ITS SPRING TOWNHALL

April 13, 2021
OVERVIEW

- Welcome & Opening Remarks
- Shout Outs
- ITS Priorities
- Tiger Team Updates
- One O365
- COVID Technology Response Team
WELCOME & OPENING REMARKS

Jane Livingston
10 YEARS

Stephen Ropes – January 2011
Kenneth Fish – April 2011
Matthew Nelson – June 2011
Denise James – July 2011
Janice Wentz – July 2011
John McCloskey – July 2011
Lori Gormin – July 2011
Michael Henry – August 2011

Matthew Keelean - August 2011
James Oligney – August 2011
Katie Townsend – September 2011
Jeffrey Townsend – September 2011
March Hinchee – October 2011
Ann Slappey - November 2011
Jacob McVey – November 2011
John Cook – December 2011
FSU SUSTAINED SERVICE
ANNIVERSARIES FOR CALENDAR YEAR 2021

20 YEARS

Hans Meyer – January 2001
Diana Orrick – April 2001
Brooks Johnson – April 2001
Ken Johnson – May 2001
FSU SUSTAINED SERVICE
ANNIVERSARIES FOR CALENDAR YEAR 2021

25 YEARS

Rick Arendes – March 1996
William Kirk – June 1996
Kerri Pigott – September 1996
Suzanne Kane – September 1996
Andy Johnson – November 1996
Michael Borchardt – December 1996
30 YEARS

Kevin – February 1991
Mark Fisher – May 1991
35 YEARS

David Sammons – March 1986
Scott Brumage – October 1986
ITS PRIORITIES

Jane Livingston

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
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
CULTURAL INCLUSION

Kennetha Anderson
Clifford Stokes, Jr.
ITS STRATEGIC ALIGNMENT

- Enhance ITS Team capabilities
  
  a. Build a program to support professional development opportunities for ITS workforce
  
  b. Improve organizational design to achieve greater impact across functions
  
  c. Communicate organizational values, goals and desired behaviors
ITS CLIMATE AND INCLUSION ROLES

Executive Sponsor & Advisor:
Jane Livingston – ITS CIO
Michelle Douglas – FSU Diversity and Inclusion Office

Co-Chairs:
Kennetha Anderson and Clifford Stokes, Jr.

Committee Members:
Corey Webster          Bobby Roberts
Lisa Martin-Brown      Debbie Gill
Tom Mendoza            Denise James
Alex Morales           Jennifer Leale
Sara Mischler          Lisa Ryals
Ashley Thimmes         Alex Townsend
Sherry Stafford         Katrina Haseman
ITS CLIMATE AND INCLUSION COMMITTEE

This committee will assist in guiding the culture, inclusion and overall climate for ITS Staff by advising the CIO and the Executive Leadership Team.

- The main goal of this committee is to foster ideation, feedback and input. It will serve as an advisory committee and be part of the ITS strategic planning process for diversity and inclusion while engaging with the FSU Diversity and Inclusion Office. The committee will work to identify opportunities for improving recruitment, onboarding as well as retention of highly talented individuals within ITS.
NEXT STEPS

- Committee Orientation with FSU Diversity and Inclusion Office
- Development of Committee Meeting Schedule
- Defining high-level goals and creating detailed actions for each goal
EMAIL GROUP
MANAGEMENT TIGER TEAM

Breeze Howard
Claire Borschel
BRINGING TOGETHER A TIGER TEAM

Team Formed
Feb 10, 2021

Final Report
Apr 1, 2021

Ken Johnson
• Tiger Team Sponsor
• ITS ELT

Claire Borschel
• Tiger Team Co-Chair
• ITS CTS
• Exchange Expertise

Breeze Howard
• Tiger Team Co-Chair
• ITS LEAS
• Mailman Administration

Will Atkins
• ITS CTS
• Exchange Expertise

Jason Carter
• ITS CSIM
• Exchange Administration

Kathy Chismar
• ITS SAS
• Campus Solutions Administration

Tom Doughty
• ITS ISPO
• Security Expertise

Diane Higgins
• ITS CSIM
• Identity Management Expertise

Matt Hohmeister
• Psychology
• Departmental IT

Derek Kooi
• ITS CLP
• Salesforce Marketing Cloud Administration

Shawn Moore
• FAMU-FSU College of Engineering
• Departmental IT
TIGER TEAM PURPOSE

How do we help people decide which of our services to choose when creating a new group?

How can we help people find existing groups for email correspondence?

Identify the group email technologies, their data flows and how they are used and managed.

Groups can be outdated and group owners don’t always have access or knowledge to manage group membership.

How do we leverage automation and data systems to manage email groups?
CHALLENGES AND SUGGESTIONS

- Dynamic Membership Rules
- Service Matrix
- Finding Groups
- Consistent Management
- Multiple Accounts / Roles
- FERPA and Security
- [Other related topics or elements]
NEXT STEPS

Deliver Service Comparison Matrix
Assign Follow-up Tasks
Develop Policies & Processes
Evaluate Access Management Tools
Combine Student and Employee O365 tenants
TOPICS TO COVER

- Charter and Challenge
- Key Issues To Address
- Approach and Status
- Questions
CHARTER AND CHALLENGE

• University-wide Compensation Study with Segal underway
  • ITS needs to have a comprehensive view of our overall job family
  • IT Job family changes need to align with our needs
• Back to campus activities
  • COVID 19 resulted in a rapid transition to remote
  • Returning in Summer 2021
  • Fully remote work, Hybrid remote or fully face to face?
• Deliver IT Classifications to HR by April 30th.

Tiger Team: Representation across the organization
• Alex Morales
• Byron Menchion
• Charlotte Souffront-Garcia
• Chuck Kemeny
• Clifford Stokes, Jr.
• Hans Meyer
• Jay Willoughby
• Jen Swain
• Mary Stephenson
• Phyllis Williamson
THE “IT CLASSIFICATION” TIGER TEAM
**KEY ISSUES TO ADDRESS**

- **Current classification schema has many deficiencies**
  - Missing classifications related to roles that are being fulfilled today
  - Classifications currently used for multiple roles
  - Classifications that don’t align well to external benchmarks
  - Emerging technology and strategy roles
  - Lack of a clear career progression for many classifications
  - Technical Leadership/ Managerial Leadership

- **Management challenges:**
  - Hiring and compensating employees at comparative market rates
  - Developing employees along a career path
APPROACH AND STATUS

Review Current Classification Scheme

Identify Issues/Challenges

Research & Propose Additions/Changes

Presentation to ELT & ELT Approval

Submit to HR/Segal 4/30/2021

Other HEd Institutions

Gartner/ Mercer

Internal

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
Questions?
TRANSITION TIGER TEAM

- Tiger Team kicked off last week
- Members:
  - Betsy Chester
  - Bill Hunkapiller
  - Charlotte Souffront-Garcia
  - Johnny White
  - Melissa Meschler
  - Rebekah Dorn
  - Tyler Schoenfeld
- Goal: Clear Guidelines by May 1
EARLY RECOMMENDATIONS

- Regular schedule with onsite presence by August 2021
  - As long as job responsibilities allow for this
- Staff will be responsible for the safe return of all equipment that was originally taken home
- Staff who are interested in alternative work locations will be required to submit a signed form to agree to any FSU policies and provide a set location schedule
  - Supervisors will be responsible for any short-term or long-term edits to the employee's schedule
  - HR will recommend timekeeping codes
EARLY RECOMMENDATIONS

- Conference rooms will be available for use
  - Use Zoom/Microsoft Teams as needed
    - Special care is needed to ensure everyone can participate (hybrid)
    - Plan in advance on how participants can be included regardless of technology
- Parking challenges remain
- Stay home if you are sick
  - Use the Daily Wellness App
TOOLS REGARDLESS OF LOCATION

- Continue collaboration through ITS Tools
  - Sharepoint, Microsoft Teams, Zoom
- Email versus Chat versus Call
- VPN
  - Accessing protected work files
  - Public WIFI
- VOIP
  - Forward voicemail messages to email
EMAIL TENANT INTEGRATION

Bobby Sprinkle

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
PROJECT OVERVIEW

- Currently have separate O365 tenants, accounts, mailboxes, OneDrive, Teams, and other O365 services for students and employees
- FSU will have a single centralized O365 for students and employees, with one provisioned mailbox and OneDrive regardless of affiliation(s)
- ITS plans to consolidate student accounts, mailbox and OneDrive data into One O365 (currently employee O365)
- Framework to simplify transition for future collaboration services and integrations
**BENEFITS**

<table>
<thead>
<tr>
<th>User</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Improved unified user experience</td>
<td>• Consolidation to single tenant</td>
</tr>
<tr>
<td>• Single account for O365</td>
<td>• Enhanced collaboration and communication</td>
</tr>
<tr>
<td>• Student, faculty, and staff centralized communication and</td>
<td>• Streamlined account management</td>
</tr>
<tr>
<td>collaboration</td>
<td>• Increased operational efficiencies</td>
</tr>
<tr>
<td>– Email - Global Address Book (GAL) and distribution groups</td>
<td>• Increased security</td>
</tr>
<tr>
<td>– Teams</td>
<td>• Cost Savings</td>
</tr>
<tr>
<td>– SharePoint</td>
<td></td>
</tr>
<tr>
<td>– OneDrive</td>
<td></td>
</tr>
<tr>
<td>• Future third-party integrations</td>
<td></td>
</tr>
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</table>
# PROJECT SCHEDULE

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ONE O365 PROJECT TIMELINE</strong></td>
<td>1 Jan 21</td>
<td>31-Dec 22</td>
</tr>
<tr>
<td><strong>INITIATION</strong></td>
<td>1-Jan-21</td>
<td>26-Feb-21</td>
</tr>
<tr>
<td>Project Approval</td>
<td>1-Jan-21</td>
<td>7-Jan-21</td>
</tr>
<tr>
<td>Project Kickoff</td>
<td>26-Feb-21</td>
<td>26-Feb-21</td>
</tr>
<tr>
<td><strong>PLANNING</strong></td>
<td>1-Jan-21</td>
<td>30-Jun-21</td>
</tr>
<tr>
<td>Migration Planning</td>
<td>1-Jan-21</td>
<td>30-Jun-21</td>
</tr>
<tr>
<td>Outreach and Discovery (identify issues and develop response plan)</td>
<td>1-Jan-21</td>
<td>30-Jun-21</td>
</tr>
<tr>
<td>Communications Plan</td>
<td>1-Feb-21</td>
<td>1-Jun-21</td>
</tr>
<tr>
<td>Documentation Update</td>
<td>1-Mar-21</td>
<td>1-Jun-21</td>
</tr>
<tr>
<td>Policy Review and Update</td>
<td>1-Mar-21</td>
<td>30-Jun-21</td>
</tr>
<tr>
<td><strong>EXECUTION</strong></td>
<td>1-Jun-21</td>
<td>31-Dec-22</td>
</tr>
<tr>
<td>Pre-migration design and development (response and action to identified issues)</td>
<td>1-Jun-21</td>
<td>1-Oct-21</td>
</tr>
<tr>
<td><strong>Phase 1</strong></td>
<td>1-Oct-21</td>
<td>31-Dec-21</td>
</tr>
<tr>
<td>Provision new apmslud / student accounts in employee O365 (fsu.edu)</td>
<td>1-Oct-21</td>
<td>31-Oct-21</td>
</tr>
<tr>
<td>Move active students to employee O365 and migrate email (fsu.edu)</td>
<td>1-Dec-21</td>
<td>31-Dec-21</td>
</tr>
<tr>
<td>Close Phase 1</td>
<td>31-Dec-21</td>
<td>31-Dec-21</td>
</tr>
<tr>
<td><strong>Phase 2</strong></td>
<td>1-Aug-21</td>
<td>31-Dec-22</td>
</tr>
<tr>
<td>Maintain alumni email in student O365 (my.fsu.edu) and phase out</td>
<td>1-Aug-21</td>
<td>31-Aug-21</td>
</tr>
<tr>
<td>Maintain inactive student email in student O365 (my.fsu.edu) and phase out</td>
<td>1-Aug-21</td>
<td>31-Aug-21</td>
</tr>
<tr>
<td>Delete student O365 (my.fsu.edu)</td>
<td>1-Dec-22</td>
<td>31-Dec-22</td>
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<tr>
<td>Close Phase 2</td>
<td>31-Dec-22</td>
<td>31-Dec-22</td>
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<tr>
<td><strong>CLOSE</strong></td>
<td>31-Dec-22</td>
<td>31-Dec-22</td>
</tr>
<tr>
<td>Project Close</td>
<td>31-Dec-22</td>
<td>31-Dec-22</td>
</tr>
</tbody>
</table>
WHAT IS CHANGING

- @my.fsu.edu will be decommissioned
- Provisioning student email in One O365
- New students will be provisioned @fsu.edu email addresses
- Current students will be provisioned @fsu.edu email addresses and will no longer be able to access @my.fsu.edu email. Will forward @my.fsu.edu email for six months after migration
- Student employees will have one mailbox and OneDrive
- All new users will be provisioned same style FSUID and email address (NOLE Style)
- Alumni email is being phased out
CURRENT IDENTITY PROVISIONING

If student becomes employee – employee process begins.
If employee becomes student – student process begins.

PeopleSoft Database

Ima is a student
Student Style
ias21
ias21@my.fsu.edu

CAMP

Two separate processes.
No solidarity
No student/employee collaboration
Double processes, instructions, etc.

Ima is an employee
Employee Style
iseminole
iseminole@fsu.edu

BUSN
CURRENT PROVISIONING PROCESS

Students
- FSUID – IAS20
- **STU_EMAIL (CAMP)**
  - IAS20@MY.FSU.EDU
- If STU becomes EMPLOYEE
  - Add **EMP_EMAIL (BUSN)**
    - ISeminole@FSU.EDU

Employees
- FSUID – ISeminole
- **EMP_EMAIL (BUSN)**
  - ISeminole@FSU.EDU
- Add Alias Email – **EMP_EMAIL (BUSN)**
  - Ima.Seminole@fsu.edu
  - Ima.Seminole@med.fsu.edu
- If EMP becomes STU
  - Add **STU_EMAIL (CAMP)**
    - IAS20@MY.FSU.EDU
PROPOSED IDENTITY PROVISIONING

NOLE Style
(F-initial, M-initial, L-initial, YY, abc if needed IAS21A)

ALL NEW USERS (post change)

- NOLE Style FSUID – IAS21A
- NOLE_EMAIL – IAS21A@FSU.EDU

- IF Employee
  - Add Email Alias
    - ISEMINOLE@FSU.EDU
    - ISEMINOLE@DEPT.FSU.EDU
WHY IMMUTABLE (NOLE) ID?

- If we “just” keep CAMP and change to @fsu – we break everything. This proposal provides the smoothest and longest transition period.
- Current third-party app provisioning may not allow for FSUID and Email changes.
  - Third party applications “break”
  - Loss of history or data for user.
- Third-party app discovery required for app owner to retrieve data.
- Third-party apps currently may have orphaned accounts that impact licensing.
INTRODUCTION

- The **COVID Technology Response Team** is responsible for streamlining the technical requirements by gathering information on processes, producing deliverables, and ensuring the University's expectations are being met.

- Under the guidance of the **COVID Technology Response Steering Committee** who help make decisions, remove obstacles, and prioritize work with conflicting resources and timelines.
CTRT TEAM

- Andy Bucior – ITS, Technical Architect and Lead Developer for CTRT
- Freddy Juarez – DSA, Associate Director for OFSL and Qualtrics SME
- Jenn Specht – ITS, Developer for CTRT
- Rashad Aziz – CRI, Data Scientist
- Susan Berry – ITS, Salesforce SME
- Stephen Whitney – ITS, Salesforce SME
- Katie Townsend – ITS, Student Applications SME
- Rebecca Peterson – All things HR
- Jeremy Anderson – ITS Security & Privacy
- Kelly Dykes – UHS Technology Lead
- Chris Edgerton – UHS Lead Developer
- Ryen Pagel – UHS, Director Clinical Operations
- Emily Pritchard – Director, SAFER
- Candice Zarr – Project Manager
- Derek Kooi & Ronnie Kimberly – Marketing Cloud go-to-team
- Charlotte Souffront-Garcia – ITS/DSA, Lead
EVER CHANGING REQUIREMENTS = INNOVATION & CONTINUOUS IMPROVEMENT
Telehealth and Testing

COVID-19

March 2020-April 2020

Telehealth Services
- Policy
- Platform

Remote Staffing
- Policy
- Patient Safety
- Provider Training

May 2020

Custom Application
- Scheduling
- Integration w/ EMR
- Stop Gap Reporting

Interfaces
- Community Partners
  - CRMC
  - TMH

June 2020

Testing
- Athletics
- Students/Staff
- Satellite Campus
- Mail Away Kits
- Randomized Testing

August 2020

Reporting
- Human Resources
  - Employee Clearance
- Housing
  - Move In Clearance
- DSST
- General Stats
  - Dashboard Reports

Data Integration
- Reporting
TELEHEALTH

12,066 Telehealth Visits

Telehealth vs In-Person Visits 2020

Telehealth vs In Person

NOW AVAILABLE
Call 850.644.4567

UNIVERSITY HEALTH SERVICES
COVID TESTING

- Custom Built Online Scheduling Platform – Repurposed
- Students & Staff Testing
- Integrated w/ Electronic Medical Records
- Existing & New Interfaces
- Stop Gap Reporting
SAFER
SECURE ASSESSMENT FOR FSU EXPOSURE RESPONSE

Susan Berry

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
CHALLENGE

1. Build contact tracing solution
2. Meet the requirements of the Florida Department of Health
3. HIPAA compliance
4. Short time frame: Two weeks
PROJECT APPROACH

• People and process first, then technology
• Allow for pivoting
  • Plan for enhancements
• Decision: New vs. existing technology
TIMELINE

Week 1
Discovery & Approach

Week 2
Design, Architect, Build
Training & Go-live

Automation
Qualtrics
RingCentral
Twilio
REPORTING | Rashad Aziz

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
CHALLENGE

1. Monitor Campus-wide/Aggregate COVID Trends
2. Data from Multiple Source Systems
3. Report Publication
4. Privacy and Access Controls
CENTRALIZED DATA

cCure

Institutional Repositories

WiFi

Canvas
<table>
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<th>Date/Time</th>
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### Occupancy Over Time

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<tr>
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<tr>
<td>4/13/2021 5:30:00 PM</td>
<td>46</td>
<td>46</td>
<td>92</td>
</tr>
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</table>
VACCINES
Charlotte Souffront-Garcia, Andrew Bucior, Freddy Juarez
SOLUTIONS

- MS Bookings
- Qualtrics
- CDR Maguire
CHALLENGES

- Constant evolution and alterations to process
- Intentionally and unintentionally changing data formats
- Policy and legal issues with normal tooling/approaches
PRINCIPLES

- Use what we have where possible, potentially in a new way
- Attempt to introduce hard points through abstractions and interfaces
  - Isolate changes and reduce churn
- Err on the side of development speed
  - Increases technical debt, but solution may not be long-lived, due to changes in requirements or core assumptions
MAJOR ACCOMPLISHMENTS
A YEAR IN REVIEW
March 2020 - March 2021

ITS Staff Pride Video

VLab
38,057 User Logins
198,576 Sessions Created

VPN
463,270 Total Unique Users

ZOOM
487,373,954 Meeting Minutes
949,349 Total Meetings

Participants
9,249,113

CAS Student Logins
Active Students 40,700
Student Logins 99.29%

Sign In

Student Logins in Canvas & Zoom