PURSUITS

June 2022

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ITS Launches Professional Development Website

ITS recently launched a new professional development website dedicated to providing opportunities for professional growth to ITS employees. The site includes links to several training tracks—including customer service, effective communication and equity, diversity and inclusion—and a printable certificate of completion. Coming soon to the site will be more specialized training tracks and a calendar of professional development events. A huge shout out to all the ITS Professional Development Committee members for getting this initiative and valuable resource off the ground!

Check it Out

ITS News

ITS Diversity Reflection Series

ITS kicked off a new diversity reflection series last week to encourage staff members to explore and better understand the opportunities and challenges of working in a diverse organization. Like last year, each session includes facilitated, small-group reflections on several diversity videos. However, this year the videos are watched as part of the session—no advance work or prep necessary. Join in for open conversation and a chance to connect with your colleagues more deeply. The next diversity reflection session will take place virtually on Friday, June 17 from 1-2:30PM.

Add to Calendar

Service Catalog Updates

It is time for the bi-annual review of the ITS service catalog. Does your team need to make changes or updates to your services or service offerings? Now is the time to request changes to the service offerings listed on the ITS website. Watch for an email from the ITSM team next week with details on how to submit requests for updates to ITS service catalog offerings.

Review the Catalog

ITS Templates

Did you know ITS has branded Word, Excel and PowerPoint templates available for you to use? You can access the templates on SharePoint or download and save the templates to your Custom Office Templates folder so they are available every time you create a new file. These templates help create a consistent and professional look across ITS files.

Get Templates

ITS Admin Support Team

Need office supplies? Submitting travel expenses? Onboarding a new employee? The **ITS Administrative Support** team assists with everything from new employee office set-up and building access to outfitting staff with office supplies. If you need assistance, please email its-admin@admin.fsu.edu or sign in to the myFSU Service Center agent view and create a case with the following details: Category: Faculty & Staff Services, Type: TSB Admin Support.

Contact Admin Support

Subscribe to StatusHub

When is the last time you checked the ITS Service Status webpage? The page provides up-to-date information on the availability of ITS services so you can quickly see when a service is experiencing an outage or scheduled for maintenance. Click the Subscribe button in the top right corner of the page to sign up for email, Teams or other alerts to get instant updates delivered directly to you for the services you care about.

Subscribe to StatusHub

Summer UITM Meeting

If you were not able to make it to the Summer 2022 UITM meeting on May 10, you can watch a recording of the meeting online. The meeting included a special focus on the Research Computing Center, an update on the One O365 project and recent improvements to the myFSU HR system. The next semesterly UITM meeting will be held on Tuesday, September 27 at 10AM.

Watch the Recording

FSU Employee Assistance Program

Between global unrest, rising costs and the daily grind, we understand the stress many of us are facing day-to-day. Please remember the FSU Employee Assistance Program (EAP) is available free of charge to FSU employees for short-term counseling, debt management assistance and organizational development training. Do not hesitate to reach out. EAP is a confidential program that can assist with everything from grief and loss to resolving conflict at work.

Contact EAP

Working for ITS

From data engineering to cybersecurity, FSU Information Technology Services has a wide range of employment opportunities. What makes working for ITS different from any other tech company is the environment it provides. We understand that to provide exceptional service to the Florida State community we must give our team the resources and professional development needed to succeed.

Read More

@FSU

Take Our Daughters and Sons to Work Day

On April 28, ITS participated in Leon County Schools' annual "Take Our Daughters and Sons to Work Day." ITS had hands-on activities prepared for the kids which included a remote programming demonstration presented through a miniature train diorama, and the kids had the opportunity to disassemble a computer and learn about the components. A tour was conducted through the Sliger Data Center, and the kids enjoyed ice cream after. Hosting this event helped spark interest in the next generation for IT and provided a fun learning opportunity for everyone involved.

InternFSU Applications Due June 12

InternFSU is back, and applications are open for Fall 2022 positions. Every semester since its inception in 2018, ITS has hosted students as part of the Career Center's InternFSU program. InternFSU provides paid experiential learning opportunities for FSU undergraduate students. In Spring 2022, ITS hosted its biggest intern cohort yet, with 15 students representing 12 different ITS teams. If you would like to apply for an intern to join your team in Fall 2022, please complete and submit the InternFSU Position Submission Form.

We Are IT

We are IT | Meet Sherry Stafford

According to **Sherry Stafford**, technology “adopted me, and I adopted it back.” Sherry has been at FSU nearly 34 years and currently works as a network administrator. During the day, she documents the campus building networks, but keeps tech to a minimum outside of work. Instead, look for her in her greenhouses or tending to her ever-growing collection of Japanese maple trees.

Meet Sherry

Meet Middleware!

Middleware is a small but mighty team that bridges the gap between the ITS hardware infrastructure and application developer teams. They oversee several key FSU technologies, such as the F5 application and CAS, and dream about inventing a non-evil AI “friendlier than SkyNet in Terminator and more comparable to J.A.R.V.I.S. from Ironman.”

Meet Middleware

Welcome to ITS!

We have several new employees joining the ITS team this month. A huge “Welcome to ITS” to

Sarah Anderson, **Marshall Copeland**, **Merchelle Davis**, **Alison Jones**, **Trey Mansini**, **Austin Myers** and **Melonie White**.

Happy Anniversary!

Happy work anniversary to all the ITS employees celebrating milestone anniversaries with FSU this month.

15 Years

Matthew Stolk

10 Year

James Cox
Robert Gordon
Gina Miller

5 Year

Oliver Begon
Samuel Caines

1 Year

Joshua Crawford
Grace Eunice

Shout Outs

Andy Zimmerman Featured in National Model Railroad Association Magazine

At work, **Andy Zimmerman** builds relationships with ITAPP units across campus. Outside of work, Andy builds intricate model railroad modules complete with lighting, sound, signals and switching. “I enjoy it. I get to create a lot of cool stuff, and I 3D print a lot of it now too.” Andy’s work was recently featured in the National Model Railroad Association (NMRA) Magazine in

an article detailing the creation of an all-in-one digital command and control power station he built for use with T-TRAK N scale modules. You can see Andy's work in action at the 31st Annual Tallahassee Model Railroad Show and Sale June 25-26 at the North Florida Fairgrounds. Kudos to Andy for his immense creativity, skill and hidden talent!

Kerri Pigott Receives Employee Recognition Award

Congratulations to **Kerri Pigott** for being selected as the recipient of the 2022 Exemplary Service Award in the category of Technology Services. Every year, the FSU Office of the Provost awards stand-out university employees for their laudable service, and Kerri was specifically recognized for her direction and support in the field of technology.

Nominate Someone!

Hidden talents? Secret hobbies? Do you know an ITS employee with a fascinating pastime outside of work? Let's shed some light on the incredible talents of our staff outside of the 8-5 grind. Nominate them to be featured in an upcoming *PursuITS* Shout Out by emailing Megan at mdeldebbio@fsu.edu.

"**Andy Bucior** is an awesome contributor who embodies all our FSU values. The most recent examples of his willingness to pitch in are his ongoing contributions to the Boomi integrations and Power BI deployment projects. His efforts are truly transformative."

Jorge Vidal, Data and Analytics Director, ITS

By The Numbers

58,172

total cases submitted via myFSU Service Center in 2022

IT Roundup

Learn IT - Talking about Race at Work

Check out one of the videos featured in the latest ITS Diversity Reflection sessions. Learn how to open up effective dialogue about race while avoiding common pitfalls in Difficult Conversations: Talking about Race at Work

Green IT - Green Living Positively Impacts our Body and Mind

Being greener means spending more time in nature—hiking, walking, biking or kayaking. Nature has so many benefits, it can even help you sleep better! Spending at least 30 minutes a day in nature can be very beneficial to your mental health. So get out there and enjoy some of these Big Bend Hiking Trails

Join IT

Join our team! Browse IT job openings at FSU.

Network Architect
Web Applications Engineer
Help Desk Support Technician
Windows/Linux System Administrator

Calendar

Mark your calendar for these upcoming ITS important dates.

Microsoft 365 Accessibility Training
06/14

ITS Diversity Reflection
06/17

Independence Day Holiday
07/04

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