PROJECT HIGHLIGHTS/VOTE ON KEY OBJECTIVES
THANK YOU!
ITS GOALS UPDATE

Rebekah Dorn
2023 GOALS UPDATE

- Improve network reliability in locations with poor connectivity.
- Implement systems and policies that allow for flexibility and agility of future technology integrations.
- Broaden portfolio of research technology resources.
- Gather and organize ITS resources for project, budget, and professional development into a central repository.
- Administer a unified endpoint management solution across campus to strengthen protection of FSU’s major systems.

- Evaluate and implement Equity, Diversity, and Inclusion Action Plan submitted by the EDI committee.
- Research best practices for higher education technology Steering Committee related to projects, resources, and communication.
- Integrate request forms into the ITS myFSU Service Center to streamline support processes.
- Identify opportunities for ITS staff to learn more about peer teams across the organization.
- Introduce topic-specific chatbots to support engagement with the FSU community.

- Increase visibility and education of financial statements to ITS service owners.
- Lead a joint effort in creating a research technology roadmap with key campus leaders.
- Update cybersecurity trainings to be action-oriented and ensure campus units can resolve potential threats.
- Mature outreach program through Business Relationship Management and ITAPP to ensure various conduits in and out of ITS.
- Construct a data catalog system to organize and broaden the use of FSU data for strategic campus use.

- Identify systemic gaps in ITS services through user feedback and analytics.
- Expand the internship program to ensure a meaningful learning experience for students in hybrid learning environments.
- Enhance ITS staff development by hosting special topic trainings on emerging technologies.
- Mature outreach program through Business Relationship Management and ITAPP to ensure various conduits in and out of ITS.
- Construct a data catalog system to organize and broaden the use of FSU data for strategic campus use.

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
INFORMATION TECHNOLOGY SERVICES

RESEARCH & INSTRUCTION

INNOVATION & MODERNIZATION

SECURITY & COMPLIANCE

ENGAGEMENT & STUDENT SUCCESS

FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
ORGANIZATIONAL ALIGNMENT
NEW ITS WEBSITE

Megan Del Debbio
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.
OUTCOME

Navigation

Pages

Content

Services
Cybersecurity
About ITS
Help

310

Top FAQs

- How do I reset or change my FSU ID 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?
CYBERSECURITY
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.
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
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
INFORMATION TECHNOLOGY SERVICES

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

**Take a break or two**
We'll automatically schedule breaks throughout your workday so you can recharge and stay focused.

**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.

How are you feeling?
Responses are private to you

� 😊 😊 😊 😊 😌 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 😐 🎈
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
VIVA GOALS

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**

- **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**
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
PROJECT WEBSITE & RESOURCES

- Website: [https://its.fsu.edu/microsoft-viva](https://its.fsu.edu/microsoft-viva)
- Office Hours:
  - April 20, 3-5PM
  - April 26, 3-5PM
  - May 1, 2-4PM

Viva Leads

- Katie Townsend
  - ktownsend@fsu.edu
- Derek Kooi
  - dkooi@fsu.edu
- Kathy Wilkes
  - kwilkes2@fsu.edu
PROFESSIONAL DEVELOPMENT