Preparing Your Tech for a Storm

You may have 20 gallons of water, a stockpile of MREs and enough AA batteries to make Costco jealous, but do you have a plan for your technology when severe weather hits? From charging devices to downloading relevant apps, there are several preparations you should make to protect your devices and data when the winds change. With hurricane season officially upon us, now is the time to establish a plan and prep your tech for inclement weather. Follow the tips in this ITS news article to be storm ready.

Get Ready

myFSU Service Center Enhancements Coming July 1

Starting July 1, ITS is introducing a new, streamlined process for technology service requests and repairs. Currently, there are multiple ways to submit technology service requests to ITS. Soon, all requests for billable and nonbillable ITS services will be submitted through myFSU Service Center, giving departments a single entry point and more direct path to request a service or report a problem. AssetWorks AiM will be integrated into myFSU Service Center and will replace the legacy MySoft and FileMaker Pro systems and associated Technology Service Request (TSR) and
New Modules Added to myFSU Mobile

ITS recently added a new Campus Rec module to the myFSU Mobile app. Once a stand-alone app, the Campus Rec module allows users to easily register for classes, reserve facilities, browse intramural sports and more. Also, the addition of a Facilities service request form in the mobile app makes it easy to report issues across campus, such as a broken water fountain or being locked out of an office, while on the go. Coming this fall, a custom Strozier Library app will make its debut in the myFSU Mobile app, enabling students to track the occupancy level of each floor and quickly find a place to study. “The mobile app is constantly evolving and adapting to the needs of the campus community,” says Asia McMahon, ITS application developer and designer. “We are eager to incorporate more features within the app that can improve our users’ campus experience.”

IT Employees Complete ITIL Training

ITS wrapped up another ITIL training cohort June 4-6, with 25 more technology employees in attendance. ITIL, short for Information Technology Infrastructure Library, is a set of best practices and guidelines for managing IT services to align them with business needs and enhance service quality. Training technology staff across the university on ITIL ensures everyone is speaking the same language and establishes a structured approach to IT service management that can improve efficiency, reduce costs and enhance customer satisfaction. To date, approximately 300 ITS employees have completed their training and become ITIL certified. If you have not yet completed ITIL training, please reach out to ITSM program director Staci Smith to be added to the list for a future training session.

Department Lookup Added to Salesforce

In May, ITS moved the FSU departmental directory to Salesforce. The directory, which enables people to look up contact information for all colleges and departments across the university, now automates data surfacing on the directory website. This change was completed as part of the myFSU Service Center Enhancements project. This fall, the second phase of the project will deliver a streamlined design and modernized look.
Computer Tutors Summer Schedule

Looking for another way to enjoy some AC this summer? Sign up for a technology training class. Computer Tutors recently released their summer schedule, which includes a new Computer Hacking Forensic Investigator course offering. Check out the schedule and submit the enrollment form to sign up for a class.

See the Schedule

New Nole Orientation

Every summer, incoming freshmen and transfer students attend a New Nole Orientation session. Orientation provides an exciting opportunity for students to familiarize themselves with the FSU campus, meet their classmates and learn more about the resources available to them. ITS has partnered with multiple student organizations to set up tables and answer any questions that students and parents may have, specifically helping students access myFSU Portal, set up Duo Mobile and address other tech support-related questions. If you are interested in volunteering with ITS at New Nole Orientation, please contact Sara Mischler at smlane@fsu.edu.

We Are IT
Meet Chandra Rawat! As an Enterprise Resource Analyst IV, Chandra plays a pivotal role in the development and maintenance of the university’s enterprise systems, while his weekends are spent hiking and spending time with his family.

Welcome to ITS!

Say hello to our newest ITS employees: Vijay Santhosh Haridass, Maxwell Hennessy, Elias Latimer, Rhonda Moore, Matthews Nichols, Bradley Prior, Sridhar Vaggu and Chelsea Williams.

Happy Anniversary!

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

10 Years
Jonathan Peterson
Edwin Guzman
Lisa Martin-Brown

1 Year
Travis Alexander
Vanessa Lai
Kyla Cacoilo
Grace Bayliss
Jason Fraser
Joshua Joseph
Tracy Crichton
Madison Pellicer
Kashyap Manishkumar Tamakuwala
Shout Outs

Marcelina Nagales and Jose Hernandez
Receive Letter of Commendation

High regards to Research Computing Center staff members Marcelina Nagales and Jose Hernandez for their work supporting a graduate-level digital mapping project. Nagales and Hernandez participated in two classroom visits to the “Theories of Difference” graduate seminar during the spring semester where they coached students on how to think critically about the planning, documentation and construction of digital mapping and visualization projects. “[The class] appreciated knowing that there are digital and data humanists interacting with supercomputing paradigms,” says associate professor of English Tarez Graban. Their work provided students with advanced technical insight and challenged them to question their expectations of mapping, influencing the graduate researchers to approach digital mapping and data visualization projects with more critical acumen. “The roles Nagales and Hernandez play within the RCC are essential to the critical agendas practiced in both research and teaching across the humanities,” applauds Graban.
Dr. Bill Hunkapiller, chief information security officer, joined a panel on public-private partnerships at the first International Scientific and Practical Conference on cyberdiplomacy. The conference, hosted in Kyiv, Ukraine, explored how cyberdiplomacy can shape international relations in a world of fast technology and digital dependence. Hunkapiller presented on emerging threats to technology—and available tools and resources to combat such threats—in critical infrastructure sectors such as water, energy and transportation. The conference shared new knowledge, approaches and methods to make cyberspace more predictable, stable and secure for the modern world. “It is important to establish appropriate cyberbehavior between allies, but you will always have enemies—national or cyber criminals—who will attempt to ransom your system and steal your data,” summarized Hunkapiller.

“Copilot is great at giving me starting points for brainstorming and helping come up with ideas.”

Derek Dean, Associate Director of Custom Development and Integration Services, ITS
2,736

number of classroom and lecture hall tickets worked by ITS Technology Enhanced Classrooms team

Viva

Time to catch up!

It is easy to start a lesson with plans to finish it later, but we all know that sometimes life gets in the way. Take time this summer to hop back into Viva Learning and pick up where you left off. Within the Viva Learning app, you can see where you stopped on different learnings and videos with the "In progress" tab. Here you can find all the lessons you started and where you left off. You can also use this tab as a place to save videos you want to watch later.

Track My Progress

Join IT

Join our team! Browse IT job openings at FSU.

Metadata Analyst
Systems Administrator/Programmer
IT Manager
Linux Systems Administrator

Calendar

Juneteenth
06/19

Hang with the Libraries
06/21

Summer B Classes Begin
06/24