

FLORIDA STATE UNIVERSITY

— TOP —

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NATIONAL
PUBLIC
UNIVERSITIES

U.S. NEWS & WORLD REPORT

ITS TOWN HALL
SEPTEMBER 2019

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 Greet:

- 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



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?



UPDATED MISSION, VISION, PURPOSE STATEMENT

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.



Mission

Make IT easier for students, faculty and staff to learn, teach, work and conduct research at Florida State University.

Information Technology Services will be a prominent strategic partner in achieving Florida State University's vision by providing premier technology services and direction.



Vision

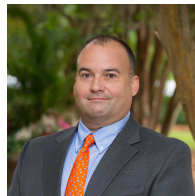
Partner with the FSU community to deliver world-class technology services to support the teaching, research and administrative mission of Florida State University.



UPDATED MISSION, VISION, PURPOSE STATEMENT

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

ASPIRATION

Dedicated



Partners for FSU

Valued



Prized

Good People



Great Team

Heroic Problem Solvers



Consistent Service Excellence

Narrow Service Focus



Expansive - Innovative

Confusing



Transparent

Us vs. Them



User-Focused



ALIGNMENT CHANGES

CENTER OF EXCELLENCE MODEL



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CENTER OF EXCELLENCE MODEL



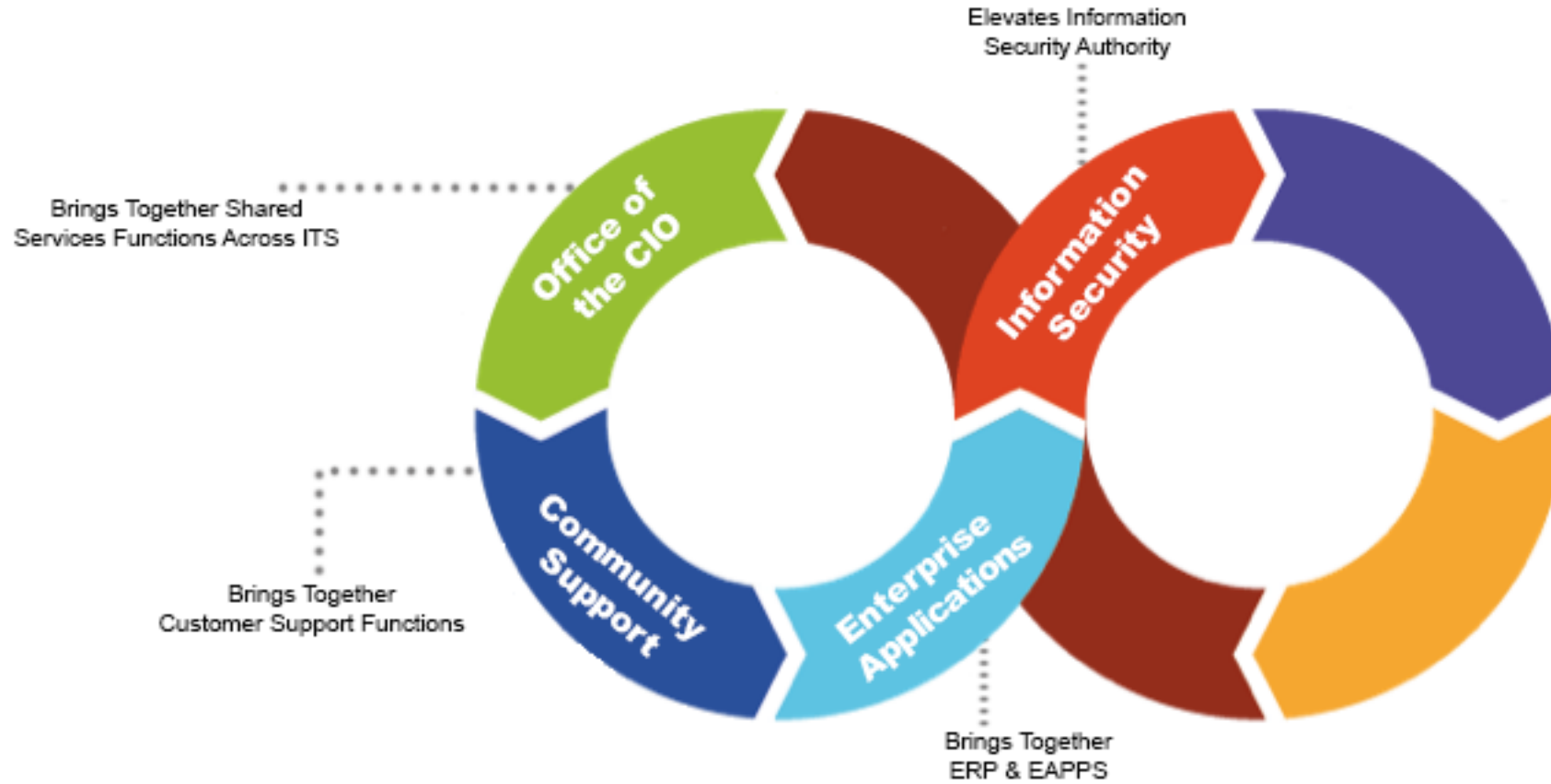
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CENTER OF EXCELLENCE MODEL



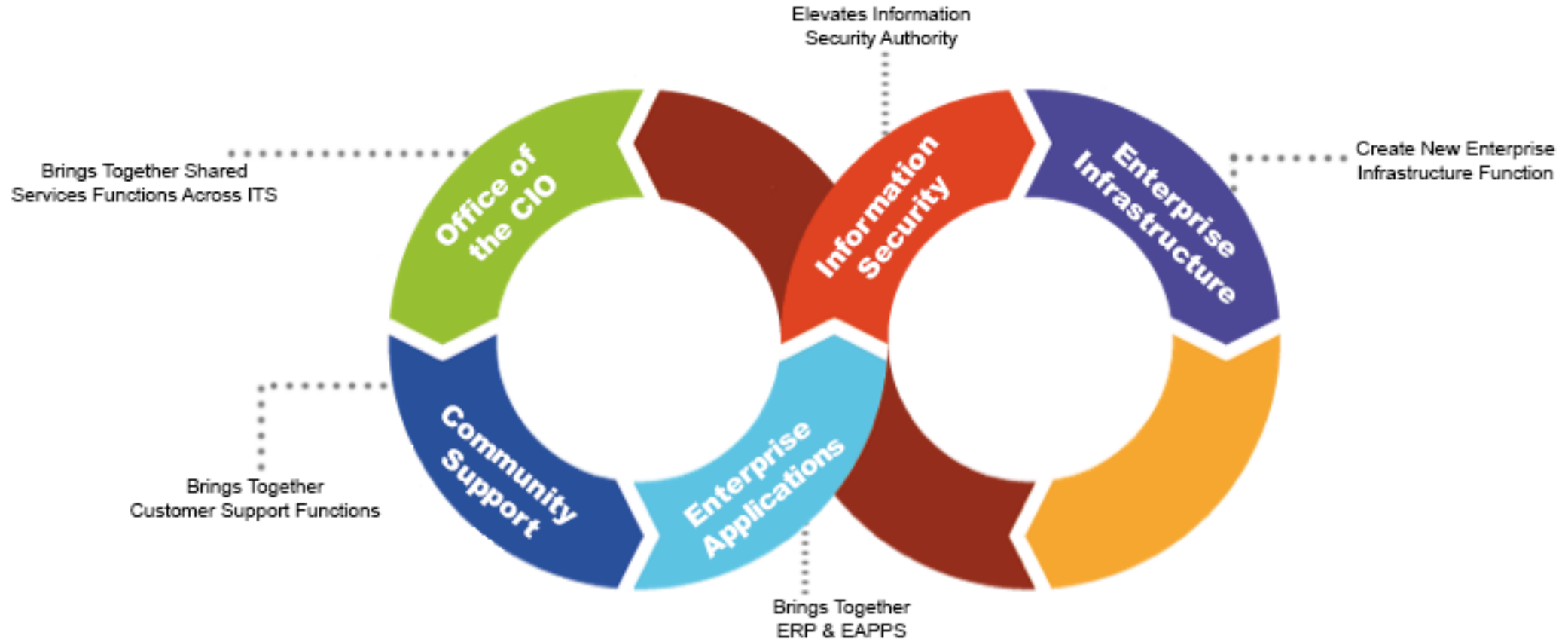
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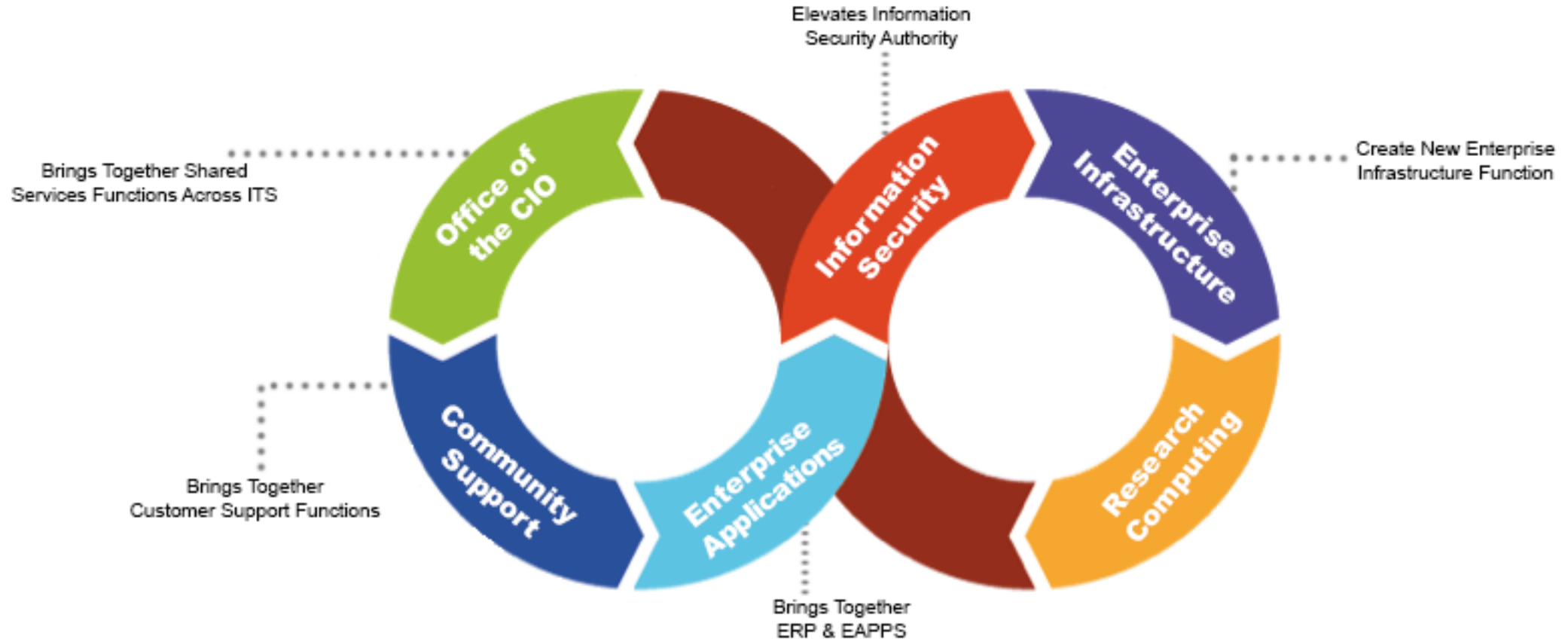
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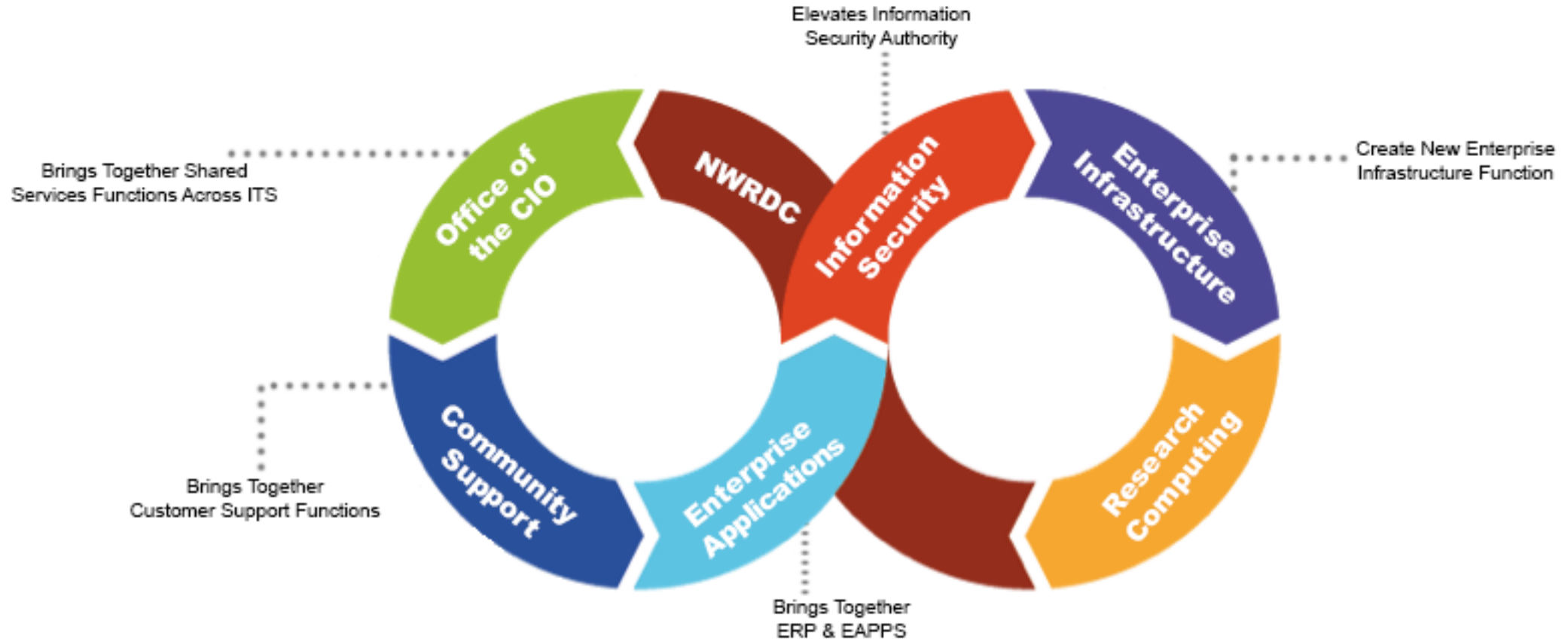
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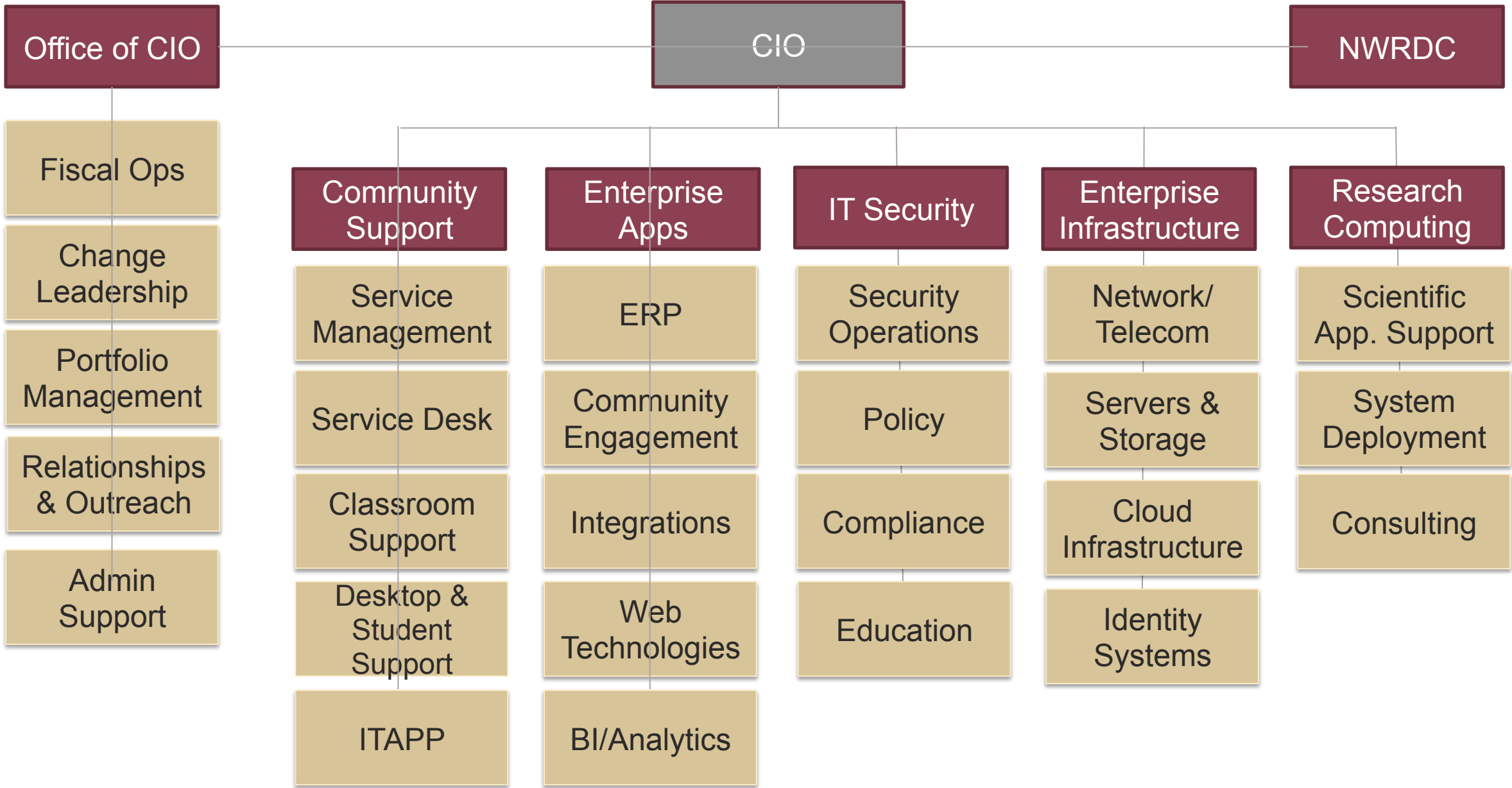
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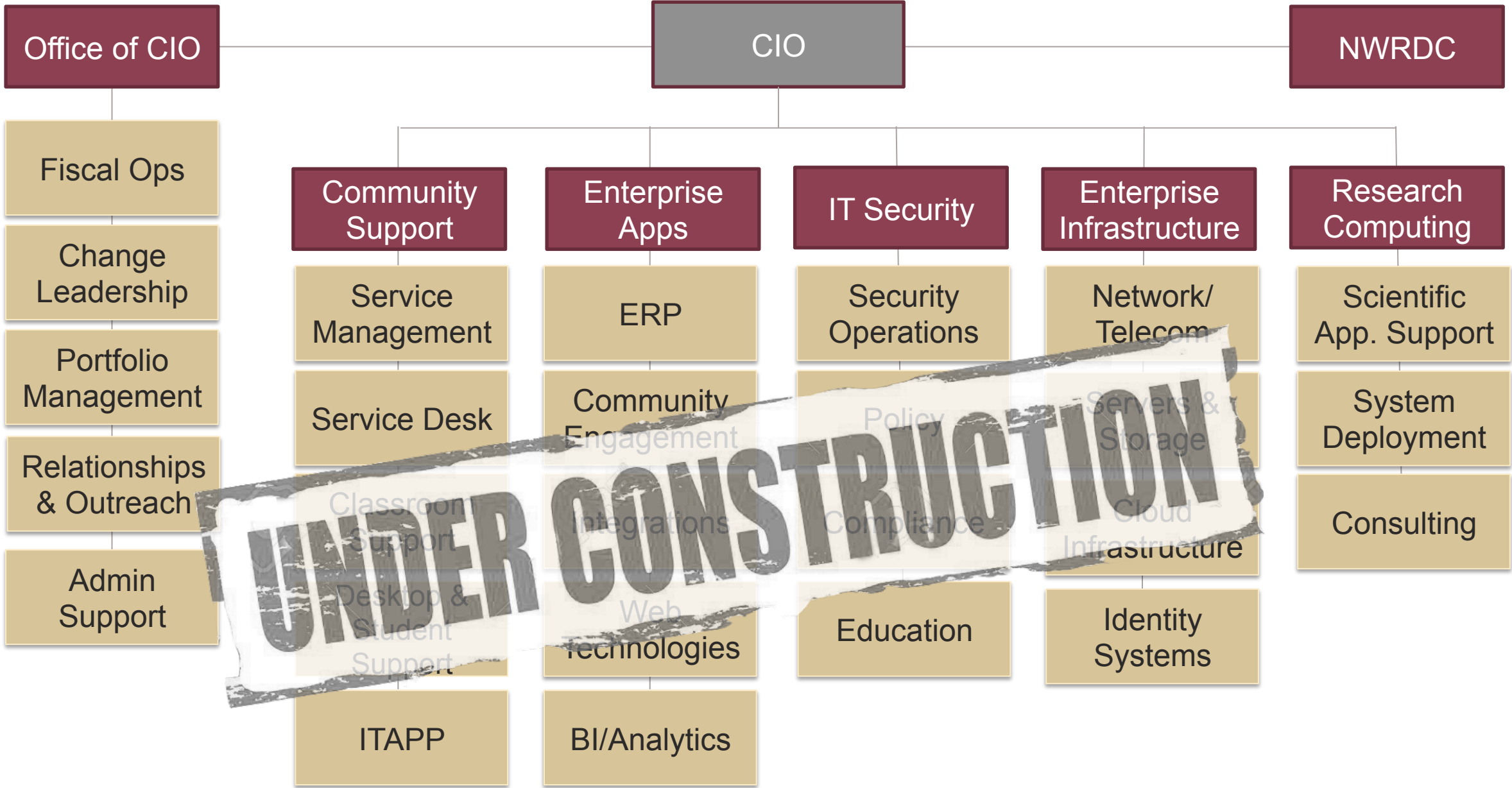
CENTER OF EXCELLENCE MODEL





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



VOC VIDEO





“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