ITS Townhall

Fall Update

November 8, 2023
Guess Who!

• Which ITS staff member has an MBA and Bachelor's in Business Administration and a Bachelor's in Spanish?
• Which ITS staff member made a last-minute career change to technology instead of going into the FBI?
• Where can you find chicken salad croissants for lunch?
• Where can you leave donations that you brought with you?
• What similarities do our conference room’s share with FSU traditions?
Guess Who!

- How many intern posters do we have on display during the Open House?
- Which team has a life size puzzle that explains how their team connects to others in the organization?
- What is the name of the activity that rhymes with “Tire spark”?
- What team is responsible for the activity “Real or Not Real”?
- Which two teams are hosting scavenger hunts around the building?
CIO Update

“RISE Together”

Jonathan Fozard
INFORMATION TECHNOLOGY SERVICES

RESEARCH & INSTRUCTION

INNOVATION & MODERNIZATION

SECURITY & COMPLIANCE

ENGAGEMENT & STUDENT SUCCESS

RISE 2030
WE ASKED, WE RECEIVED

✓ Increase Annual Funding to Support Our Needs
  ➢ $4.8M Software Licensing & Support Contracts
  ➢ $128K Cyber Security Training & Website Management
  ➢ $610K Identity & Access Management (IAM)
  ➢ $510K Data Catalog & Data Vault
  ➢ $175K Real-time Data Hub
  ➢ $2.5M Network Rewire Phase II

✓ Launch a Professional Development Incentive Program

✓ Let Local Teams Manage Professional Development and Travel Requests

✓ Increase Funded ITS Internships for Teams to 40 Students

☐ Upgrade ITS Staff Computers on a 3-year Cycle (In Progress)

☐ Expand Primarily Remote Work From the Current Associate/Assistant Director Level and Above to Director Level and Above (In Progress)
NOW, WE TURN VISION TO REALITY
UPCOMING ITS GOALS

- Increase to 100 ITS Interns by the Fall of 2024
- Professional Development Conference and training for technology staff on campus
- Successfully launch and execute on ALL of our funded project requests (i.e., IAM, Data Catalog, etc.)
- Replace current MySoft and FileMaker portions 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.
- Launch at least two new AI and automation pilots within each area and hold the first ever “ITS AI Days” on campus
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ITS CAMPAIGN RESULTS

<table>
<thead>
<tr>
<th>Campaign Results</th>
<th></th>
<th>Percentage Reported</th>
<th>9.19%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Users</td>
<td>367</td>
<td>Percentage Clicked/Compromised</td>
<td>19.62%</td>
</tr>
<tr>
<td>Percentage Clicked/Compromised</td>
<td></td>
<td>Percentage Deleted</td>
<td>39.92%</td>
</tr>
<tr>
<td>Percentage Entered Credentials</td>
<td>6.85%</td>
<td>Percentage Replied</td>
<td>0.27%</td>
</tr>
<tr>
<td>Percentage Uncompromised</td>
<td>80.38%</td>
<td>Percentage Forwarded</td>
<td>6.72%</td>
</tr>
</tbody>
</table>

![Percent Compromised](image-url)
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AUTOMATION & AI? OH. MY.

START WITH THIS:

“What takes a lot of labor-intensive time?”
DON'T GET LOST IN THE HOW!

USE CASE

Robotic Desktop Automation
with manual intervention

Robotic Process Automation
with digital triggers or self service

Increasing complexities & costs

Artificial Intelligence
with deductive analytics

Machine Learning
with prescriptive analytics & decision engines

Data-driven

Thinking

Doing

Process-driven

Goal & Desired Outcome

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
WE’RE STARTING SMALL & SCALING UP

1. Identify: Generate many use case ideas, aligning to business priorities and exploiting the transformative potential of Gen Al.

2. Prioritize: Prioritize no more than a few Gen Al use cases, building a small portfolio that balances value and feasibility.

3. Build Team: Build a dedicated team for the pilot, including business partners, software developers, and AI experts.

4. Design: Design a minimum viable product for each use case. Define the deployment approach and risk mitigation plan.

5. Deliver: Deliver the minimum functionality to test use cases in a few months. Decide to stop, refine or scale.

Source: Gartner
797246_C
DON’T BE AFRAID TO SPIN THE WHEEL OF INNOVATION
Campus Updates
SACS ACCREDITATION VISIT
A new facility to house interdisciplinary teams creating a collaborative environment to conduct research and develop commercialization opportunities to bring products to market. Facility will include research labs, collaboration spaces, administrative spaces, and building support functions. Facility will house the Quantum Sciences initiative as well as researchers in the disciplines of biomedical engineering, chemistry, and chemical engineering.
COLLEGE OF BUSINESS, LEGACY HALL

Project Status: Construction

GSF: 219,000
Estimated Project Budget: $160M
Funding: State Appropriated, CF, & Non-Appropriated
Schedule: Substantial Completion – Fall 2025
  - Foundation systems and site construction in progress

Provides a multi-functional and collaborative environment for students, faculty, and staff to teach, research and learn. Facility will include classroom, instructional, seminar, multi-purpose event, technology, distance learning, Institute/Center, administrative, and café space. The new building is located between Madison and Gaines along MLK Jr. Blvd and will create a prominent east campus gateway.
Remodel and renovate space within the Kellogg Building for the College of Criminology. This project is anticipated to include three phases. The first phase will remodel and renovate the 4th floor and address building envelop deferred maintenance issues associated with this level. Future phases are intended to renovate the remaining floors. There will be newly remodeled and renovated space for teaching, learning, research, administrative and ancillary activities. This is a three phase project.
DOAK CAMPBELL STADIUM
IMPROVEMENTS

Project Status: Design

Project Budget: $20M
Funding: Blueprint
Schedule: Project Substantial Completion – Spring 2025
  o  Phase 1 Construction to begin July 2023
  o  Phase 2 Construction to begin December 2023

Addresses life safety, structural and building code deficiencies. Project scope will be limited to issues presented to the Blueprint Board. Project scope will not include deficiencies incorporated into the seating project in the west and south ends.

Project Partners: (Design-Build Delivery)
  o  Design Professional – Gilchrist Ross Crowe, Tallahassee, FL
  o  Contractor – RAM Construction, Tallahassee, FL
DUNLAP FOOTBALL CENTER

Project Status: Phase I – Construction & Phase II – Design

GSF: 150,000
Project Budget: $138,000,000
Funding: Private Booster Funds
Schedule: Substantial Completion – Summer 2025
  o Phase II – DCF West Wing Construction: Start Winter 2023

Constructs a new facility providing space for team segment/position rooms, team meeting rooms, locker rooms, equipment area, nutrition area, hydrotherapy area, trophy/display areas, players' lounge, coaches offices, meeting rooms, conditioning areas, a new weight room connecting to the existing IPF and other gameday and support spaces. The project will also include exterior site work for hardscape, plaza space, parking adjustments, and practice field repair work required.
FSU/TMH ACADEMIC HEALTH CENTER

Project Status: Programming

GSF: 100,000
Project Budget: $125M
Funding: State Appropriated
Schedule: Substantial Completion – Fall 2026

The new Academic Health Center will accommodate both dry and wet labs, clinical, administrative, teaching, and research spaces. The facility will offer space to be utilized by a blend of TMH Family Medical Residency Program, the College of Nursing, the College of Medicine, and research laboratories. Current program allows for 19 PI’s for research, 114 research graduate students, and 28 exam rooms for the Family Medical Residency Program.
FSU/TMH Academic Health Center
POSSIBLE FSU/TMH PATHS FORWARD

While these five model types are the general categories of AHC structures, each AHC is a somewhat unique entity and typically does not fit neatly into any one of the model types. Each AHC’s structure reflects its historical development as well as its specific political and economic/financial situation.
FSU IS RESEARCH FOCUSED

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Proposals</th>
<th>Awards</th>
<th>Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>$730.3M</td>
<td>$287.3M</td>
<td>$356M</td>
</tr>
<tr>
<td>2023</td>
<td>$873.6M</td>
<td>$301.9M</td>
<td>TBD</td>
</tr>
</tbody>
</table>

$72.7M NIH grant to lead an adolescent HIV clinical trial network!

$14.5M NIH grant to foster diverse perspectives in health science research!

National High Magnetic Field Laboratory receives $195M renewal through 2027!
FEEDBACK IS A GIFT!

Front

FOR ITS...
I WISH WE WOULD/COULD...
I WANT US TO...
I NEED US TO...

Back

TO ADVANCE MY CAREER...
I WISH MY LEADERSHIP TEAM WOULD...
I WANT MY LEADERSHIP TEAM TO...
I NEED MY LEADERSHIP TEAM TO...
2023-2024 STRATEGIC PROJECTS

- Privilege Access Management
- CrowdStrike Server/ Endpoint Protection - Campus Roll Out
- Proofpoint → Microsoft Defender
- Active Directory
- Immutable Back Up - Campus Roll Out
- Identity Access Management
- Migrating CAS to the Cloud
- Data Catalog/ Data Governance
- Data Vault
- ERP Roadmap- Purge/Archive
- Decisions
- MyFSU Portal
- Ruby- FSU's AI Chatbot

* This is not an exhaustive list of all strategic initiatives
PRIVILEGE ACCESS MANAGEMENT (PAM)

Adds safeguards through an extra layer of protection on logins, passwords and adds controls to manage who has access to permissioned accounts.

**Current Status:** Vendor Selected and in Contract Negotiations; Starting this Fall

**Project Manager:** Kennetha Anderson

**Lead ITS Team:** Collab Services & Identity Management

**Impacted Teams:** Endpoints (CTS); Servers & Storage (Linux, Windows Admin; ISPO; Applications; NCT; Enterprise Solutions

**Target Completion:** Phase 1: Early Spring 2024, Phase 2; Late Spring 2024
CROWDSTRIKE SERVER/ ENDPOINT PROTECTION – CAMPUS ROLL OUT

Ensures the highest level of security by protecting our servers across campus.

Current Status: Completed for ITS; Need to offer as a service and provide to campus

Project Manager: Corey Webster

Lead ITS Team: Servers & Storage, Collab Services & IDM

Impacted Teams: ISPO; CTS; Endpoint and Servers; NCT/CORE; ES, ITSM

Target Completion: December 2024
PROOFPOINT TO DEFENDER MIGRATION

Defender is the recommended solution for our email spam filter, replacing Proofpoint prior to end of contract term.

Current Status: Gathering requirements to determine implement plan
Project Manager: Kennetha Anderson
Lead ITS Team: Collab Services & IDM
Impacted Teams: ISPO; CTS; Servers - Linux
Target Completion: Migration completed by May 2024; Contract ends June 2024
Transition Active Directory on-prem services and workloads to authenticate exclusively against Azure Active Directory, a cloud-based solution. This transition will aid in FSU's success to explore modern cloud solutions.

**Current Status:** Planning for transition strategy
**Project Manager:** Andrea Dial
**Lead ITS Team:** Collab Services & IDM
**Impacted Teams:** NCT/CORE, ES, ISPO (EVERYBODY)
**Target Completion:** Phase 1: Exploration and Planning completed by June 2024, Project Completion- 2027
IMMUTABLE BACKUP – CAMPUS ROLL OUT

Detect, prevent, and remove potential threats and respond to risks of ransomware that could be attached to incoming files across campus.

Current Status: Completed for ITS; Will offer as a service and provide to campus. Service cost discussions are in progress.

Project Manager: Tom Morgan
Lead ITS Team: Servers & Storage
Impacted Teams: Collab Services & IDM; CORE/NCT, ITSM
Target Completion: December 2023- service established, March 2024- rollout to campus
IDENTITY ACCESS MANAGEMENT

Evaluating existing systems and processes and collaborating to generate a road map and culture change needed for implementing a more modern and robust IAM solution.

**Current Status:** Early phases, pre-procurement

**Project Manager:** Andrea Dial

**Lead ITS Team:** Collab Services & IDM

**Impacted Teams:** Enterprise Solutions, Shared Infrastructure, ISPO, ITS, Office of HR, Office of the Registrar, Campus Partners

**Target Completion:** December 2024
CAS TO THE CLOUD

Moving CAS to cloud infrastructure reduces the impact of major outages, improves service delivery and efficiency, and positions FSU for additional cloud service opportunities.

**Current Status:** Pilot is complete; currently architecting supporting infrastructure

**Project Manager:** Kennetha Anderson

**Lead ITS Team:** Middleware

**Impacted Teams:** Collab Services & IDM; Servers & Storage; NCT/CORE; (Campus Partners)

**Target Completion:** Summer 2024
DATA CATALOG AND DATA GOVERNANCE

Our business and student data must be organized, managed, and maximized in a way that internal and external users safely and accurately access our data. This project will enable informed decision making and knowledge sharing.

Current Status: Vendor is selected; Contract finalized; Scheduling Kickoff meeting
Project Manager: Lillian Shafik
Lead ITS Team: Data & Analytics
Impacted Teams: CORE, ES, DBAs, PAM/IDM, Servers/Storage
Target Completion: June 2024
The data vault provides an extensible, scalable data warehouse architecture that can consolidate data from various source systems.

**Current Status:** Project is partially funded and in planning stage.

**Project Manager:** Lillian Shafik

**Lead ITS Team:** Data & Analytics

**Impacted Teams:** Enterprise Solutions; CORE; DBAs

**Targeted Completion:** June 2024
ERP ROADMAP - PURGE/ARCHIVE

Our business and student data must be organized, managed, and maximized in a way that internal and external users safely and accurately access our data.

Current Status: Understanding policies and procedures for archiving and purging data; meeting with campus partners.
Project Manager: Kennetha Anderson
Lead ITS Team: Enterprise Solutions
Impacted Teams: IDM, Data, DBAs, CORE
Target Completion: June 2024
DECISIONS

This solution enables ITS to explore opportunities across our organization for automation and will challenge our staff to consider new ways to solve old problems.

**Current Status:** Procurement complete

**Project Manager:** Lillian Shafik

**Lead ITS Team:** Enterprise Solutions

**Impacted Teams:** Middleware, BI, Enterprise Solutions Development

**Target Completion:** June 2024
MY FSU PORTAL REDESIGN

ITS is completing a full redesign of the myFSU Portal and mobile app.

Current Status: In progress
Project Manager: Andrea Dial
Lead ITS Team: Portal and Mobile
Impacted Teams: Collab Services & IDM; NCT/CORE, ES, ISPO; Campus Partners
Target Completion: June 2024
Ruby is FSU’s first AI-powered chatbot. She will guide our community to get the help they need faster and ease the case load on our service center agents. She will surface the appropriate knowledge article, connect you with someone who can assist, or create a case and route it to the appropriate support team.

**Current Status:** Launched and learning. First use case is underway with the ITS Help Desk while actively being trained by the DXT staff.

**Project Manager:** Julie Eberhardt  
**Lead ITS Team:** Digital Experience and Transformation  
**Impacted Teams:** IT Service Desk and all agents and users of the myFSU Service Center, other departments that want a version of Ruby will be in scope for future projects.  
**Target Completion:** Launched and iterating
GET INVOLVED  Kathy Wilkes

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
WHERE DO YOU CONTRIBUTE?
Spotlight
Microsoft Viva!
Whether you are going for one lesson or a whole collection, don't forget to take advantage of all Viva Learning has to offer!

Let’s get learning!
Microsoft Viva
Use the Meeting Effectiveness survey in Viva Insights to gather feedback!

Providing feedback is optional
Feedback is anonymous

Be self-aware!
Microsoft Viva
GET INVOLVED

- Professional Development Committee
  - Smartsheet for Project Management – 11/14
  - Spring Calendar will be released soon

- Women in IT
  - WIT Holiday Party – 12/5/23
  - RAD Demo Course (FSUPD and WIT) – 12/12/23
  - January 2024 – WIT Community Meeting

- Spring Townhall & Staff Showcase Conference Planning Committee
  - Meetings start in January 2024
‘TIS THE SEASON

6th Annual ITS Dessert Auction

Thursday, December 7 | 2:30 p.m. – 3:30 p.m. | The Commons
Bring Items To Be Auctioned No Later Than 2:30 pm

- Sign Up to Bring Dessert Auction Items
- Financial Donations Go Towards Christmas Connection

- Adopt a Family
  - Fulfill Wishlist For a Child in Need
SCHEDULE – NOVEMBER 8

- 9:00 – 2:00
  - Red Bus Blood Donation
- 12:00 p.m.
  - Lunch Served/ Team Meetings
- 1:30 p.m.
  - Open House Setup
- 2:30 - 4:30 p.m.
  - Open House
- 5:00 p.m.
  - Happy Hour/Dinner
  - Pedros – Apalachee Parkway
The half of knowledge is to know where to find knowledge.