2021 ITS Strategic Goals

Advance FSU Strategic Initiatives

Expand and improve data & analytics capabilities & services to support FSU’s strategic initiatives.
• Support sources that receive real-time data.
• Support cloud-based applications.

Expand & improve community engagement capabilities & services to support FSU’s strategic initiatives.
• Transition change management solution to Salesforce.
• Facilitate increase of messages sent to campus audiences.
• Meet the users’ expectations on the COVID-19 Contact Tracing application.
• Increase network of campus cybersecurity professionals.
• Increase units who complete Disaster Recovery assessments.
• Decrease email tenants and servers.

Improve university cybersecurity posture to ensure continuity of services & reduced reputational risk.
• Increase cybersecurity awareness training among employees.
• Increase network of campus cybersecurity professionals.
• Review data and compliance policies and standards.

Expand & improve ITS research technologies, capabilities, & services to support FSU’s aspirations as a Top 20 university.
• Benchmark IT Research strategies, & develop an IT Research strategy.
• Support pilot projects in conjunction with the Health Data research team.
• Complete pilot study with the College of Social Sciences on the interactive clusters and GPU node.

Develop Models for Continuous Improvement

Co-Create the next generation Enterprise Application landscape, infrastructure, & supporting architecture.
• Provide roadmap & strategy for next generation ERP.
• Establish strategy & plan to deploy serverless technology.
• Finalize TAC architecture principles & advise on projects.

Establish or improve functions & processes that support IT operations.
• Provide model & roadmap to support organizational change.
• Publish process & strategy for project management.
• Advocates for an effective governance model.

Increase units who complete Disaster Recovery assessments.

Increase network of campus cybersecurity professionals.

Increase cybersecurity awareness training among employees.

Decrease email tenants and servers.

Review data and compliance policies and standards.

Complete pilot study with the College of Social Sciences on the interactive clusters and GPU node.

Change Leadership & Planning
Fiscal Operations
Shared Services
Community Technology Services
Information Security & Privacy Office
Shared Infrastructure Organization
Enterprise Applications Services
Research Computing Center
**Improve ITS Service Delivery**

Advance ITS’ presence and reputation through revision of communications platforms based on user-centered practices.

- Increase user sessions on the Service Catalog website.
- Increase user sessions on the ITS website.

Improve ITS’ major incident response and communication processes.

- Create comprehensive communication plan that responds to incident response priority levels.

Modernize operations and leverage automation opportunities to achieve operational excellence of new and existing services.

- Provide published roadmap to implement 5G services.
- Integrate 2FA with O365, VPN, and CAS for employees.
- Support increase of remote learning, teaching, research and business.
- Automatically deprovision access to accounts through OIM.
- Decrease individual data centers.

**Be a Strategic Partner to FSU Organizations and Departments**

Expand outreach and visibility of ITS as a partner.

- Increase ways that ITS promotes services to faculty members.

Provide model & roadmap to support Business Relationship Management.

- Partner with campus units to improve user satisfaction and management of IT resources.

Ensure ITS outreach supports the university’s goals.

- Increase communications, trainings, and work group activities.

Partner with campus units to improve user satisfaction and management of IT resources.

- Assess IT positions and create a workgroup on technology professionals.

**Establish and Adopt a Sustainable Financial Model**

Establish a sustainable financial model to support costs of the agreed upon ITS services, projects, and strategic initiatives.

- Meet ELT’s expectations on the reconfigured budget reports.
- Implement per capita funding model.

Modify financial reporting and administrative operations to support ITS unit-level leadership through evolving structures, priorities and requirements.

- Publish hardware lifecycle strategy.
- Decrease overall software costs.

**Enhance ITS Team Capabilities**

Create & promote professional development opportunities for ITS Staff systematically and individual investment in personal development.

- Meet the expectations of ITS staff on training content and experience.
- Create individualized development plans for high performing employees.