ITS SPRING TOWN HALL

April 9, 2024
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?
CIO Update

Jonathan Fozard
CAMPUS UPDATES
INFORMATION TECHNOLOGY SERVICES

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

21,966  
FLORIDA RESIDENTS IN EARLY ACTION

30,915  
APPLICANTS IN REGULAR DECISION

16,749  
ADMITTED STUDENTS (EARLY + REGULAR)

76,748  
TOTAL APPLICATIONS
FINAL DEADLINE MARCH 1st

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
STJOE
MAYO CLINIC
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
How We Fit

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

1. **ITS First for New Tech**
   - 3-year Computer Replacement Plan
   - Funding for Pilots
   - Vendor Partnerships

2. **Professional Development**
   - $1M Certification Bonus Program
   - Group Training
   - Team Travel Budget

3. **Workspace Improvements**
   - New Awnings & Card Readers
   - Picnic Tables
   - Renovation Plans

4. **Showcase Our Efforts/Work**
   - Seminole Showcase
   - President Cabinet
   - ITS now on the National Stage
WE ARE LEADING INNOVATION & MODERNIZATION
One of the ways we do this is through many new AI initiatives.
WHAT IS ARTIFICIAL INTELLIGENCE?

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

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

- Teaching & Learning
- Research
- Campus Experience

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

VALUE
- High
- Medium
- Low

FEASIBILITY
- High
- Medium
- Low

MOST VIALBLE PROJECTS
OUR STRATEGIC USE CASE PRISM FOR INVESTMENTS

Likely Wins offers a great combination of high feasibility and high campus value.

Calculated Risks offer high campus value but low feasibility.

Marginal Gains are highly feasible but offer low campus value.

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*

Integrated Analytic Data Hub (Snowflake)*

Unified Platform Process Automation (Decisions)*

Institutional Advancement & Fundraising

Curriculum Content Generation

Digital Teaching & Research Assistant

Digital Fan Experience

AI Chatbot for Course Specific Syllabus & Assignments Questions

* Currently Underway
STRATEGY TO EXECUTION
KEY PILOTS UNDERWAY

Salesforce

Snowflake

Zoom AI

Amazon & NVIDIA

Copilot
GET CREATIVE!
NEXT STEPS FOR AI AT FSU

- 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.).

- 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.

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

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

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

- Increase to 100 ITS Interns for Fall 2024.
- Successfully launch and execute on ALL 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 through professional development.
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
ONBOARDING
April 24 | 2:00 p.m.
New ‘Nole Orientation
May & June
CHUCK IT FOR CHARITY

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+ MICROWAVES
- 500+ PLASTIC BINS
- 797 LBS OF BOOKS
- 6,620 LBS OF CLOTHES
- 4,497 LBS OF FOOD
ITS Social Hour
May 7 | 5:00 p.m.
Northside Ology
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
ITS FUN-DRAISER

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