ITS TOWNHALL

November 16, 2022

Fall Update
ITS & CAMPUS UPDATES

Rick Burnette

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
ITS VALUES

- How Can ITS Be More...
TOP 10 IT ISSUES IN HIGHER EDUCATION

Jonathan Fozard

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
TOP 10 ISSUES FACING HIGHER EDUCATION

Leading with Wisdom
Technology leaders need wisdom in order to inspire, lead, and manage their institution, IT organization, and workforce.

1. A Seat at the Table
Ensuring IT leadership is a full partner in institutional strategic planning

3. Evolve, Adapt, or Lose Talent
Creating a workplace that allows for and supports movement up, down, and sideways to accommodate shifts in personal and professional goals and to foster healthier work/life balance

5. Enriching the Leadership Playbook
Leading with humility and candor to engage, empower, and retain the IT workforce
The Ultra-Intelligent Institution

Data and analytics can provide institutions with intelligence offered through ongoing, useful, and increasingly sophisticated insights.

2 Privacy and Cybersecurity 101
Embedding privacy and cybersecurity education and awareness in the curriculum and in the workplace

4 Smooth Sailing for the Student Experience
Using technology, data, insight, and agility to create a frictionless student experience

6 Expanding Enrollments and the Bottom Line
Focusing data and analytics initiatives on identifying academic programs with high potential for recruitment ROI

7 Moving from Data Insight to Data Action
Converting data analytics into action plans to power institutional performance, enhance operational efficiency, and improve student success
Everything Is Anywhere
With the institution no longer confined to the physical campus, leaders must find new strategies for supporting technology everywhere and anywhere.

8 A New Era of IT Support
Updating IT services to support remote and hybrid work

9 Online, In Person, or Hybrid? Yes.
Developing a learning-first, technology-enabled learning strategy

10 SaaS, ERP, and CRM: An Alphabet Soup of Opportunity
Managing cost, risk, and value of investments in new ERP solutions

Learn more about the Top 10 IT Issues at https://www.educause.edu/2023issues
2023 TACTICS

ITS VALUES

- Transformative
- Trustworthy
- Inclusive
- Collaborative
- Empowering

P Priorities

- Advance FSU Strategic Initiatives
- Enhance ITS Team Capabilities

- Be a Strategic Partner to FSU Organizations and Departments
- Establish and Adopt a Sustainable Financial Model

- Improve ITS Service Delivery
- Develop Models for Continuous Improvements

Strategic Goals:

- Improve university cybersecurity posture to ensure continuity of services and reduced reputational risk.
- Expand and improve ITS research technologies, capabilities, and services to support FSU’s aspirations as a Top 20 university.
- Expand and improve community engagement capabilities and services to support FSU’s strategic initiatives.
- Establish or improve functions and processes that support IT operations.
- Partner with campus units to improve user satisfaction and management of IT resources.
- Advance ITS presence and reputation based on user-centered practices.
- Provide model and roadmap to support Business Relationship Management.
- Create and promote professional development opportunities for ITS staff systematically and individual investment in personal development.
- Modify financial reporting and administrative operations to support ITS unit-level leadership through evolving structures, priorities, and requirements.

2023 TACTICS

- Improve network reliability in locations with poor connectivity.
- Implement systems and policies that allow for flexibility and agility of future technology integrations.
- Broaden portfolio of research technology resources.
- Research best practices for higher education technology Steering Committee related to projects, resources, and communication.
- Increase visibility and education of financial statements to ITS service owners.
- Identify systemic gaps in ITS services through user feedback and analytics.
- Establish and grow ITS resources for project, budget, and professional development into a central repository.
- Integrate IT systems and processes into the ITS portfolio.
- Create a single IT Service Center to streamline support processes.
- Develop and maintain shared service center to provide IT staff to teams from across the organization.
- Leverage senior leadership to drive a joint effort in creating a research technology roadmap with key campus leaders.
- Expand the internal program to ensure a meaningful learning experience for students in hybrid learning environments.
- Enhance ITS staff development by hosting special topic trainings on emerging technologies.
- Construct a data catalog system to organize and broaden the use of FSU data for strategic campus use.
- Introduce topic-specific methods to support engagement with the FSU community.
- Integrate key functions into the ITS organization.

https://its.fsu.edu/about-its/planning
# 2023 TACTICS

<table>
<thead>
<tr>
<th>2023 TACTICS</th>
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</tr>
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<td>Administer a unified endpoint management solution across campus to strengthen protection of FSU’s major systems.</td>
</tr>
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<td>Evaluate and implement Equity, Diversity, and Inclusion Action Plan submitted by the EDI committee.</td>
<td>Introduce topic-specific chatbots to support engagement with the FSU community.</td>
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<td>Research best practices for higher education technology Steering Committee related to projects, resources, and communication.</td>
<td>Update cybersecurity trainings to be action-oriented and ensure campus units can resolve potential threats.</td>
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<td>Lead a joint effort in creating a research technology roadmap with key campus leaders.</td>
<td>Mature outreach program through Business Relationship Management and ITAPP to ensure various conduits in and out of ITS.</td>
</tr>
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<td>Expand the internship program to ensure a meaningful learning experience for students in hybrid learning environments.</td>
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**Florida State University**

**Information Technology Services**
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Florida State University
Information Technology Services
# FUTURE INITIATIVES

Now:
Vote the ideas that matter to you

Sort via priority
Track the total votes

<table>
<thead>
<tr>
<th>Priority</th>
<th>Title</th>
<th>Description</th>
<th>Upvote</th>
<th>Downvote</th>
<th>DisplayTotalVotes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advance Relationship</td>
<td>Prioritize project requests</td>
<td>Assign priority when issues/requests are submitted that way requests can be streamlined and more efficient and responsive to satisfy user.</td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Advance Relationship</td>
<td>Set Expectations of each Team</td>
<td>It would be great if each team work or states responsibilities when they develop a new system/application/ Business process recommendations and expectations during all user meetings.</td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Advance Relationship</td>
<td>Vendor Roadmap Alignment</td>
<td>Most of our vendors have roadmaps, It would be nice to have business analysts try to combine the items that would have value.</td>
<td></td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>
STAFF ENGAGEMENT PANEL

Andy Bucior
Alex Morales
Justin Shafer
Staci Smith
Kiara Sullivan
STAFF ENGAGEMENT
COMMUNITY ENGAGEMENT TECHNOLOGIES

- Optimizing recruiting with the College of Business
- CRM Roadmap for College of Business
- Website redesigns for Enrollment Mgmt, Office of Admissions, Office of Student Organizations and Involvement
- Drupal Upgrade for ~300 websites
- Website redesigns inflight including College of Fine Arts, Criminology, …
- Institute for Molecular Biophysics WordPress migrations
- Standing up Social Scheduling, Listening, Reporting Service Offering
- Expanding Marketing Cloud
- Expanding myFSU Service Center
- Service portfolio
- IT News & Notes
- Expanding Docusign
- Communication experience for targeted student populations
- CRM & Forum for Research Admin
- Composable Apps to support Grant winners

- Digital Transformation with HR depts
- Web redesign and digital transformation for the Florida Center for Public Management
- 91 web redesigns inflight including College of Fine Arts, Criminology, …
- Institute for Molecular Biophysics WordPress migrations
- In discussion
ITS Equity, Diversity, and Inclusion (EDI) Plan

This EDI Plan is designed to advance ITS efforts to promote, implement, and evaluate meaningful diversity, equity, and inclusion initiatives. The plan recommends broad strategies, suggestions, and ideas to guide our work together.
ERP Roadmap

- Archiving
- Business Process Review
- Fit Gap Analysis
- Hardware/Software Selection
- Project Plan
- Implement
- Repeat

HR/FI/CS 2033
CORE UPGRADE
INFORMATION VALUE CHAIN

Data
Application Data Stores
External Data Stores
Data Stores of Record
Synchronized Secondary Stores

Transformation & Scrubbing
Data Vault
Enterprise Data Staging

Information
Enterprise Data Sources
Conformed Dimensions
Standardized Facts
Derived & Aggregate Data

Knowledge
Enterprise Data Warehouse
3rd Party Data Enrichment
AI/Machine Learning
Analytic Data Stores

Active Metadata Management

Services

Human interfaces
EVENT DRIVEN FRAMEWORK

Data Streams → Streaming Engine → Event Extraction

Application

Analytics

People
INTERN COHORT

ITS Units Represented: 18

Interns Retained: 7

Supervisors Invested: 3,240 Hours

Partnerships:

accenture  Microsoft
ACADEMIC BUILDINGS NETWORK PROJECT

This past July ITS was given $2.5 million dollars to provide much needed network infrastructure upgrades to some of our academic buildings on campus. Our team has been working over the last couple of years to rate the network infrastructure for all buildings on campus which includes all wiring and hardware associated with the distribution of FSUs network in these facilities. With this funding we will be able to begin to address some of the lower rated buildings and bring them up to a current network standard that will support much higher bandwidth with much more reliable connectivity both wired and wireless. We are currently working hard on the design and procurement of material to get the first 6 to 9 buildings upgraded by the end of summer 2023. Some of which include HMU, KMU, Longmire, Williams, and Dodd.

Existing Condition

Photos

Progress Drawing

Ground floor

Materials

1st floor

2nd floor
ENDPOINT DETECTION AND RESPONSE - DEFENDER FOR ENDPOINT

The service detects and investigates prominent security threats, identifies local attacks, and provides remediation guidance through patching, configuration settings and other activities

- **Multi-platform compatible** | Available for Windows and Mac operating systems
- **Real-time detection** | Discover vulnerabilities and remediate threats in minutes
- **Transparent** | Does not affect performance of devices once configured
- **Centralized management** | Runs on networked computers or standalone machines
- **Best practice** | Widely accepted cybersecurity best practice and requirement of cyber insurance companies

### Active Devices: 5376

<table>
<thead>
<tr>
<th>Device health state</th>
<th>Inactive</th>
<th>Misconfigured</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>449</td>
<td>19</td>
</tr>
</tbody>
</table>

### Active agents over time

### Top security recommendations

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Exposed devices</th>
<th>Threats</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Microsoft Windows 10 (OS and built-in applications)</td>
<td>1.55k</td>
<td>30.54</td>
<td></td>
</tr>
<tr>
<td>Update Microsoft Office</td>
<td>1.35k</td>
<td>17.79</td>
<td></td>
</tr>
<tr>
<td>Update Apache Log4j</td>
<td>163</td>
<td>6.34</td>
<td></td>
</tr>
</tbody>
</table>

### Top vulnerable software

<table>
<thead>
<tr>
<th>Software</th>
<th>OS platform</th>
<th>Weaknesses</th>
<th>Threats</th>
<th>Exposed devices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 10</td>
<td>Windows</td>
<td>136</td>
<td>3.2k / 5.0k</td>
<td></td>
</tr>
<tr>
<td>Log4j</td>
<td>Windows</td>
<td>2</td>
<td>685 / 1.6k</td>
<td></td>
</tr>
<tr>
<td>Chrome</td>
<td>Windows</td>
<td>898</td>
<td>1.09k / 6.1k</td>
<td></td>
</tr>
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</table>

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**FLORIDA STATE UNIVERSITY INFORMATION TECHNOLOGY SERVICES**
ITS WEBSITE REDESIGN

Restructure and refresh the ITS website to meet the needs and interests of the FSU community and deliver a **UX-driven** design that is engaging and easy to navigate.

**November 2022**
Project Kickoff

**March 2023**
Website Launch

**Services**
**Cybersecurity**
**About ITS**
**Help**

Team effort
PROFESSIONAL DEVELOPMENT

2022
- Splunk for Rookies – December 6th 9:30-12:00

2023
- Intern: Partnership Success - January
- ITIL (Supervisor approved) - February
- The 3 C's to a successful Meeting – March
- myFSU Service Center Best Practices – April
GET INVOLVED

Rebekah Dorn

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
GET INVOLVED!
HAPPY HOLIDAYS!

- Each Staff Member
- Pick up outside of Mores and Artes conference rooms