ITS TOWNHALL

September 30, 2020

Jane Livingston, Associate Vice President & CIO
CELEBRATIONS/SHOUT OUTS

Small Group Break Outs

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
AGENDA

• CELEBRATING EACH OTHER
• LOOKING BACK
• MAKING PLANS
• TODAY – UPDATES
• CHANGES AND NEWS
## WHERE WE ARE

### Collaborate
- Distributed technology necessary for remote instruction and classroom technology for blended learning
- Provided Zoom training for faculty members
- Bolstered network service provided in quarantine residence halls
- Created applications to support COVID-19 reporting and contact tracing

### Communication
- Published a “TechList” for incoming students and help them get set up
- Create online training module for myFSU Student Central system for virtual new student orientation sessions
- Published extended 18-month annual report
- Hosted weekly meetings with deans, IT professionals and ITS staff

### Contact & Process Confusion
- Moved Research Computing Center support cases and ticketing into the new myFSU Service Center
- Led discussions with IT professionals regarding support procedures
- Revamped delegate access interface to mirror system
- Provided remote assistance tool to university IT professional

### Continuous Support
- Launched IT Pro Pass procedure for IT professionals to bypass tier 1 troubleshooting for quicker, more specialized support
- Partnering with Dirac Science Library to offer virtual technical training sessions
WHERE WE ARE GOING

Visit the VOC website to keep up with our progress and continue the conversation

its.fsu.edu/VOC
MINI-VOC

- Cybersecurity – How are we doing?
- 10 sessions
  - Faculty
  - Staff
  - Students
  - UITM
- State of Florida Security Survey
- Finalized in December 2020
BEGINNING WITH THE END
IN MIND
JANE LIVINGSTON
ITS STRATEGIC PLAN PROCESS

- Strategic Planning Workshop in August 2019
- Established Priorities over the next few months
- Worked on team and individual goals
- Aligned the goals with the initiatives and the risk register
### ITS STRATEGIC PLAN PROCESS

<table>
<thead>
<tr>
<th>Mission (What?)</th>
<th>What the organization exists. This element is potential.</th>
<th>Example: Make IT easier for the students, faculty and staff who learn, teach, conduct research and work at Florida State</th>
<th>State Vision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal (Where to?)</td>
<td>What you hope to accomplish</td>
<td>Example: Expand outreach and visibility of ITS as a partner</td>
<td>Articulate Goals</td>
</tr>
<tr>
<td>Objectives (What to?)</td>
<td>More specific goal using SMART criteria</td>
<td>Example: Increase outreach to campus through 20%</td>
<td>Specify Objectives</td>
</tr>
<tr>
<td>KPI (How much?)</td>
<td>The key performance indicators for measuring the success of services</td>
<td>Example: Number of outreach efforts compared to last year</td>
<td>Perform Baseline Assessments</td>
</tr>
<tr>
<td>Strategy (How?)</td>
<td>How will you achieve your stated objective</td>
<td>Example: Participation on events on campus, communicate to more unique audiences</td>
<td>Define Improvement Plan</td>
</tr>
<tr>
<td>Tactics (What?)</td>
<td>The concrete action plan on how to reach the tactic</td>
<td>Example: Create calendar of campus events to identify potential partnership</td>
<td>Execute Improvement Plan</td>
</tr>
<tr>
<td>Metrics (how much?)</td>
<td>Indicators to measure the success of your tactics</td>
<td>Example: Number of campus events that has ITS presence</td>
<td>Evaluate Metrics &amp; KPIs</td>
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</tbody>
</table>

- Multiple work sessions throughout 2020
- Identified individual and shared goals, objectives, tactics within the priorities
- A 5-Year plan creates the opportunity for synergy
- Isolated overlaps in energies and negotiate priorities
- Resulting in Tactics for 2020-2021
- Communicate our results in Annual Accomplishments and Personal Goals
## Advance FSU Strategic Initiatives

**Expand and improve data & analytics capabilities & services to support FSU’s strategic initiatives.**
- Support sources that receive real-time data.
- Support cloud-based applications.

**Expand & improve community engagement capabilities & services to support FSU’s strategic initiatives.**
- Transition change management solution to Salesforce.
- Facilitate increase of messages sent to campus audiences.
- Meet the users’ expectations on the COVID-19 Contact Tracing application.
- Increase resolution rate of CRM support tickets.

**Improve university cybersecurity posture to ensure continuity of services & reduced repetitional risk.**
- Increase network of campus cybersecurity professionals.
- Increase units who complete Disaster Recovery assessments.
- Review data and compliance policies and standards.
- Increase cybersecurity awareness training among employees.
- Decrease email tenants and servers.

**Expand & improve ITS research technologies, capabilities, & services to support FSU’s aspirations as a Top 20 university.**
- Benchmark IT Research strategies, & develop an IT Research strategy.
- Support pilot projects in conjunction with the Health Data research team.
- Complete pilot study with the College of Social Sciences on the interactive clusters and GPU node.
Develop Models for Continuous Improvement

Co-Create the next generation Enterprise Application landscape, infrastructure, & supporting architecture.
- Provide roadmap & strategy for next generation ERP.
- Establish strategy & plan to deploy serverless technology.
- Finalize TAC architecture principles & advise on projects.

Establish or improve functions & processes that support IT operations.
- Provide model & roadmap to support organizational change.
- Publish process & strategy for project management.

Advocate for an effective governance model.
- Published approach for engagement in the technology investment process.

Change Leadership & Planning
Fiscal Operations
Shared Services
Community Technology Services
Information Security & Privacy Office
Shared Infrastructure Organization
Enterprise Applications Services
Research Computing Center
## Improve ITS Service Delivery

**Advance ITS’ presence and reputation through revision of communications platforms based on user-centered practices.**
- Increase user sessions on the Service Catalog website.
- Increase user sessions on the ITS website.

**Improve ITS’ major incident response and communication processes.**
- Create comprehensive communication plan that responds to incident response priority levels.

**Modernize operations and leverage automation opportunities to achieve operational excellence of new and existing services.**
- Provide published roadmap to implement 5G services.
- Automatically deprovision access to accounts through OIM.
- Integrate 2FA with O365, VPN, and CAS for employees.
- Decrease individual data centers.
- Support increase of remote learning, teaching, research and business.
**Institutional Collaboration and Strategic Planning**

**Be a Strategic Partner to FSU Organizations and Departments**
- Expand outreach and visibility of ITS as a partner.
  - Increase ways that ITS promotes services to faculty members.
- Ensure ITS outreach supports the university’s goals.
  - Increase communications, trainings, and work group activities.
- Provide model & roadmap to support Business Relationship Management.
  - Partner with campus units to improve user satisfaction and management of IT resources.
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  - Assess IT positions and create a workgroup on technology professionals.

**Establish and Adopt a Sustainable Financial Model**
- Establish a sustainable financial model to support costs of the agreed upon ITS services, projects, and strategic initiatives.
  - Meet ELT’s expectations on the reconfigured budget reports.
  - Implement per capita funding model.
- Modify financial reporting and administrative operations to support ITS unit-level leadership through evolving structures, priorities and requirements.
  - Publish hardware lifecycle strategy.
  - Decrease overall software costs.

**Enhance ITS Team Capabilities**
- Create & promote professional development opportunities for ITS Staff systematically and individual investment in personal development.
  - Meet the expectations of ITS staff on training content and experience.
  - Create individualized development plans for high performing employees.
STRATEGIC PLAN – NEXT STEPS

- Do the 2020-2025 goals resonate with you?
- Do the 2020 tactics resonate with you?
- Provide feedback by survey on Teams – ITS Staff
OVERVIEW

- VOC Feedback
- IT Professionals Workgroup
- Deliverables
- Rules of the Road
- What’s Next?
VOC FEEDBACK

• From the VOC and from other feedback from the FSU community, we've heard that they would like to be more involved in partnerships and there be more collaboration

• We also heard that there is contact confusion

• We created a workgroup to evaluate interactions between the FSU community IT professionals and ITS
WORKGROUP HIGHLIGHTS

• The workgroup discussed challenges encountered when contacting ITS Service Desk for technical support:
  o IT Professionals have often already performed basic troubleshooting steps offered by Service Desk Tier 1 using ITS support procedures.
  o IT pros previously routed directly to Tier 2 and Tier 3 had their cases resolved using procedures that could have been performed by Tier 1. Tier 1 involvement could have resulted in a faster resolution.

• Cases have been mis-routed and mistakenly returned to the provider group submitting the support request.

• The IT Professionals’ role is often not apparent when they contact the Service Desk by phone or submit a case. Most interactions with the Service Desk start by conducting basic troubleshooting.
WORKGROUP ACTIVITIES

• Collaboration on developing a procedure and workflow for support and statistics

• Participants suggested and voted on the service name, ITProPass was chosen
DELIVERABLES

• Implementation of the ITProPass designation as voted, used to identify IT Professionals when requiring them to the bypass basic troubleshooting steps performed by Service Desk Tier 1.

• Distribute support procedure requiring the IT professional to perform the basic troubleshooting steps themselves when requesting to bypass Service Desk Tier 1.

• Implement a knowledge base with existing support procedures. This information will be made available to University IT Professionals.
RULES OF THE ROAD

- ONLY IT Professionals are eligible for the ITProPass
- Access can be requested via a CRM Case to the Service Desk
- An FSU_ITProPass role is required and procedures will be provided prior to use
- Cases should continue to be created and routed through the Service Desk for support
- Tier 2 and Tier 3 will report any issues with usage
WHAT’S NEXT?

- Soft Launch
- Service Launch November 2020
- Continual Service Improvement through frequent communications and feedback from the IT Professionals and our Service Providers.
Benefits of a Service Catalog

- Increase user satisfaction, ease of access
- Facilitate self-help
- Inspire business process improvement
- Provide insight into health of our offerings
- Reduce service costs
NEW SERVICE CATALOG
NEW SERVICE CATALOG

Service Category

Communication & Collaboration Tools

Service

Web Conferencing

ITS wants to ensure you have everything you need to accomplish your work here at FSU. That's why we provide a wide variety of web conferencing tools and services. Use the chart below to choose the tool and features that best fit your needs.

- **Zoom**
  - Cloud-based HD video and audio conferencing solution
  - Sign In
  - Learn More

- **GoToMeeting**
  - Online meeting, webinar and training platform
  - Sign In
  - Learn More

- **Microsoft Teams**
  - Online team workspace and collaboration hub
  - Sign In
  - Learn More

- **Skype for Business**
  - Real-time communications via instant messaging, video calls and more
  - Sign In
  - Learn More
MANAGING A CATALOG – ROLES AND RESPONSIBILITIES

- **ITS ELT** is responsible for the overall catalog including service categories
- **Service Owners** manage services
- **Offering Managers** manage service offerings
- **Provider groups** are the group identified to receive tickets related to a service offering
SALESFORCE PHASE 2 UPDATE

@message.fsu.edu

CoB

Architect & Design  Build  Testing  Training  Rollout
SALESFORCE PHASE 2 UPDATE

Case management

Completing the phase

Oct. 26!
STEP 1: CUSTOMER REPORTS A PROBLEM
HOW DOES SERVICE CATALOG IMPACT THE NEW MYFSU SERVICE CENTER?

IT Service Catalog

Category choices
1. Administrative & Financial
2. Faculty & Staff Services
3. Human Resource Services
4. IT Support Services
5. Student Services
6. Other
STEP 2: CASE ENTERS A QUEUE

Where will the case route?
To the primary triage queue for that service offering

What if I only select the Category?
The case routes to Tier 1 support (ITS Service Desk)
WHAT IS A PROVIDER GROUP?

The group of agents that:

- are most apt to solve a case for a service offering
- get notified when a new case opens for a service offering
- may or may not be from the same organizational team
- includes the service offering manager

are the same group of agents from PeopleSoft CRM
may have many in manager roles and many in agent roles
WHAT IS A QUEUE?

A line of cases to be researched and solved

Is a queue my provider group?
No, a queue is a line of unassigned cases for a service offering

What happens when there are multiple cases with a specific service offering?
Case gets routed to a 'queue'

What happens if I create a case and start working it?
The case will be assigned to you so it will not be in the queue
WHAT HAPPENS WITH PEOPLESOFT CRM?

October 26
- Existing cases can continue to be worked to closure in PeopleSoft until winter break
- All new case will be created in Salesforce

Winter break
- Open cases in PS CRM need to be re-created in Salesforce

Archive
- In the plan, more details coming
MORE INFORMATION, SUPPORT, QUESTIONS

- For project updates, visit:
  - https://its.fsu.edu/fsu-service-center-modernization

- For agents in Salesforce, open a case!
  - Category = IT Support Services
  - Type = Application Development
  - Details = Community Engagement (Salesforce)
ITS SERVICE CATALOG WEBSITE

All cases will be attributed to a service offering

Catalog will be reviewed on the ITS Service Center Website

Service Offering Managers will have a chance to review the pages before go-live

Contact Brooks Johnson in Change Leadership & Planning for more information, questions, or to learn the opportunities to make changes
ITS SERVICE CATALOG WEBSITE

- New Layout
- Included tags to increase Search Engine Optimization
- Updated Descriptions as needed

Test Events Calendar

Discover what’s happening on campus with Florida State University’s interactive events calendar. The calendar brings hundreds of university events together in one place. You can browse upcoming events and quickly make plans with friends. The calendar—which includes filters for each unit—offers loads of customization and interactive features, making it easy to keep up with university events, whatever your interests are.

Requirements
The calendar is public, so anyone can view the events. However, to enable all the calendar’s features you will need to either log in using your FSUID and password or create an account with Localist by providing your email address and creating a password.

NOTE: Certain features are only available when signed in with an FSUID. For more information, see: What’s the difference between signing in with my FSUID or creating an account?

Cost
There is no charge for this service.

Request this Service
Request a Calendar and Make a Widget

With the university events calendar, you can spotlight not-to-be-missed events, track RSVPs, export events to social media and much more. All we need to do is create a filter, which lets you add events to the university calendar and display those same events on your unit’s website and other locations. Follow the steps below to get started:

1. Sign in to the university calendar to authenticate and take full advantage of all the calendar’s features:
   - Go to http://calendar.fsu.edu
   - Click the LOG IN link beneath the banner image
   - Sign in with your FSUID and password

2. Request a filter by having an FSU employee at the director level or higher submit a support request with the following information:
   - Category: IT Support Services
   - Type: Web Services

FLORIDA STATE UNIVERSITY INFORMATION TECHNOLOGY SERVICES
COVID-19 TECHNOLOGY RESPONSE TEAM

- One of the University’s top priorities is to mitigate the spread of the virus
- Multi-department, solution-focused team was formed
- Streamline the technical requirements by:
  - Gathering information on processes
  - Producing deliverables
  - Ensuring the university’s expectations are met
- Works closely with the COVID-19 Steering Committee
CONTINUING OUR WORK

- Priorities
- Work-Life
- Important vs. Urgent
- Keeping the focus on what is within your control
IMPORTANT DATES

- TechTalks
  - Cybersecurity - October
  - LinkedIn Learning - November
- Donuts & Development
- Cybersecurity Month - [https://its.fsu.edu/cybersecurity](https://its.fsu.edu/cybersecurity)
- Research Computing Center
  - Virtual Data Workshop – October 6
  - Parallel Computing with MATLAB – October 22
QUESTIONS & COMMENTS
TAKE CARE
BE KIND TO YOURSELF AND YOUR PEOPLE
STAY SAFE
STAY WELL