MEET YOUR NEIGHBOR

- Introduce Yourself to Your Neighbor
  - Name
  - Team
  - Years at FSU
  - What Is Your Superpower?
ORGANIZATIONAL UPDATES

- Vision For the Future
  - Charlotte Souffront-Garcia
  - ITAPP- New Partnerships
    - Facilities
    - Education
    - Florida Natural Areas Inventory
    - Dedman College of Hospitality
ITS VALUES

Rebekah Dorn
ITS VALUES

- Process
  - Summer – Fall 2021
  - Sought feedback from ITS staff
  - Committee narrowed down the list
  - ELT selected final values

- How can you live these values in the work that we do?
ITS VALUES

- **Transformative**
  Our work fuels the university’s aspiring goals through forward-thinking innovation.

- **Trustworthy**
  Unwavering integrity and transparent conversations manifest lasting relationships.

- **Inclusive**
  Equal accessibility and open dialogue create a welcoming atmosphere for all.

- **Collaborative**
  Active and responsive partnerships contribute to service-minded solutions.

- **Empowering**
  Solutions through our technology and expertise solve tomorrow’s challenges.
ITS STRATEGIC PRIORITIES

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
ITS 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
STRATEGIC PLAN FOR 2022

充分 FSU 战略倡议

提升大学网络安全态势，以确保服务连续性和降低声誉风险。
- 增加知识、沟通和培训，为校园网络安全专业人员提供支持。
- 提升协作，鼓励教职员工和学生使用单一的协作应用。
- 提高完成灾害恢复评估的人员。

拓展及改进 ITS 研究技术、能力和服务，以支持 FSU 的目标。
- 支持与医疗数据研究团队的试点项目。
- 与 FSU 的生命科学和人文项目合作。
- 拓展研究人员，利用研究计算中心。
- 建立 IT 研究战略。
- 完成与社会科学院的试点研究。

开发持续改进模型

共创下一代企业应用环境，基础设施和支持架构。
- 创建并公开发布下一代路线图和支持架构策略。

建立或改进支持 IT 操作的职能和过程。
- 提供模型和工具来支持组织变革。
- 创建项目需求的接受流程。
STRATEGIC PLAN FOR 2022

**Improve ITS Service Delivery**

Advance ITS’ presence & reputation based on user-centered practices.
- Create a documented model & road map for IT Service Management.
- Increase user sessions on the ITS website.

Modernize operations & leverage automation opportunities to achieve operational excellence.
- Support increase of hybrid & remote learning, teaching, research & business.

**Be a Strategic Partner to FSU Organizations & Departments**

Provide model & road map to support Business Relationship Management.
- Expand partnerships & vendor engagements.
- Expand strategy for Business Relationship Management across the university.
- Train new ITAPP units on the available resources.

Partner with campus units to improve user satisfaction & management of IT resources.
- Assess IT positions & create work group on technology professionals.
- Expand the myFSUVlab to support demand across academic programs.
STRATEGIC PLAN FOR 2022

**Enhance ITS Team Capabilities**
Create & promote professional development opportunities for ITS Staff systematically & individual investment in personal development.
- Meet the ITS staff’s expectation on training content & experience.

**Establish & Adopt a Sustainable Financial Model**
Establish a sustainable financial model to support costs of the agreed upon ITS services, projects, & strategic initiatives.
- Revise funding model to expand customer base of departments that utilize the RCC.

Modify financial reporting & administrative operations to support ITS unit-level leadership through evolving structures, priorities & requirements.
- Publish hardware life cycle strategy.
STRATEGIC PLAN FOR 2023

Advance FSU Strategic Initiatives
- Expand and improve data and analytic capabilities and services
- Expand and improve community engagement capabilities and services
- Improve University Cybersecurity Posture
- Expand and improve ITS Research Technologies, capabilities, and services

Be a Strategic Partner to FSU Organizations and Departments
- Provide model & roadmap to support Business Relationship Management
- Improve user satisfaction and management of IT resources

Develop a model for continuous improvement
- Co-Create the next generation Enterprise Application landscape, infrastructure, and supporting architecture
- Establish or improve functions and/or processes that support IT operations

Enhance ITS Team capabilities
- Create & Promote PD opportunities for ITS Staff

Establish and adopt a sustainable financial model
- Modify financial reporting and administrative operation
- Establish a sustainable financial model

Improve ITS Service Delivery
- Revise communications platforms based on user-centered practices
JOIN THE CONVERSATION

- 2023 Planning Workshop
  - April 7
  - 1:00 p.m. – 4:00 p.m.
  - 1440 TSB
EQUITY, DIVERSITY, & INCLUSION COMMITTEE

Roles and Responsibilities

- Co-Chairs
- Executive Sponsors
- ITS EDI Committee

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.
Committee Members:
- Breeze Howard
- Brianna McClean
- Dave Cook
- Kathy Wilkes
- Kaylyn Minnix
- Phil Kramer
- Sara Mischler
- Sarah Dennis
PROFESSIONAL DEVELOPMENT COMMITTEE

- Website and Training process currently in development
- Planned Training Opportunities
  - General Topics
    - Lunch & Learns, Donuts & Development, Tech Talks
      - Retirement & Benefits, Smartsheet Dashboards, SharePoint learning session, etc.
  - Learning Tracks for all ITS Staff
    - Customer Service (L1 & L2)
    - Diversity Equity Inclusion
    - Leadership & Management
  - Specialized Tracks based on projects, positions, and roles
    - Salesforce Trailblazer, AWS roles, etc.
TECHNOLOGY ARCHITECTURE COMMITTEE

28 Members Technology Architecture:
Information Technology Services  College of Medicine  Mag Lab
College of Arts and Sciences  College of Business  Libraries
Office of Distance Learning  Office of Research  Housing
College of Social Sciences  Public Safety  COAPS
Office of Communications  Psychology  CAPS
Panama City Campus  Facilities  HPC
Institutional Research

Primary Charge:
Consider, review, and recommend technology plans, projects, policies, and procedures to ensure alignment to technology principles, standards, and strategic plan.

Review/Recommendations:
VPN Solution/Standard  myFSULab Service
Student Tech Fee Proposals/Process  Centralized DR Service
SaaS Vendor Technology Assessment Questionnaire  Colocation Service

Year 3 goals include:
Technical training and end user training  Outreach to campus
Technology assessments and recommendations  ITS project lifecycle process
PROJECT HIGHLIGHTS
Comparing Versions

Persistent Link

- Ensures your constituents are always directed to the most recent published version
- Solves for different article ID’s and URL’s for each version of that article

How? Search for the knowledge article:

- How can I compare differences between a Knowledge article and its other versions?
HR UPGRADE

Project Activities & Timeline

Project Timeline: 10/11/21 to 04/30/22
Project Resources: Business Analysts (HR, CS, FI), Developers, PS Admins, DB Admins, PMO Office, Data & Analytics, Imaging, Home Office HR, Payroll, FDA, IR, and the Budget Office.
Integration Testing: Currently In Progress
Home Office User Acceptance Testing (UAT): Currently In Progress
GO-LIVE Dates: 04/22/22 (Noon) through 04/23/22 (TBD)

What’s New?

Employees will have an updated user experience across the HR system:
- Fluid Timesheets
- Updated Notifications and Action View
- Global search capabilities improved
- New Homepages and Tiles
## ONE O365 - PROJECT DATES

<table>
<thead>
<tr>
<th>Date</th>
<th>Milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb. 26, 2021</td>
<td>- Project Kickoff</td>
</tr>
</tbody>
</table>
| June 30, 2021| - Initial outreach and discovery complete  
- Initial Impact Assessment complete |
| Oct. 2021    | - Communicate and remove access for inactive students                        |
| Feb. 4, 2022 | - Nole email introduced  
- Admitted applicants provisioned @fsu.edu email accounts in One O365      |
| May 4, 2022  | - Current students provisioned @fsu.edu email accounts and migrated to One O365  
- New preferred email process implemented                                       |
| June 2022    | - Communicate alumni (current) with unused email accounts that access will be removed Dec. 2022 |
| Nov. 2022    | - Remaining Alumni and Inactive Students with unused email accounts (one-year period) begin phase out (student O365)  
- Implement process to remove alumni email access after a one-year period is reached (student, One O365)  
- Implement process to remove inactive student email access after the three-year period is reached – (student, One O365) |
| Dec. 2022    | - Remove access for alumni with unused email accounts (notified June 2022)  
- Application, system, process updates completed to consume Nole email  
- Nole email will replace Camp email                                            |
MILESTONES

- Remove inactive student email accounts
- Approve FERPA directory information (student email)
- New account provisioning One 365 (@fsu.edu)
- Update email policy
- Migrate student accounts and email
- Standardize preferred email
- Phase out alumni email
- Support third-party apps to use NOLE or Preferred email
## CURRENT ACTIVITIES

### Student Migration
- Scheduled May 4, 2022
- Migration testing
- Migrating 51K student accounts and 11K admitted applicants
- Employee opt-in
- Communications – March 2022

### Preferred Email
- New preferred hierarchy May 4, 2022
- Data cleanup (FSU and Personal email types)*
- Preferred email feature changes*
- Communications – March 2022

### Alumni
- Alumni phase out Dec. 2022 through May 2025
- Partnering with Alumni Association and Foundation
- Communications – June 2022
PROJECT INFORMATION

One O365 | Information Technology Services (fsu.edu)
https://its.fsu.edu/one-o365
one-O365@fsu.edu
HOW TO ENGAGE AND PREPARE

- Visit the One O365 project web site - its.fsu.edu/one-o365
- Download the One O365 communications kit
- Review the One O365 student email upgrade guide
- Update department websites and documentation to replace references to @my.fsu.edu student email
- Prepare to support students during the transition

- Identify third-party applications that may be impacted by preferred email changes (May 4, 2022)
- Identify third-party applications that may be impacted by email changes for students (Dec. 2022)
OTHER PROJECTS & INITIATIVES

Contact:
Anne Neidhardt

Link to Smartsheet Resources -
https://app.smartsheet.com/b/publish?EQBCT=bed98daf351e46f69dd11f90988ea20f