Tech Tots: Take Your Child to Work Day

ITS recently had some exciting visitors: our kids! As part of the Take Your Child to Work Day festivities, we hosted several activities for our newest team members to enjoy. A fan favorite event was the artificial intelligence (AI) activity, where we utilized three different AI image generators: Adobe Firefly, Copilot Designer, and Midjourney. We then taught our children how to prompt AI to create their own stories with AI-generated art. We asked them to provide us with two animals, an activity, and a location. For example, “A panda and a cat playing video games on Neptune.” The AI generated four variations, and the students would select their favorite. After learning how to use AI, they had the opportunity to bring their AI-generated art to life by writing their own stories related to the images they had generated with the prompt. Nearly 40 children and parents attended the event and enjoyed spending time together. At the end of the day, everyone’s favorite part arrived: ice cream!
FSU Testing Center Celebrates a Successful Spring Term

The FSU Testing Center closed out the Spring 2024 semester with a successful week of final exams, administering 9,803 individual exam sessions across seven days of testing. Since reopening in August 2023, the Testing Center has administered over 90,000 exams, averaging between 3,500 and 12,000 exam sessions each week. Operated by the Office of Digital Learning and Academic Technologies, the FSU Testing Center serves students and instructors with proctored testing for high-stakes and distance learning course exams, helping Florida State University promote a culture of academic integrity. The Testing Center is certified by the National College Testing Association and is one of the largest collegiate testing facilities in the US, with 262 testing stations, 60 high-definition, fisheye cameras, and a staff of 30 trained proctors and support personnel. In response to the high demand for services, the Testing Center expanded its finals-week capacity to accommodate up to 350 concurrent exam sessions. In addition, more than 40 graduate assistants were trained and employed to help proctor final exams. Information on the FSU Testing Center and its services can be found on the web.

Exploring the Legal Landscape: AI Workshop Insights
In April, ITS collaborated with the Innovation Hub and the College of Law to organize two informational workshops focusing on the legal implications of artificial intelligence. The workshops were led by Jake Linford, who holds the prestigious title of the Loula Fuller & Dan Myers Professor at the FSU College of Law. Nearly 100 attendees participated in the event, where they gained insights into ethical considerations, regulatory frameworks, and potential liabilities associated with the evolving field of artificial intelligence. The workshops were highly successful, and we anticipate organizing similar events in the future.

Check Out Generative AI

Stay Tuned for Cybersecurity Training

Cybersecurity is a vital issue for our university, as we handle sensitive and confidential data daily. Cyber threats are becoming more sophisticated and prevalent than ever, and we need to be prepared to protect ourselves and our university from potential attacks. This July, we will be launching a new mandatory training course for all FSU faculty and staff. The training is offered through our Security Education Portal and consists of four interactive modules that should only take you 15 minutes to complete. Cybersecurity Awareness Training will help you learn how to identify, prevent, and respond to common cyber risks, such as phishing, malware, ransomware, identity theft, and data breaches. Keep an eye out for an email in July from cybersecuritytraining@fsu.edu with a link to access the training.

Stay CyberSafe

ITAPP and FSU’s College of Nursing

The Information Technology Administration Partnership Program (ITAPP) is a collaboration program that assists individual colleges and departments at FSU with the management of IT resources. Among its partnerships is one with the College of Nursing. ITAPP’s teams consistently assess emerging technologies, subjecting many to rigorous evaluations before integration. This proactive approach significantly streamlines decision-making for academic units grappling with technology solutions. In the College of Nursing’s case, being a member of ITAPP allows Nursing to communicate and interact with employees who possess IT and higher education experience. “ITAPP is an accepted learning experience which enables us to gain insights from years of accumulated knowledge which can applied to unforeseen challenges in Nursing- issues that might not have even been on our radar,” Jamie Marsh, Assistant Director, Technology Services and College of Nursing’s ITAPP Partner.

Check It Out

Enhancement to myFSU Service Center to provide a new Single Point of Support
ITS is dedicated to advancing secure and efficient service provision. Beginning July 1, we’re unveiling improvements to our myFSU Service Center under the Single Point of Support (SPOS) project, streamlining the experience for departments and ITS clients. Now, all requests, from new service orders to repairs, will be seamlessly processed through the myFSU Service Center, eliminating the need for multiple submission methods. We’re revolutionizing billable services management with the integration of AssetWorks AiM, retiring outdated systems like MySoft and FileMaker Pro. This transition ensures all billable service requests are handled uniformly within the myFSU Service Center, simplifying processes and bolstering security. Keep an eye out for an invitation to training courses to ensure you are prepared and ready to use the new software.

Stay Tuned

IT Professionals Orientation and Services Update

Thank you to everyone who joined us for an insightful and engaging IT Professionals Orientation and Services Update event. This event offered a great opportunity for both seasoned veterans and newcomers to learn more about ITS. Speakers Dave Borschel, Brandon Casey and Kathy Wilkes introduced a variety of technology resources available to the FSU community. Attendees gained a full understanding of our service catalog and common services used by FSU faculty, staff, and students. The event also gave a brief overview of resources for securing FSU and introduced new services such as Microsoft Copilot and Appspace digital signage licenses. This knowledge will help new and veteran staff in the community and connect them to IT services and resources at FSU. We will keep you posted on future events as we continue to support IT professionals and promote innovation together!

@FSU
ITS Is on a Roll

Rollin’ with the homies! ITS interns and supervisors gathered at the FSU Bowling Alley at the Student Union to honor our interns’ dedication and achievements over the semester and bid farewell to our graduating interns. It was a lively event, filled with friendly competition, and encouraging new and familiar faces to interact outside of work.

Redesigning the International Programs Database and Portal

Over the past two years, ITS has collaborated with FSU International Programs to redesign its departmental International Programs Database and Portal. The ITS team used Copilot AI to review and query old user story process videos, transcripts, and documentation to facilitate a comprehensive understanding of the project for all team members. Then, Copilot was employed to query the business documentation for processes where they discover detailed steps in the process that need to be more efficient. AI is also being deployed to pull out user stories, and personas, analyzing tasks, functionality, goals, and acceptance criteria, amongst other things. This substantial undertaking encompasses numerous dynamic elements and stakeholders, promising significant outcomes.
Meet Kiara Sullivan! As an Associate Director of Financial Application Services, Kiara works with campus partners to streamline financial system processes, while her weekends are spent brushing up on her Spanish and traveling for her children's sporting events.
Welcome to ITS!

Say hello to our newest ITS employees: Ankur Navadia, James Peterson, Nicole Rawson and Rachel Burns.

Happy Anniversary!

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

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<th>Years</th>
<th>Employee Name</th>
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<tr>
<td>20</td>
<td>Ronald Reaves</td>
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<td>10</td>
<td>Sarah Graham</td>
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<td>Nashwan Al-Humiari</td>
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<td>Tai'Jahra Armstead</td>
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Shout Outs
Congratulations to All Spring 2024 Graduates!

In May 2024, nearly 8,000 students graduated from FSU, with over 1,000 students earning master's degrees. Among them was Shane Marshall, our ITAPP Partnership Manager, who received his Master of Science in Information Technology from the College of Communication and Information. Congratulations on this remarkable achievement, Shane!
ITS Attends Cybersecurity and Privacy Professionals Conference

Recently, FSU Chief Information Security Officer and Chief Privacy Officer Bill Hunkapiller, attended the Cybersecurity and Privacy Professionals Conference in Minneapolis, Minnesota. The conference was created to connect higher education information security and privacy professionals. Participants had the opportunity to communicate and network with industry experts and peers to discuss current and future issues.

Exploring Innovations at the Microsoft 365 Community Conference

This month, ITS employees Brandon Casey, Ausar Amadi, Derek Kooi, Chris Cloud, Corey Webster, and Will Atkins traveled to Orlando to attend the Microsoft 365 Community Conference. With Copilot taking center stage, the event featured sessions exploring its functionality, deployment strategies, and methods for fostering adoption. In addition to Copilot, the conference buzzed with discussions on Microsoft Mesh, an evolving VR alternative to Teams meetings. Engaging talks also unfolded on the future of SharePoint, Teams, Outlook, and the Viva suite, offering insights into enhancing productivity. They had a great time and are looking forward to the next conference.

"The data catalog has already saved me so much time trying to track down fields I'm looking for - it's a great tool!"

Lee Howell, Program Director, Metrics Strategies

By The Numbers

2207 cases handled by the Service Desk

Viva
Summer Learning is in Session!

Summer is here and what better time is there to start learning new skills? Within Viva Learning, you can find professional and personal development lessons that are of interest to you. Hop into the Viva Learning portal today and see what lessons are recommended for you or search for a topic you’ve been interested in. Consider setting some time aside this summer to really explore all that Viva Learning has to offer.

Get Learning

Join IT

Join our team! Browse IT job openings at FSU.

- Instructional Designer
- HPC Systems Administrator
- IT Manager
- Associate Director, Technology Services

Calendar

- Summer Classes Begin
  05/13
- Florida Virtual Statewide Job Fair
  05/16
- Introduction to Data at FSU Event
  05/23