AGENDA

- Updates from Information Gathering
- Alignments In The Making
- Where We Are Headed Next
UPDATES FROM THE INFORMATION GATHERING SESSIONS
MY FIRST SIX MONTHS, I FOCUSED ON BUILDING UNDERSTANDING…

1. Launched Current State Assessments:
   - Leadership
   - Organizational
   - University Wide Cyber Security
   - Voice of Community
   - Tech Architecture

2. Personal Meet and Greets:
   - Staff
   - Faculty
   - Students
   - Leadership

3. Understanding IT Operating Model:
   - How Do We Decide What's Important?
   - How Do We Our Work?
   - What is the Amount of Backlog?
INFORMATION GATHERING HAS BEEN ACTIVE

STRATEGIC ASSESSMENT (Huron) • Voice of Community

MY LISTENING TOUR

SYNTHESIS

OTHER MAJOR INPUTS

- GDPR & HIPAA Assessments
- Network configuration assessment
- Multiple internal audits
- 360s and coaching with ITS Leadership
- Campus Risk Assessments
- 16 Interviews, 55 Focus Groups, & 35 Impromptu Interviews
HURON RECOMMENDATIONS

1. Organize for Effectiveness
2. Enhance Service Delivery Effectiveness
3. Establish Strategic Alignment
4. Secure FSU
5. Simplify Financial Management & Funding Model
VOC OPPORTUNITIES FOR IMPROVEMENT

1. Communication
2. Collaboration
3. Contact & Process Confusion
4. Continuous Support

Collected from:
- 297 Survey Responses
- 125 Participants
ALIGNMENT IN THE MAKING
HOW DO YOU BUILD A STRATEGIC ORGANIZATION?

- Plan for Sustained Change
- Lead with Values and Explicit Priorities
- Attract and Retain Talent
- Grow and Develop the Team
The mission of Information Technology Services is to provide an effective, comprehensive and secure technology infrastructure at Florida State University and to deliver the highest quality information technology services. Information Technology Services strives to engage the university community in support of the university’s mission in teaching, research, creative endeavors and service.

Information Technology Services will be a prominent strategic partner in achieving Florida State University’s vision by providing premier technology services and direction.
The Executive Leadership Team is committed to supporting the mission, core values and vision of Florida State University by providing leadership to ITS in order to provide secure, reliable and innovative technology solutions.

- Lead ITS to be a better organization
- Improve ITS reputation and functions
- Define goals and priorities
- Create and drive a vision for ITS that serves FSU and its goal in a way that ITS team members can model and follow
- Develop and grow staff
- Provide the best service possible by partnering with colleagues to help achieve success
- Drive efficiencies
- Deliver best practices to the IT community
- Protect university with resilient resources and processes
WE’VE ESTABLISHED NEW PRIORITIES

- Be a strategic partner
- Advance FSU strategic initiatives
- Improve ITS Service Delivery
- Enhance ITS Team capabilities
- Develop model for continuous improvement
- Establish a sustainable financial model
WHERE TO NEXT?
YOU ARE DRIVING YOUR OWN CAREER
TODAY

Dedicated

Valued

Good People

Heroic Problem Solvers

Narrow Service Focus

Confusing

Us vs. Them

ASPIRATION

Partners for FSU

Prized

Great Team

Consistent Service Excellence

Expansive - Innovative

Transparent

User-Focused
ALIGNMENT CHANGES
CENTER OF EXCELLENCE MODEL

Brings Together Shared Services Functions Across ITS

Office of the CIO
ALIGNMENT CHANGES
CENTER OF EXCELLENCE MODEL
ALIGNMENT CHANGES
CENTER OF EXCELLENCE MODEL

- Brings Together Shared Services Functions Across ITS
- Brings Together Customer Support Functions
- Brings Together ERP & EAPPs
ALIGNMENT CHANGES
CENTER OF EXCELLENCE MODEL
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ALIGNMENT CHANGES
CENTER OF EXCELLENCE MODEL
All changes will be implemented by January 1, 2020
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SOME GUIDING PRINCIPLES

- Be Patient With Each Other
- Look For Synergies
- Don’t Change Anything Without Considering All the Ramifications
- Look To The Future
- Learn From History But Don’t Let It Limit Our Thinking
- Flatten The Organization If Possible
- Give People Stretch Opportunities
WHAT’S NEXT?

- Your Senior Leadership Will Begin Working With You
  - Improve Alignments With An Eye To Implementation By January 1
- Office Hours for Questions and Concerns
- Anonymous Suggestion Box
- Keep Your Focus On How This Transformation Can Help FSU
- Remember, You’re In Your Career Driver Seat
“NEVER DOUBT THAT A SMALL GROUP OF THOUGHTFUL, COMMITTED CITIZENS CAN CHANGE THE WORLD. INDEED, IT IS THE ONLY THING THAT EVER HAS.”

MARGARET MEAD