

ITS SPRING TOWNHALL

April 12, 2023



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES



**PROJECT HIGHLIGHTS/VOTE
ON KEY OBJECTIVES**



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INFORMATION TECHNOLOGY SERVICES

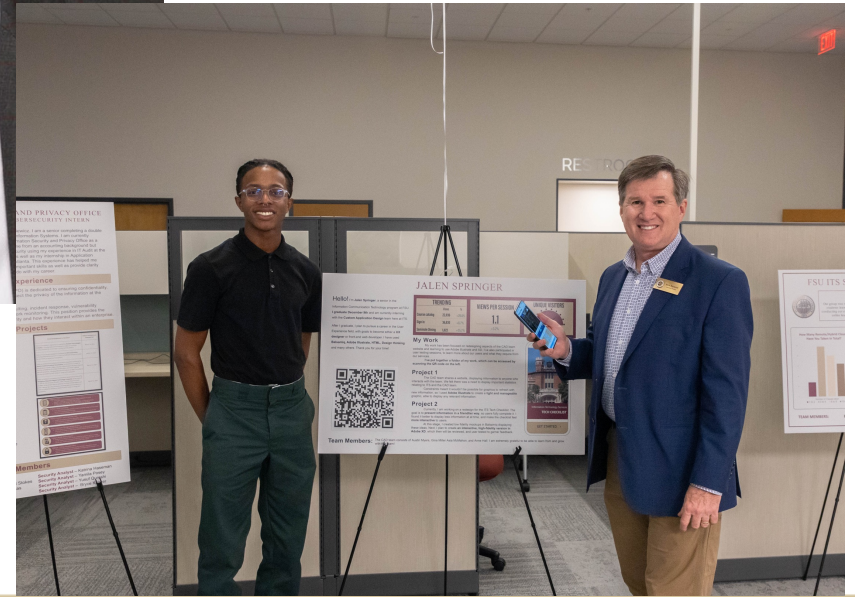
WELCOME & REMARKS

Provost Jim Clark



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

THANK YOU!



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

ITS GOALS UPDATE








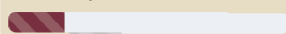

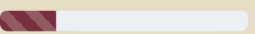



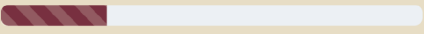




Rebekah Dorn



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2023 GOALS UPDATE

2023 TACTICS

<p>Improve network reliability in locations with poor connectivity.</p> 	<p>Implement systems and policies that allow for flexibility and agility of future technology integrations.</p> 	<p>Broaden portfolio of research technology resources.</p> 	<p>Gather and organize ITS resources for project, budget, and professional development into a central repository.</p> 	<p>Administer a unified endpoint management solution across campus to strengthen protection of FSU's major systems.</p> 
<p>Evaluate and implement Equity, Diversity, and Inclusion Action Plan submitted by the EDI committee.</p> 	<p>Research best practices for higher education technology Steering Committee related to projects, resources, and communication.</p> 	<p>Integrate request forms into the ITS myFSU Service Center to streamline support processes.</p> 	<p>Identify opportunities for ITS staff to learn more about peer teams across the organization.</p> 	<p>Introduce topic-specific chatbots to support engagement with the FSU community.</p> 
<p>Increase visibility and education of financial statements to ITS service owners.</p> 	<p>Lead a joint effort in creating a research technology roadmap with key campus leaders.</p> 	<p>Update cybersecurity trainings to be action-oriented and ensure campus units can resolve potential threats.</p> 	<p>Mature outreach program through Business Relationship Management and ITAPP to ensure various conduits in and out of ITS.</p> 	
<p>Identify systemic gaps in ITS services through user feedback and analytics.</p> 	<p>Expand the internship program to ensure a meaningful learning experience for students in hybrid learning environments.</p> 	<p>Enhance ITS staff development by hosting special topic trainings on emerging technologies.</p> 	<p>Construct a data catalog system to organize and broaden the use of FSU data for strategic campus use.</p> 	



Change Leadership and Planning



Fiscal Operations



Community Technology Services



Research Computing Center



Enterprise Applications Services



Shared Services



Information Security and Privacy Office



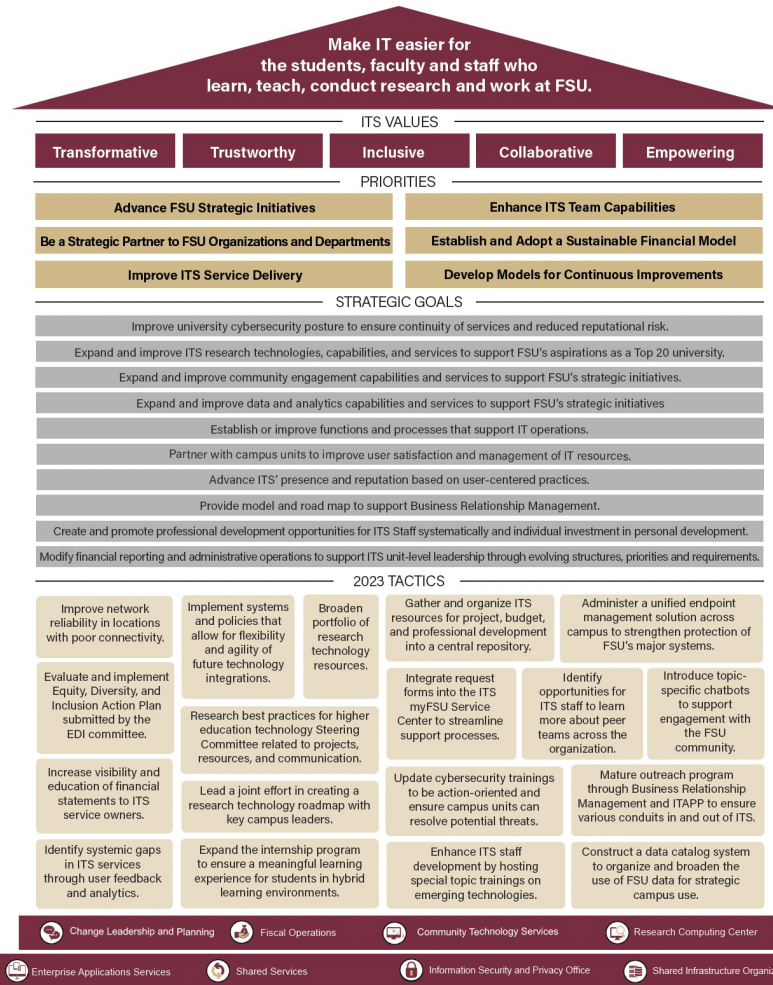
Shared Infrastructure Organization

BUILDING TOWARDS THE FUTURE



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2023 TACTICS



<https://its.fsu.edu/about-its/planning>



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CIO Update

“Our RISE Together”

Jonathan Fozard



Spring 2023



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RISE

2 0 3 0

RESearch & INSTRUCTION

INNOVATION & MODERNIZATION

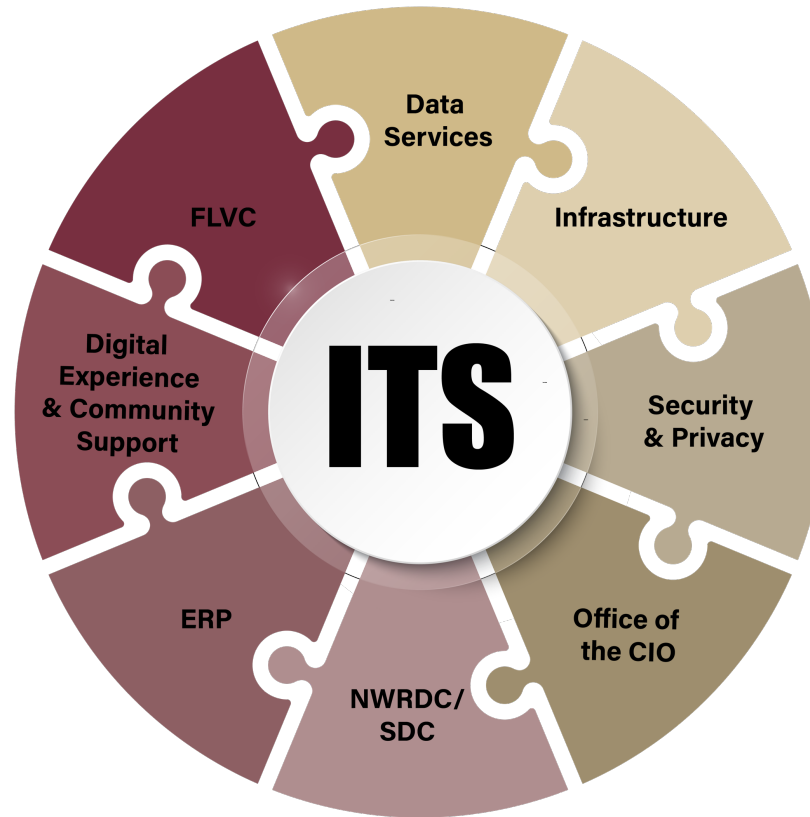
SECURITY & COMPLIANCE

ENGAGEMENT & STUDENT SUCCESS



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

ORGANIZATIONAL ALIGNMENT



NEW ITS WEBSITE

Megan Del Debbio



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

GOAL

Restructure and refresh

the ITS website to meet the needs of the FSU community and deliver a site that is engaging and easy to navigate



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

OUTCOME

Navigation

Services

Cybersecurity

About ITS

Help

Pages

310

Content

Top FAQs

How do I reset or change my FSUID password?

What should I do if I am having trouble signing into FSU systems?

How do I clear the cache and cookies in my web browser?

Why is my audio not working in Zoom meetings?



HOMEPAGE

FLORIDA STATE UNIVERSITY

INFORMATION TECHNOLOGY SERVICES

HOME SERVICE CATALOG TRAINING INFORMATION SECURITY & PRIVACY FSU SERVICE CENTER ITS SERVICE DESK FAQs ABOUT ITS

COVID-19 Updates | Student Resources | Staff Resources | FSU Alerts

Duo Quick Start Guide

Find out how to set up 2FA if you are a new student or how to backup your Duo account if you have a new device.

[GET STARTED >](#)

View New draft Delete Revisions

Search

Welcome to Information Technology Services (ITS)

We provide vital technology support to students, faculty and staff at Florida State University. Browse our site for more information about the services we offer as well as step-by-step training and tutorials. And if you have any questions, reach out to the [ITS Service Desk](#). We will be happy to help.

ITS News
Check out the latest news regarding ITS and the services we offer. Or, browse our full list of news articles:

News Archive

[Read More](#)

[Read More](#)

[Read More](#)



FLORIDA STATE UNIVERSITY

INFORMATION TECHNOLOGY SERVICES

HOME SERVICES CYBERSECURITY ABOUT ITS HELP

Welcome to the New ITS Website!

Take a tour. Enjoy the show. We have all the tech services and support you need to be successful at FSU.

Follow Us | [Service Status](#) | All services operating

Welcome to ITS

Search

Students

Faculty

Staff

IT Pros

Get In Touch

Call
850-844-4357

Online Chat
M-F 8AM-5PM ET

Report a Problem
[servicecenter@fsu.edu](#)

Service Desk: M-F 8AM-5PM ET | Student Computing Support: M-F 8AM-4:30PM ET

ITS By-The-Numbers

107

14,608,364

518 million

3,240

Featured Stories

[Read More >](#)

[Read More >](#)

[Read More >](#)

[CONTACT US](#)



CYBERSECURITY

FLORIDA STATE UNIVERSITY

INFORMATION TECHNOLOGY SERVICES

HOME SERVICE CATALOG TRAINING INFORMATION SECURITY & PRIVACY FSU SERVICE CENTER ITS SERVICE DESK PAGES ABOUT ITS

HOME / INFORMATION SECURITY & PRIVACY

Information Security & Privacy Office

View New Drafts Deleted Revisions

Who We Are Support Resources Phish Tank

GDPR Phishing Travel Resources



Security Tips for Students Security Tips for Employees Security Tips for Zoom

Contact Advertiser for University Sharing of any Information Classified as Protected and Private with a 3rd Party Vendor or Service Provider

All university employees are required to complete FSU Basic Cybersecurity Awareness training. To complete the required training follow the instructions below:

1. Go to [my.fsu.edu](#)
2. Sign in with FSUID and password
3. Under myFSU Links, click **Training and Enrollment** then **Request Training**
4. Click **Search by Course Name and Search for "Basic Cybersecurity"**
5. Click **View Available Sessions and Click a Session**
6. Under **Session** click the course number
7. Click **Enroll** to register for the course
8. An email will be sent in 2-4 hours with the course registration information on canvas.fsu.edu. If you do not receive an email, log into Canvas and see if the course is on your dashboard.

Upcoming ISPO Trainings

Event	Date	Time	Location
			
			

Ransomware
What is it and what does it do?

Phishing
Learn how to identify phishing attacks with these helpful tips.



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HOME SERVICE CATALOG TRAINING INFORMATION SECURITY & PRIVACY FSU SERVICE CENTER ITS SERVICE DESK PAGES ABOUT ITS

INFORMATION SECURITY & PRIVACY

Cybersecurity

Every day, thousands of cyberattacks target the university. Sound serious? It is.

The ITS Information Security and Privacy Office is responsible for protecting the FSU community and infrastructure from cyberattacks. And we do not take our job lightly. The university places an abundance of critical and sensitive information, and the safeguarding of this data and the technical infrastructure behind it is vital to the stability and success of FSU. Our staff is receiving on-going training, as well as conducting the various activities and reports that are essential to our defense against modern digital threats.

For more information on our role at FSU, see the [Information Security and Privacy Office](#) website.

Report a Security Incident Report a Phishing Email Join the Security Listserve

Phish Tank

Have phishy, phishy? Check the Phish Tank for a list of the latest known phishing emails targeting FSU.

Protect Yourself

It can be a scary world out there. Use the training and tips posted here to help you protect your identity and devices.

Protect FSU

FSU is a prime target for cyberattacks. Assess programs and resources designed to help IT professionals secure university data and devices.

Standards

When we all work together, our defenses are stronger. Consult the list of security and privacy standards and best practices for departments to adopt at FSU.

518 million malicious attacks blocked through email filtering

2436386 attacks blocked by web application firewall

16.3 million successful 2-factor authentications with Duo



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

HELP

FLORIDA STATE UNIVERSITY

INFORMATION TECHNOLOGY SERVICES

HOME SERVICE CATALOG TRAINING INFORMATION SECURITY & PRIVACY FSU SERVICE CENTER ITS SERVICE DESK PAGES ABOUT ITS

HOME > ITS SERVICE DESK

The ITS Service Desk is the first point of contact for assistance with ITS Services at Florida State University. We're here to provide students, faculty and staff with the guidance and troubleshooting they need.

Want to learn about ITS services before contacting the Service Desk?
Check out the resources below!

ITS Service Catalog: Browse our catalog to find information on service availability, features, requirements, training, support and more!

ITS FAQs: Find answers to your questions about ITS services by searching our knowledge base!

Call
850-844-HELP

Online Chat
Mon-Fri 8AM-5PM

Support Request
servicecenter@fsu.edu

Hours of Operation
Monday-Friday 8:00AM-5:00PM ET

Need to reset your password?
Check out our [How do I reset or change my FSUID password?](#) FAQ for assistance.

Looking for troubleshooting information?
The pages below provide useful tips and guides on how best to use our services or resolve common issues:

- Application Access Requests eORR
- Canvas
- Canvas Tracking System
- Clear Cache and Cookies
- Computing Resources FAQs
- Outgated Access
- Directory Assistance
- Email Accounts
- FSUID Account Management
 - Sign in & Password help
 - Steps to secure a possibly compromised FSU account
- FSU Campus Wi-Fi
- Identify Device Registration
- Network, Information and EAOE
- Residence Hall Cable TV and Internet
- Student Computing Support
- Support Portal
- Teams
- Two-factor authentication (2FA) FAQs
- VPN
- Zoom



FLORIDA STATE UNIVERSITY

INFORMATION TECHNOLOGY SERVICES

HOME SERVICES SUPPORTABILITY ABOUT US HELP

Help

We are here to help.

Technology is great... until it isn't. Luckily, ITS is here to help with all your tech troubles and training. Browse the resources below for valuable technology guidance and troubleshooting and reach out whenever you need.

Get In Touch

Call
850-844-4387

Online Chat
M-F 8AM-5PM ET

Report a Problem
servicecenter@fsu.edu

[Service Desk](#) M-F 8AM-5PM ET | [Student Computing Support](#) M-F 8AM-4:30PM ET

Support

[STUDENT COMPUTING](#)

[RESEARCH COMPUTING](#)

[CLASSROOM SUPPORT](#)

[CANVAS](#)

[REMOTE](#)

[Reset Your Password](#)

[Secure Your Account](#)

[myFSU Service Center](#)

[FAQs](#)

IT Alerts

Wondering if FSU technology is down? Check the FSU Status Page for the latest status of campus tech and subscribe to alerts to receive messages when there are outages.

[View the Latest Alerts >](#)

Top FAQs

[How do I reset or change my FSUID password?](#)

[What should I do if I am having trouble signing into FSU systems?](#)

[How do I enter the coffee and online in my web browser?](#)

[Why is my audio not working in Zoom meetings?](#)

[How do I remove a picture from my Office 365 profile?](#)

[How do I add a device to ZFA and remove the Duo Mobile app?](#)



STUDENTS

FLORIDA STATE UNIVERSITY

INFORMATION TECHNOLOGY SERVICES

HOME SERVICES CONTACT US SERVICES INFORMATION SECURITY & PRIVACY POLYMERIZATION CENTER ITS SERVICE DESK ABOUT ITS

COVID-19 Updates | [Library Resources](#) | [Soft Resources](#) | [FSU Alerts](#)

Students

View | New Draft | Drafts | Revisions

The list below gives you a snapshot of important ITS to-do lists and popular services that will come in handy for both the academic and living back side of student life. Click on an icon for more information, or search the [ITS Service Catalog](#) for a complete list of services.

ITS Services

FSU ID & EMAIL Activate your FSU ID account to access services such as Canvas, myFSU Portal and 90-91	myFSU Profile* Your gateway to important online tools like academics, financial aid and student accounts
@FSU Email* Your official student email provides a 5 GB mailbox.	Internet Services* Connect to campus Wi-Fi and wired Internet. Getting Help/faq
Microsoft Office 365* Free access to Microsoft programs and services such as OneDrive for Business, Office 365, Skype for Business and more.	myFSU Mobile App FSU's free, official mobile app that delivers essential news, Canvas mobile, calendars, bus routes and more.
Student Counseling Support Discover our campus software support for computers and mobile devices	Lifelong Learning* Free access to online learning community with 1000+ videos and training courses
myFSU.Life* Log into FSU's 24/7 virtual computer lab to access campus software from anywhere.	Stable Site Transfer (SST)* Browse to a new website? Streamline up to 5GB with SST.
Canvas* Create and distribute online surveys for classes or personal use.	Events Calendar Check out FSU's public calendar to find the latest events happening all over campus.
Locker* Complementary access to IT database and technology research.	Computer Backup Discover our cloud-based storage for important papers, photos, music and more.
Cybersecurity Tip Helpful tips to protect yourself from phishing attacks.	ITS Software Store* Shop for discounted software from Norton, McAfee and more.

Stay Secure

Two Factor Authentication (2FA)
If you regularly use Two Factor Authentication (2FA) to access FSU applications such as myFSU, HR or Office 365 as part of your job, make sure you have authorized a device other than your desk phone for 2FA. ITS suggests adding your mobile device and installing the Duo app to ensure you have 2FA access anywhere, anytime.

ITS Support

ITS Service Desk The first point of contact for IT questions, orders, reports, troubleshooting and case updates.	Submit a Support Request* Submit a case for help resolving campus issues, including email, FSU ID and login troubles.
Request a Support Request for internet and building access. For all other services, please visit the ITS Service Center .	Directory Assistance Update directory information and search FSU employees.



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HOME SERVICES CONTACT US SERVICES INFORMATION SECURITY & PRIVACY POLYMERIZATION CENTER ITS SERVICE DESK ABOUT ITS

COVID-19 Updates | [Library Resources](#) | [Soft Resources](#) | [FSU Alerts](#)

Students

ITS has the tech to fuel your journey, wherever it may lead.

Free software, virtual computer labs and online training help you excel at FSU, while 90-91, video chats and forums can help answer those ITU, how-to home.

[myFSU Portal](#) | [FSU Email](#) | [Canvas](#)

New to FSU?
Start by setting up your university accounts and connecting to wireless technology.

[Get Started](#)

Tech Perks
Level up your education, stay connected with friends and learn new skills with loads of free software and resources.

[Tech Perks](#)

Learn ALL the Apps Discover the most popular apps used by students and faculty.	Access University Software from Your Device Streamline your workflow with cloud-based software.	Learn to Use the Most Popular Software Get up to speed on the tools you'll use most often.
Make the Most of Your Mobile Device Discover the best ways to use your smartphone and tablet.	Do It All on myFSU Mobile Access your university accounts and resources from anywhere.	Streamline Your Workflow Use cloud-based software to improve your productivity.
Check Out our New Equipment Discover the latest in technology and how to use it.	Streamline Your Workflow Use cloud-based software to improve your productivity.	Get the Most out of Your Device Discover the best ways to use your smartphone and tablet.
Get the Most out of Your Device Discover the best ways to use your smartphone and tablet.	Streamline Your Workflow Use cloud-based software to improve your productivity.	Check Out our New Equipment Discover the latest in technology and how to use it.

Get to Know Duo Mobile

Using FSU systems use Duo or 2FA, an extra layer of security to protect your personal information from hackers. The Active Duo app is a second device that ensures you will not be locked out if you get a new phone.

[Get Started](#) | [Review Your Phone](#) | [Watch It](#)

Stay Safe Online

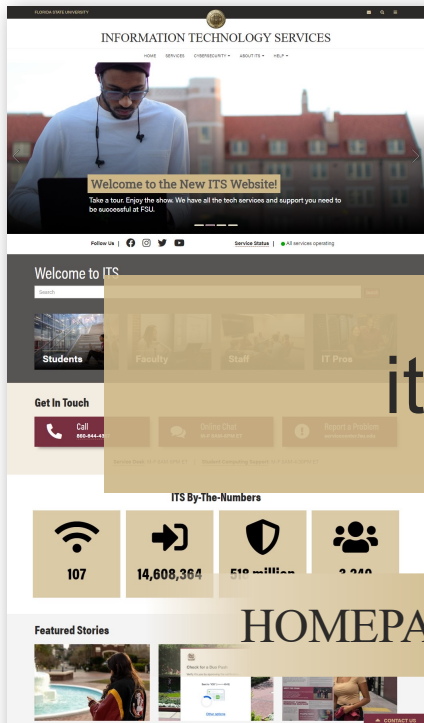
Learn how to keep your computer, mobile device and data safe.

Beware of Phishing Scams Phishing is an attempt to steal personal information by tricking you into giving a link or giving up your username and password. The Check the Phishing Scams for an in-depth guide on how to stay safe.	Use a Strong Password Creating strong passwords to protect your accounts is one of the most important things you can do to protect your information. For more information, visit the Strong Passwords page.	Secure Your Account If you think your account has been hacked, there are steps you can take to help protect your information. Visit the Secure Your Account page for more information.
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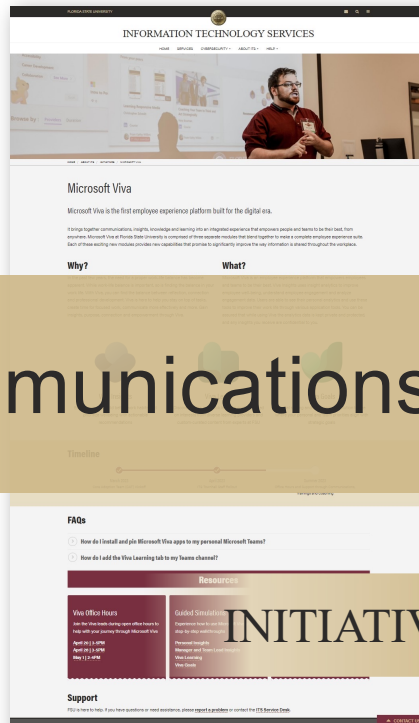


FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

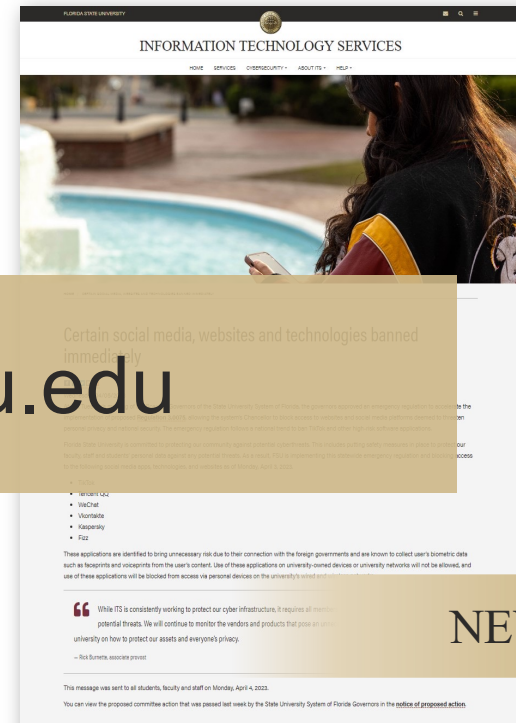
SHOWCASE YOUR WORK



HOME PAGE



INITIATIVES



NEWS

its-communications@fsu.edu

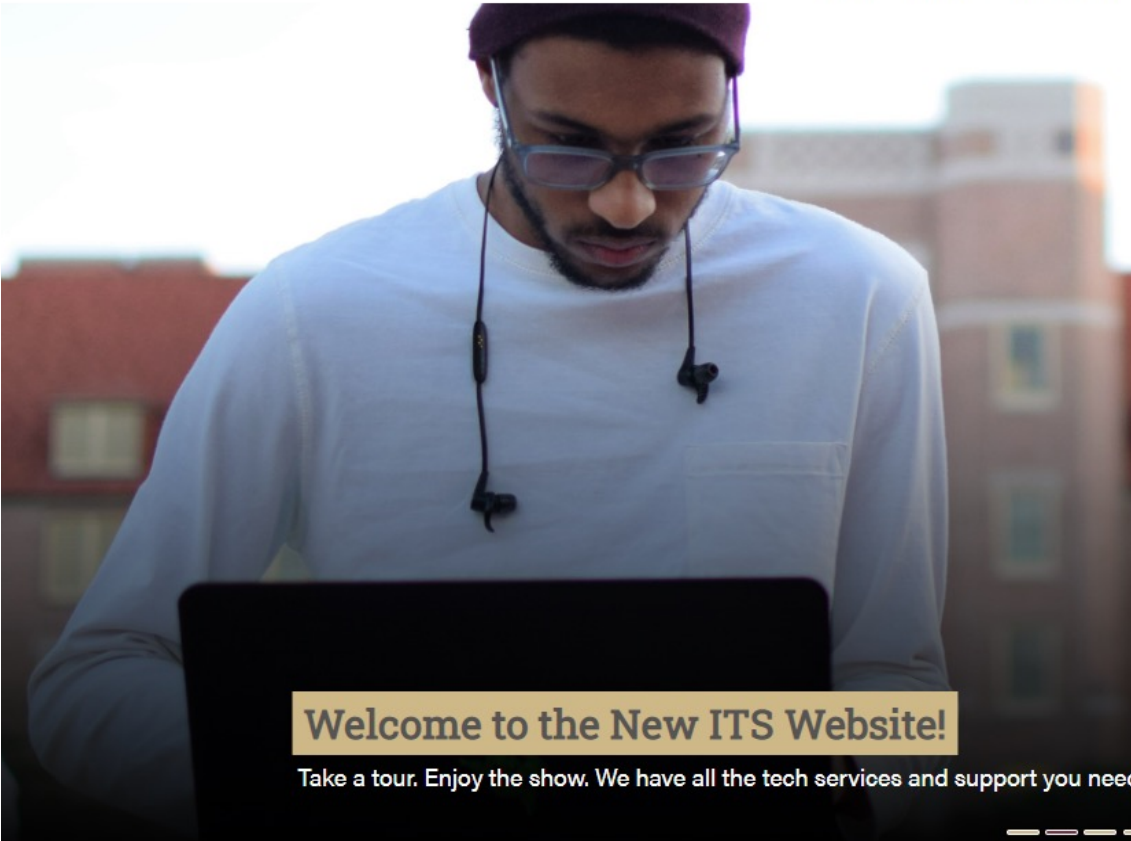


FLORIDA STATE UNIVERSITY
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INFORMATION TECHNOLOGY SERVICES

[HOME](#) [SERVICES](#) [CYBERSECURITY](#) [ABOUT ITS](#) [HELP](#)



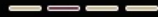
THANK YOU

Change Leadership & Planning

Web Services

Welcome to the New ITS Website!

Take a tour. Enjoy the show. We have all the tech services and support you need to be successful at FSU.



MICROSOFT VIVA

Derek Kooi, Katie Townsend, Kathy Wilkes



FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

WHAT IS VIVA?

- Microsoft Viva brings together communications, learning, resources, and insights to support engagement, well-being, and professional growth.



WHY VIVA?

GLOBAL TREND ANALYSIS

48%

Insights



- of employees and 53% of managers report that they're burned out at work.¹

8 in 10

Learn



- Employees say they need additional skills to do their day-to-day work.¹

4.5x

Goals



- Employees who report having clarity about their work priorities are 4.5x as likely to say they're happy at their current company.¹

Employees don't feel that their learning and development is being prioritized.

Nearly half of employees express that neither their immediate manager (**48%**) nor their senior leadership (**49%**) prioritize learning and development at work.¹ Companies must quickly reprioritize learning in the workplace or risk challenges like skill gaps, poor company culture, and employee turnover.

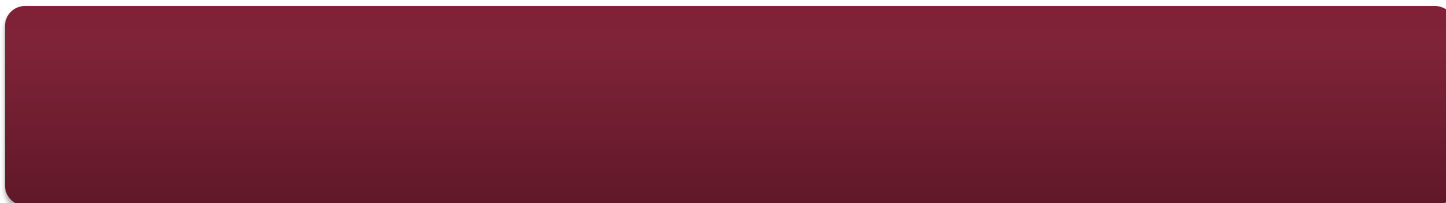
1. [Work Trends Index](#), 2022



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INFORMATION TECHNOLOGY SERVICES

MICROSOFT VIVA

- We have selected tools in three areas:



VIVA INSIGHTS

Protect Time

- Easily organize your day and protect focus time

Reflection

- Self-reflection for creating better work-day habits

Stay Connected

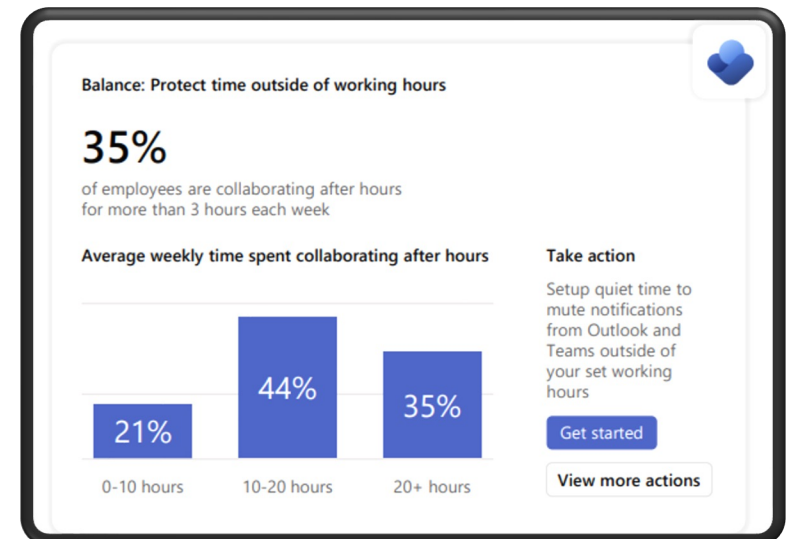
- Stay on top of outstanding tasks and commitments

Effective Meetings

- Personal insight into your meeting habits

Teamwork Habits


- Helps managers promote a healthy balance between wellbeing and productivity



Suggested tasks ⓘ


Stay on top of your work with task suggestions based on emails, Teams chats, and meetings that need your response.

Pinned

 Looks like you are all caught up with your pinned collaborators.

All caught up ▾

Recent ^




RE: Torch Email Mon, Apr 3 ✕

You said: "I will then update ITS with that info."

[Done](#)

1 more ▾



Take a break or two ⓘ

We'll automatically schedule breaks throughout your workday so you can recharge and stay focused.

[Schedule breaks](#)

Focus plan ⓘ

You kept **19 h 30 min** of focus time in March – April.

You have **5 hours** of focus time reserved next week on these days:

Fri Sat Sun Mon Tue Wed Thu


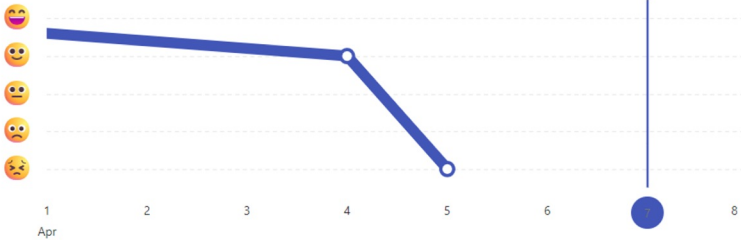
Reflect on your emotions

Take a moment to reflect and better understand your emotions.

Reflection history Apr 2023 7 days 30 days < >

How are you feeling?

Responses are private to you ⓘ

Day	Emotion Level (1-5)
1	4.5
2	4.5
3	4.5
4	4.5
5	2.5
6	2.5
7	2.5
8	2.5



VIVA LEARN

Explore Learning Opportunities

- Discover learning content based on interests from diverse learning providers

Collaborate with Colleagues

- Create collaborative learning spaces in Microsoft Teams

Save for Later

- Bookmark favorite learning resources for quick-access

Dedicate Personal Time

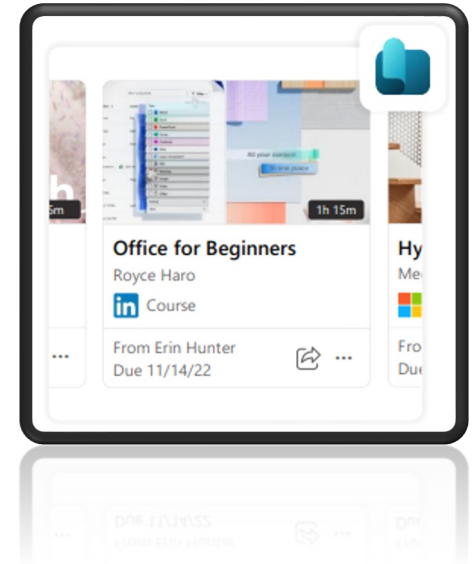
- Use “Add to Calendar” to dedicate time for learning with your personal Outlook Calendar

Content Curation

- Use collections and learning paths to curate learning content

Monitor Progress

- Recommend content to colleagues and view progress



Welcome back

Search Viva Learning



Rebekah
Dir Change Leadership...



Take your first course
Browse courses



Pin to sidebar
Easily access Viva Learning



Bookmark a course
From 10,000+ courses

Featured

Microsoft Viva Essential Training

Nick Brazzi | Course | 1h 16m

Pick your interests

You might like

Accessibility

Career Development

Collaboration

See More >



Save

Browse by : Providers Duration

Get started with a quick course

See all < >

Intro to PowerP...

0

From your peers



58m

Learning Responsive Media

Christopher Schmitt

Course

From Kathy Wilkes
21 days overdue



55m

Coaching Your Team to Think and Act Strategically

Nina Bowman

Course

From Kathy Wilkes

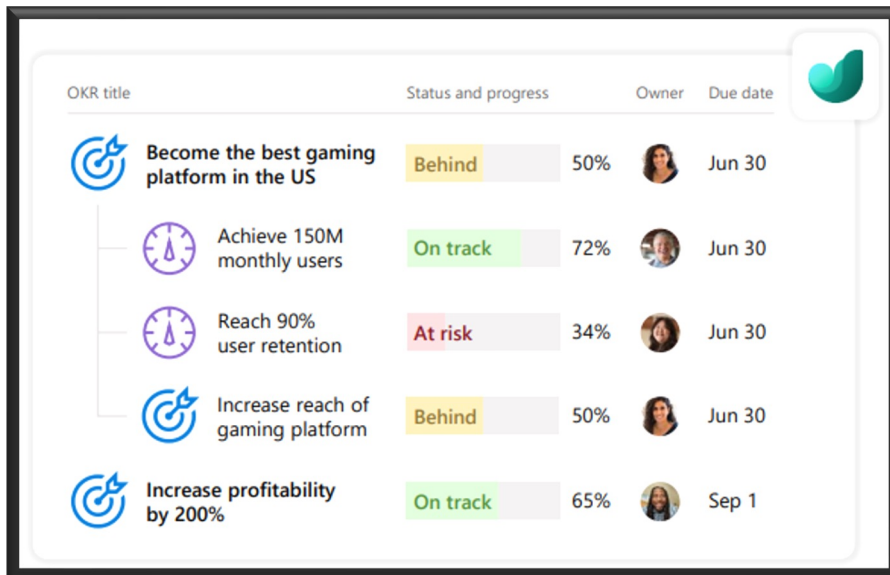












Recommend a course to someone else?

Browse courses



VIVA GOALS



OKR title	Status and progress	Owner	Due date
 Become the best gaming platform in the US	Behind 50%		Jun 30
 Achieve 150M monthly users	On track 72%		Jun 30
 Reach 90% user retention	At risk 34%		Jun 30
 Increase reach of gaming platform	Behind 50%		Jun 30
 Increase profitability by 200%	On track 65%		Sep 1

Create Clarity on Organization Alignment

- Connect employees' contributions to ITS's goals

Focus Teams on Impact

- Simplify reporting based on objectives and key results (OKRs)

Keep Goals Top of Mind

- Encourage conversation and collaboration around goals



Information Technology Services

OKRs Projects Dashboards Analytics

Time Period: Active

Summary

Title

Advance FSU Initiatives

Be a Strategic Partner to FSU Organizations & Departments

Develop Models for Continuous Improvement

Enhance ITS Team Capabilities

Establish & Adopt a Sustainable Financial Model

Improve ITS Service Delivery

New check in [Open details](#)

Identify opportunities for ITS staff to learn more about peer teams across the...

Graph Table

Month	Expected (%)	Actual (%)
Jul '22	0	0
Aug '22	0	0
Oct '22	0	0
Dec '22	0	0
Feb '23	0	0
Apr '23	50	50
Jun '23	100	50

Updated automatically via rollup from key results

Percent complete (%) Status

0% Not Started

Update progress and status

Percent complete (%) Status

50% On Track

Current: 50% (Target: 100% | Expected: 78%)

Stop updating via rollup from key results

Add a note (Optional)

Type @ to mention people

B I U S

Date of check-in: Today, 11 Apr Edit

Hide last check-in

Kathy Wilkes made a check-in 1mo

To: On Track 50%

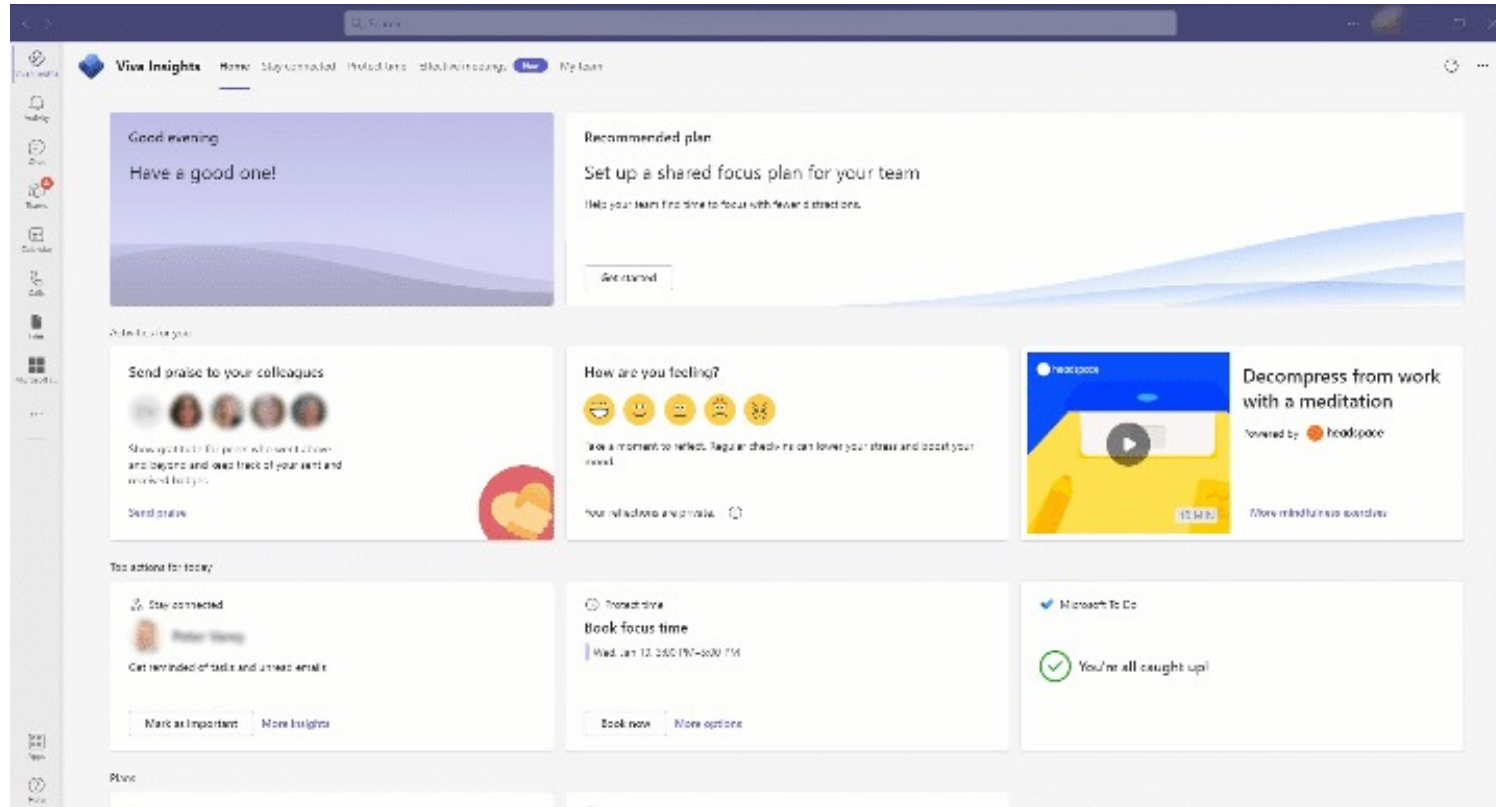
From: 0%

Cancel Check-in

ion T	On Track	100%	13d	No check-in notes
ion T	On Track	1	4mo	Voted and Approved 4mo
ion T	On Track	100%	4mo	Voting Members: Dr. Jim Clark, Provost Executive VP, Academic Affairs (Committee 4mo
ion T	On Track	100%	17m	This has been completed. 17m
ion T	On Track	1	4mo	Launched 1st meeting with new membership/updated charter in February 14, 13d
ion T	On Track	1	2mo	Launched 1st meeting with new membership/updated charter in February 14, 2mo
ion T	On Track	7	20m	Title, Date, Total Attendees -Spunk, Oct 9th, 100 29m
ion T	On Track	344	19m	Training Offerings: Title, Date, Total Attendees -Spunk, October 9th, 100 30m
ion T	On Track	99%	5m	Follow up survey for each event. 1m



GET STARTED



GET STARTED

Insights:

- Try the Focus Times
- Set up “Teams”

Learn:

- Set Interests
- Explore Topics

Goals:

- Track our Progress

- Utilize CAT Resources
- Provide Feedback on Pros/Cons



CAT

CORE ADOPTION TEAM

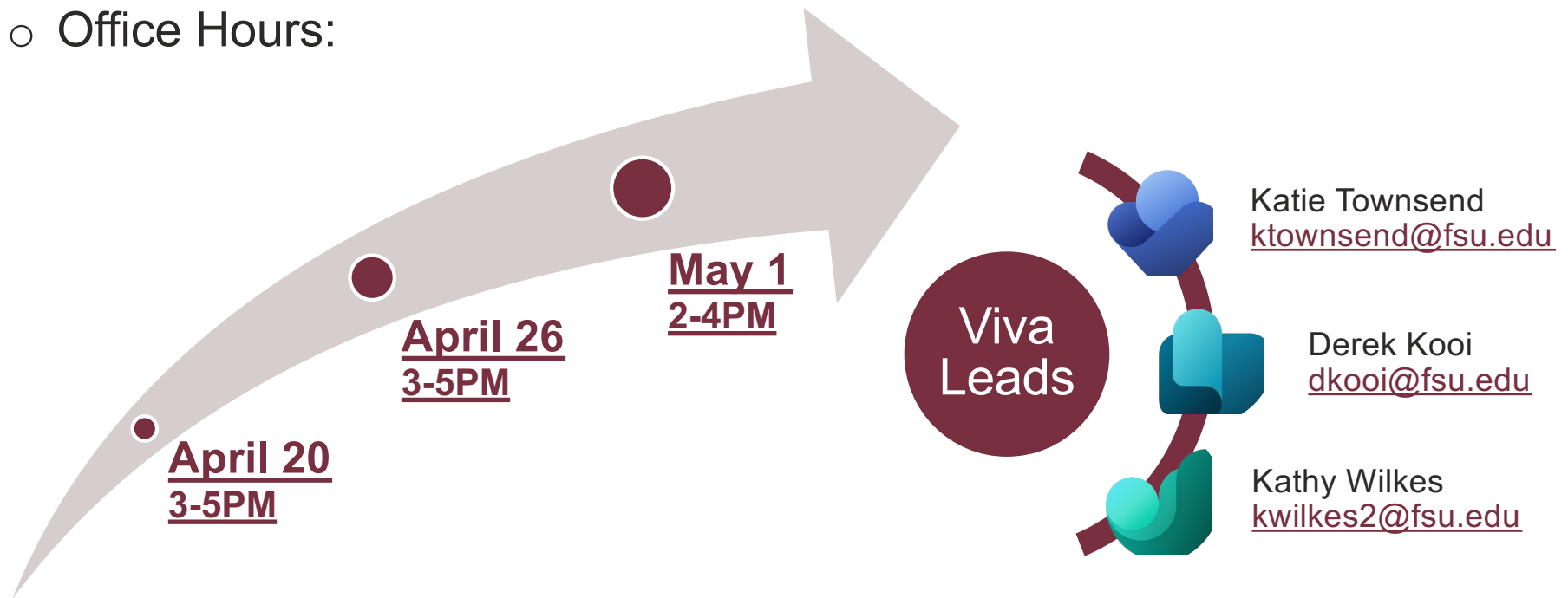
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PROJECT WEBSITE & RESOURCES

- Website: <https://its.fsu.edu/microsoft-viva>
- Office Hours:



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