



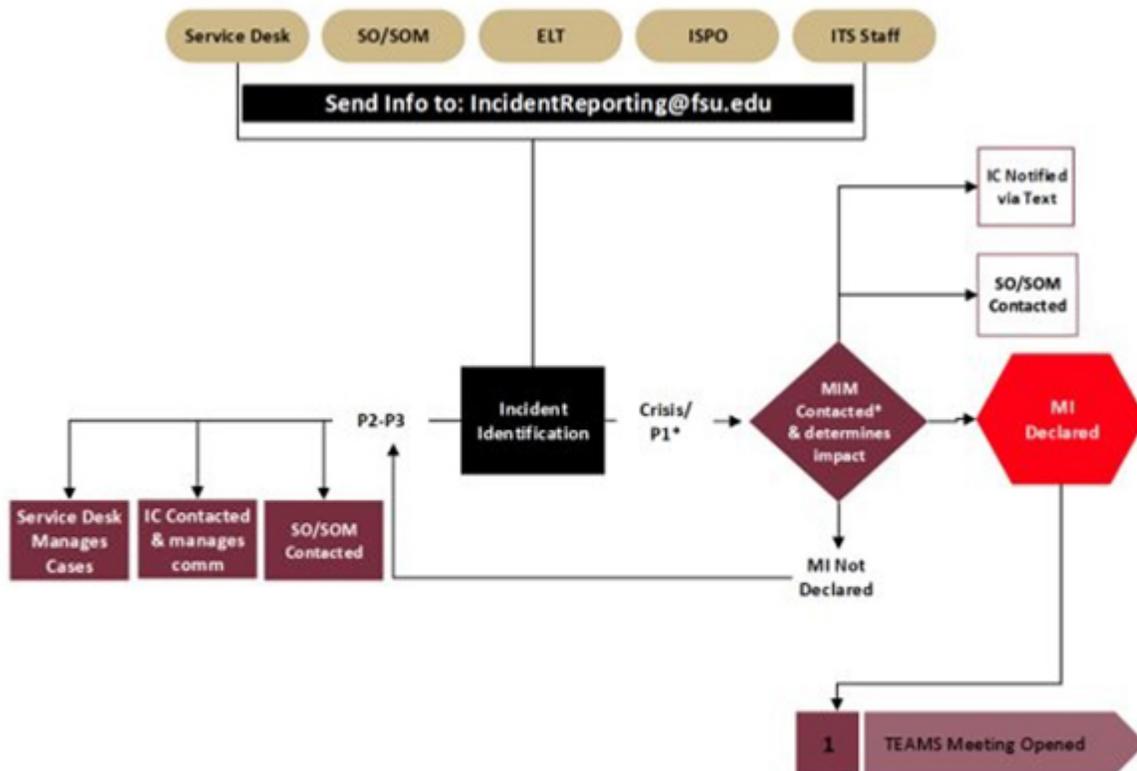
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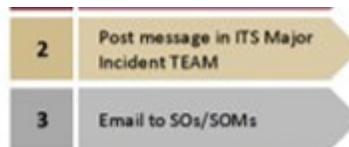
July 2022

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Reporting Service Incidents

If there's something strange in the IT world. Who you gonna call? ITSM!

ITS is implementing a new notification process for ITS service incidents to improve service delivery. If an ITS service experiences an outage during regular business hours (Monday-Friday, 8AM-5PM) email incidentreporting@fsu.edu. If an ITS service experiences an outage after hours, call the MIM on-call number 850-644-7406 for major incidents or call the Integrated Communications on-call number 850-644-7416 for P2 and P3 incidents.

[Report an incident](#)

ITS News

ITS Change Leadership and Planning Roadshow

New project? Big change? Service incident? The ITS Change Leadership and Planning team is here to help you manage the lifecycle of ITS service offerings and communicate effectively to your customers—whatever the topic. Join us for one of the scheduled ITS Change Leadership and Planning Roadshows this week to learn exactly what you need to do to effectively manage the lifecycle of ITS service offerings and kickstart project communications and organizational change management for everything from ITS projects to service incidents. All service offering owners and service offering managers are required to attend.

[July 13 | 11AM Roadshow](#)

[July 14 | 10AM Roadshow](#)

[July 13 | 1PM Roadshow](#)

[July 14 | 2PM Roadshow](#)

Alumni Email

Starting in 2022, alumni will no longer have access to their FSU email account for life. Instead, alumni will be able to retain their FSU email account for one year after graduation before the account is closed. Former alumni who have accessed their email in the last two years will have until May 2025 to transition their account.

[Find Out More](#)

Intern Success Stories

ITS has seen a lot of interns over the years. They build applications, manage processes, do all kinds of awesome, value-adding work ... and then they move on. Ever wonder where they end up? Check out our news article where we catch up with three of our past interns and where they are now.

[Read the Story](#)

Real-Time Crime Center Opens in Sliger

On July 1, the Capital Area Real-Time Crime Center (RTCC) moved into the Sliger Building in Innovation Park. The RTCC is a hub for collaboration between local and state law enforcement agencies, assembled to make the community safer. The lab will allow College of Criminology and Criminal Justice students and researchers to analyze state crime trends.

[More Info](#)

Meeting Owl Security Update

Owl Labs recently announced a severe security vulnerability in their Meeting Owl Pro and Whiteboard Owl devices. Anyone using these devices should immediately install the latest software updates. Devices that are connected to Wi-Fi should have automatically received the update. You can also follow instructions to [manually update your Meeting Owl device](#).

[Full Details](#)

Cisco Umbrella

Have you connected to the new Umbrella DNS server? ITS recently discontinued recursive domain name system (DNS) service from DNS1.fsu.edu and DNS2.fsu.edu. Devices that are not already using the Umbrella servers for their DNS service will need to be reconfigured to use the Umbrella servers.

[Find Out More](#)

Day of Appreciaion

As announced by President McCullough, in recognition of your hard work, all salaried and annual leave-earning employees hired before June 30, 2022, are receiving an extra day off in the 2023 fiscal year. To use your appreciation day, select Appreciation Day Leave Taken from the Time Reporting Code/Time Details field on your timesheet. And don't forget—you must use your day by June 30, 2023, or you lose it.

[Go To Timesheet](#)



ITS Hosts TFLA Student

“Is it just me, or are the interns getting younger?” You’re right. This summer, ITS is hosting a [Tallahassee Future Leaders Academy](#) (TFLA) student as part of the city’s premier youth leadership program. **Celina Thompson**, a rising sophomore, is joining the Administrative Support and Change Leadership and Planning teams for two months this summer to learn, grow and gain professional skills. Celina spends her mornings assisting at the front desk of the Technology Services Building and her afternoons contributing to various projects ranging from mass emails to ITS social media.

NWRDC Celebrates 50th Anniversary

The [Northwest Regional Data Center](#) (NWRDC) is celebrating 50 years in operation this year. The Center, founded in 1972, serves as the state of Florida’s leading computing provider in educational and governmental communities. Congrats on the milestone, NWRDC!

We Are IT

We are IT | Meet Josh Kukus!

After serving in the Navy for eight years, **Josh Kukus** was recruited into the technology field, and the work pulled him in. The Colorado native now enjoys the diversity of projects that come his way as the IT manager for the



College of Health and Human Sciences. Outside of work, he loves the dad life. And we hear he can make a mean shepherd's pie.

Meet Josh



Meet Enterprise Software Licensing!

Enterprise Software Licensing are the folks who coordinate the availability of dozens of software titles available to FSU, including Adobe and the Microsoft Campus agreement. This small, close-knit team is currently working on process improvements and automating the review and approval of campus IT purchases.

Meet Enterprise Software Licensing

Welcome to ITS!

Welcome to the newest ITS team members: **Joel Brown**, **Jose Hernandez**, **Bryce Kimber** and **Matthew Sherrod**.

Happy Anniversary!

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

25 Years

15 Year

5 Year

Raymond Marky

Frederick Dupree
General Gaskin
Carlos Murphy
Paul van der Mark

David Lambert
Corey Pillar

1 Year

Cayla Barton
Benjamin Jones
Kenya Lloyd
John DeMontmollin
David Northrup
Yusuf Qureshi

Shout Outs

Brian Leger Promoted to Director of NCT

Join us in congratulating **Brian Leger** on his recent promotion to director of Network Communication Technology (NCT). Brian, who has served as an assistant director in NCT for the last seven years, was selected after an extensive national search. Brian has over 30 years of IT experience with responsibility for CASS, voice and edge in his most recent role.



“I just love the mass email team. **Noah Bullock** has been especially great to work with.”

Shellie Camp, Assistant Director of Academic and Student Support Services, College of Arts and Sciences

By The Numbers

531,159

number of people to use FSU single sign-on page in 2022

IT Roundup



Learn IT - Prepping for Vacation

The summer is typically a good time to take some time away from work. But all too often, the stress of working ahead before a vacation and the mountainous workload waiting for us when we get back steal away the fun. Learn how to fully enjoy vacations by maximizing productivity around your time away in this LinkedIn Learning video on [Managing Time Before and After Vacations](#)



Green IT - Catch and Release Fishing

Did you know catch and release fishing improves native fish environments? Catch and release fishing is the practice of unhooking the fish after you catch it and releasing it back into the water. The goal is to keep more fish alive in the water in order to live and reproduce more fish. This allows folks who enjoy fishing to still have the thrill and excitement of the sport, while not harming the fish or its environment as much! Take it one step further and use artificial bait when you fish. [Find Out More](#)



Join IT

Join our team! Browse IT [job openings at FSU](#).

[ERP Analyst II \(Remote\)](#)

[IT Project Manager](#)

[Network Engineer](#)

[Information Security Analyst](#)

Calendar

Mark your calendar for these upcoming ITS important dates.



CLP Roadshows
07/14



FSU Employee
Orientation
07/19



ITS Staff Meeting
08/02



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INFORMATION TECHNOLOGY SERVICES

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