ITS Virtual Townhall

April 20, 2020
Welcome & Opening Comments
ITS Priorities

- Be a strategic partner
- Advance FSU strategic initiatives
- Improve ITS Service Delivery & User Experience
- Enhance ITS Team capabilities
- Develop model to improve ITS operations
- Establish a sustainable financial model
Voice of the Community Follow Up Survey

Have you noticed improvements:

– ITS Communications – 96% Agreed
– ITS Collaborations – 96% Agreed
– ITS Contact Confusion – 88% Agreed
– ITS Support – 100% Agreed

* Full Survey Results & Updates at https://its.fsu.edu/about-its/voice-community
Thank You ITS!
ITS Staff Pulse Survey

• Biggest Challenges:
  – Getting Enough Exercise
  – Anxiety about the Impact of Coronavirus
  – Feeling Isolated from Others

• 98% feel the same or better than the previous week
ZOOM BREAKOUT ROOMS

How Are You Finding Work/Life Balance Among the Recent Changes?
ITS Staff Challenge

• Find a meeting during the next 2 weeks that can be a virtual walking meeting.
• Arrange details with meeting attendees
• Post selfie/photo on the ITS Staff site on Teams.
Welcome Bobby Sprinkle, new CTO

• IT for over 24 years
• Graduated USF
• Worked at
  – Boston University
  – NYU Med Center
  – Moffitt Cancer Center
  – Nielsen Media, etc.
Shared Infrastructure

- Networking
- Infrastructure Support
- Microsoft Systems and Applications
- Application Support
- Enterprise Systems Security
Fun (?) Facts

• Married with 7 Kids (21 – 8 years old)
• Born and raised in Tampa
• History
• College Football
• Woodworking
Welcome Cinnamon Gallatin, PMP

- IT for over 22 Years
- Graduated Indiana University and Purdue University
- Worked at
  - Purdue University
  - Pall Corporation
  - LSI Consulting
  - HCL-Axon
ITS COVID-19 RESPONSE
Covid Response & Preparations

- Preparations Began (Implemented Zoom & Softphones)
- FSU Business Continuity Work Groups Formed
- IT Professional & ITS Trainings
- ITS Staff Remote Working Began
- Started Daily Email Digest
- Increased VPN Support
- Zoom Security Response
- ITS New Normal
March 30 - April 3, 2020

**ZOOM**
- 3.7 Million (123%) Meeting Minutes
- 7,714 (118%) Meetings
- 92,320 (124%) Participants

**VPN Logins**
- 8,633 (110%) VPN Sessions
  Cisco AnyConnect & VIA

**Service Desk Cases**
- 1,260 (110%) Service Desk Cases
  (Includes Chat, Email, Phone, Service Request, & Incidents)

**COVID-19 News & Announcements**
- 25,759 (133%) Total Page Views
- 16 (127%) Articles Posted

**CAS Student Logins**
- 95% (15%) of Students logged into CAS
- 38,887 (15%) Active Student FSUIDs

**Voicemail to Email Requests**
- 3% Increase in Activations
- 39 New Requests
- 1,267 Total Requests
Remote Working - VPN

Unique VPN users

Cisco VPN VIA VPN
Remote Working - Zoom

- **21,016,213** Meeting Minutes
- **515,663** Total Participants
- **Highest Months**
  - March – **21,500** meetings
  - April 1-19 – **24,700** meetings
Remote Teaching & Learning

• Canvas Usage

Activity by Date

Note: Subterm data for MED, LAW, and IP excluded.
Security Implications

• We are usually a walled city and easier to protect
• We’ve sent all our townspeople out into the woods
• They are all on their own networks, with their Alexas, doorbells, etc
10 WAYS TO SECURE ZOOM MEETINGS

Follow these tips to help prevent Zoom meetings from being hijacked.

1. Use FSU Zoom
   FSU uses a special Zoom for Education product that provides enhanced security and privacy. Instead of using a free Zoom account, always sign in to your FSU Zoom account with your FSUID and password at fsu.zoom.us.

2. Set a Unique Meeting ID
   When you schedule a Zoom meeting, choose Generate Automatically under the Meeting ID options. This plugs one of the biggest holes Zoom-bombers can exploit.

3. Require Users to Sign In
   Under Meeting Options, select Only authenticated users can join to restrict access to attendees who have Zoom accounts. Participants will either have to sign in before joining your meeting or join by phone.

4. Require Meeting Password
   Check this box to require participants to enter a password before joining the meeting. The password is automatically included in the meeting invite, or embedded in the course link if using the Canvas integration.

5. Never Share Links Publicly
   Send meeting links directly to attendees. For course meetings, use the Canvas integration to schedule your meetings so you don’t have to send an announcement with the link.

6. Create a Waiting Room
   Adding this Meeting Options feature allows you to control when a participant joins the meeting. Let people in all at once or one at a time, and if you see a name you don’t recognize, don’t let them in. This is great for small meetings with participants you don’t know that well.
Project Priorities

- Archiving – Transcript Request, Applicant Data (Menchion)
- Audit Remediation (Hunkapiller)
- **AWS DR (Hunkapiller)**
- Call Center in the Cloud (Sprinkle)
- Coldfusion Upgrade (Sprinkle)
- **COVID – 19 Response (Livingston)**
- DMARC Project (Sprinkle)
- Proofpoint Wombat Training (Sprinkle)
- DRUVA (Johnson)
- Email Policy Implementation Program (Sprinkle)
- F5 Upgrade (Sprinkle)
- FI Upgrade (Menchion)
- Big Health Data (Sprinkle)
- **Huron Assessment (Schoubert)**
- NIST (Johnson)
- OIM Upgrade (Sprinkle)
- OnBase (Menchion)
- PUM Upgrades (Menchion)
- **Salesforce (Menchion)**
- Service Catalog Rewrite (Dorn)
- SCCM (Johnson)
- Umbrella Expansion (Hunkapiller)
- Web Application Firewall (Sprinkle)
Salesforce Phase 2 Update

Case management

@message.fsu.edu

CoB

Architect & Design  Build  Testing  Training  Rollout
ITS 2020 Sustained Service Award Honorees

Johnny White - 10 Years
Selvam Sivagurunathan - 10 Years
Sinclair Madry – 10 Years
Thomas Hilton – 10 Years
Gerardo Garcia – 10 Years
Jason Freeman – 10 Years
John Dingus – 10 Years
Justin Kraft – 10 Years
Kiara Sullivan – 10 Years
Jan Condon – 10 Years
Ruby Zindler – 10 Years
Brett Simpson – 10 Years
Travis Zimmerman – 20 Years
Dr. Chris Hart – 20 Years

Martin Schaefer – 20 Years
Andy Bucior – 20 Years
Anthony Crago – 20 Years
Debi Williams – 20 Years
Irina Gorkov – 20 Years
Candy Lu – 20 Years
Robert Mills – 30 Years
Julie Eberhardt – 30 Years
Diane Higgins – 30 Years
Lewis Thurston – 35 Years
Oliver Austin – 35 Years
Danny Burnett – 35 Years
Dianna Norwood – 35 Years

CONGRATULATIONS AND THANK YOU FOR YOUR DEDICATED SERVICE TO FSU!
# ELT Office Hours

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<tr>
<td>Byron Menchion</td>
<td>Bill Hunkapiller</td>
<td>Tim Brown</td>
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<td>Ken Johnson</td>
<td>Rebekah Dorn</td>
<td>Joan Schoubert</td>
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<td></td>
<td>Bobby Sprinkle</td>
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QUESTIONS