expand proactive usage of cyber threat awareness tools.	75%
DEVELOP MODELS FOR IMPROVEMENT	ENHANCE STRATEGIC AND PROJECT PLANNING PROCESSES	Create a systemic and formalized project intake process.	50%
		Mature the strategic planning process to consider campus partners' roadmaps.	50%
		Gather and organize ITS' internal resources into a central repository.	75%
	AUTOMATE PROCESS IMPROVEMENTS	Create a single point of entry for service support.	75%
		Grow student engagement through AI technology.	75%
		Empower decision making and transparency through automation.	50%
ENHANCE TEAM CAPABILITIES	BUILD A THRIVING CULTURE TO ATTRACT AND RETAIN EMPLOYEES	Improve our new employee onboarding process.	75%
		Enhance the growth and development of ITS staff through career pathing.	50%
		Augment the professional development program for individualized growth.	100%
ESTABLISH A FINANCIAL MODEL	ESTABLISH A MORE SUSTAINABLE FUNDING MODEL	Track and monitor spending based on ITS services.	100%
		Evaluate and identify costs that could be paid through alternative funding.	75%
IMPROVE SERVICE DELIVERY	IMPLEMENT ROADMAP FOR A MODERNIZED ERP SOLUTION	Remove unnecessary documentation through an archiving and purging project.	75%
	ADVANCE FSU'S CLOUD STRATEGY	Create fiscal management for cloud infrastructure.	50%
		Migrate our Central Authentication Services (CAS) to the cloud infrastructure.	75%
		Elevate flexibility and scalability through a cloud-based Active Directory.	50%
		Modernize our Identity and Access Management system.	25%

FLORIDA STATE UNIVERSITY
VIRES ARTES MORES
1851

ITS INTERNSHIP PROGRAM

	Fall 2021	Spring 2022	Fall 2022	Spring 2023	Fall 2023	Spring 2024

■ Undergraduates ■ Graduates

UPCOMING ITS GOALS

❑ Increase to 100 ITS Interns for Fall 2024.

❑ Successfully launch and execute on <u>ALL</u> of our funded project requests (i.e., IAM, Data , etc.).

❑ Replace current MySoft and FileMaker systems of our telecom billing/quotes with an automated solution.

❑ Explore and propose removing network chargebacks for baseline services (Wi-Fi, Network Ports, etc.).

❑ Implement required security training and improve professional development opportunities across all teams.

❑ Centralized project intake workflows and align our strategic projects to our RISE 2030 campaign.

❑ Reduce technology duplication across the campus to streamline investments and increase overall service quality through modernization.

❑ Launch at least two new AI and automation pilots (i.e., Infoblox) and hold the first ever "ITS AI Days" on campus

❑ Continue network modernization efforts, including building rewire projects funded by the Provost.

OPPORTUNITIES FOR YOU

Kathy Wilkes & Rebekah Dorn

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

This happens in one way SR. DIRECTOR OF STRATEGY & OUTREACH
through professional development.

REBEKAH DORN

UPCOMING EVENTS
SPRING & SUMMER OFFERINGS

SPRING 2024 — AWS Cloud Foundations Cohort

APRIL 24 — ITS Orientation & Services Update

MAY 7 — Navigating Internship Success: Recruitment to Mentorship

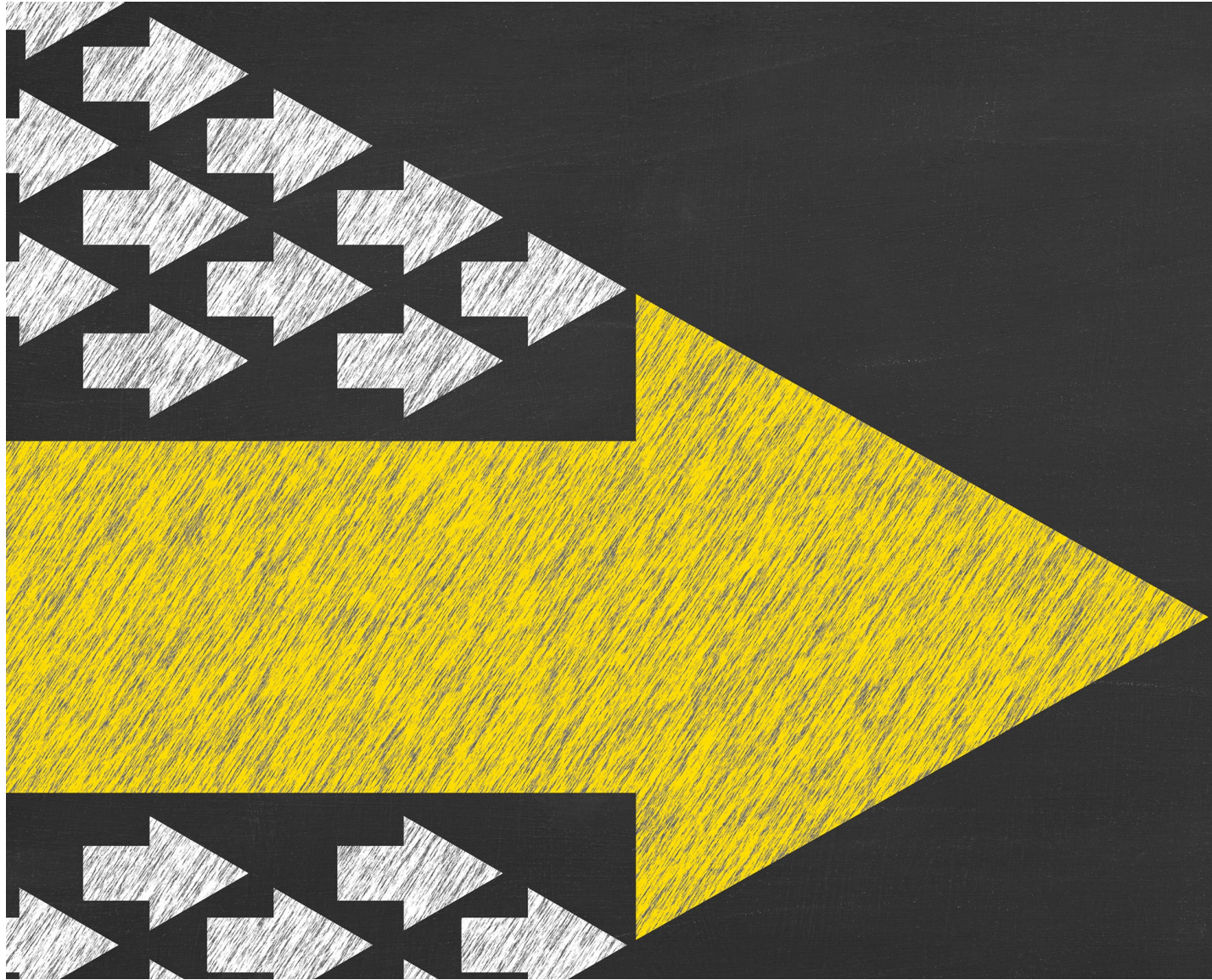**MAY 2024** — Accessibility: Have you thought of everyone?

JUNE 4-6 — ITIL Training

New 'Nole Orientation
May & June

CHUCK IT FOR CHARITY

SUSTAINABLE CAMPUS
FLORIDA STATE UNIVERSITY

a student move-out donation initiative at Florida State University

When students move out after the Spring semester, a lot of "stuff" usually gets left behind. Here's what we do with it:

1 COLLECT

2 WEIGH

3 SORT

4 DONATE

This year we collected:

17
TONS
AND DONATED IT TO
THE LOCAL COMMUNITY

We've done this for:

11
YEARS
AND WE'RE GOING
TO KEEP AT IT!

That amounts to:

156
TOTAL TONS
OF "STUFF" DIVERTED
FROM THE LANDFILL

200+
MICRO-
WAVES

500+
PLASTIC
BINS

797
LBS OF
BOOKS

6,620
LBS OF
CLOTHES

4,497
LBS OF
FOOD

Welcome FSU

August 16 - 23, 2024

ITS Social Hour

May 7 | 5:00 p.m.

Northside Ology

FUNDS AT WORK

WHY DONATE TO THE FOUNDATION!

Benefits for you

- Tax write-off
- Support your team
- Satisfaction of giving back
- Incentives

Benefits for ITS

- Improved workplace resources
- Recognize exceptional employees
- Special luncheons
- Intern scholarships
- Community outreach

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

ITS FUN-DRAISER

ITS Foundation FUN-draiser

You asked, and we heard you! FSU ITS polos, and more, are here!

On the next page are a few options for you to purchase official FSU ITS gear in support of the **ITS Departmental Development Foundation fund** with the FSU Foundation. All proceeds from this fundraiser will directly impact all FSU ITS employees through food and refreshments, employee recognition, retirement awards and gifts, and other items not eligible for purchase using our E&G budget.

Thank you for your continued support!

First Name

Last Name

FSU Email

Nike Men's Dri-Fit Franchise Polo
Style: CU3206-010

Color: Black
Imprint Color: White
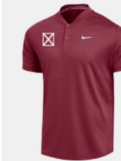Print: Embroidery of logo on Left Chest
Sizing Guide

$55

Nike Women's Dri-Fit Franchise Polo
Style: CU3206-010

Color: Black
Imprint Color: White
Print: Embroidery of logo on Left Chest
Sizing Guide

$55

Nike Court Dri-Fit Blade Polo
Style: DH4933-612

Color: Garnet
Imprint Color: White
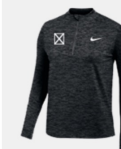Print: Embroidery of logo on Right Chest
Sizing Guide

$55

Nike Men's Dri-Fit Element Half-Zip Top
Style: DH4949

Color: Heathered Black
Imprint Color: White
Print: Screen print of logo on Right Chest
Sizing Guide

$80

Nike Women's Dri-Fit Element Half-Zip Top
Style: DH4951

Color: Heathered Black
Imprint Color: White
Print: Screen print of logo on Right Chest
Sizing Guide

$80

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES