July 2024

FROM: Information Technology Services
TO: Derek Carraway
SUBJECT: PursuITS | Tech news from FSU ITS
DATE: Monday, July 15, 2024 4:50:44 PM

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myFSU Service Center Enhancements Now Live

ITS is excited to announce that the enhancements to myFSU Service Center are now live. Over the past year, ITS has focused on creating a way to direct all technology requests through a single entry point to create a consistent process for students, faculty and staff to request technology services, support or report a problem. Using the new AssetWorks AiM system, all requests for billable and nonbillable technology services can be managed through myFSU Service Center.

More Information

ITS News

HPC Drivers Ed Webinar for Instructors

On July 31, the Research Computing Center (RCC) is hosting a webinar, and their educational materials will be available on Canvas. If you are a faculty member who uses RCC resources, high performance computing or their three common programming languages (i.e., R, Python, MATLAB) in your classroom, please attend the webinar. The live session will highlight how you can integrate RCC materials into your existing and new Canvas courses.

Sign Up
Explore the New FSU Events Calendar

Launching on July 9, the redesigned FSU events calendar website showcases a sleek new appearance aligned with our latest branding guidelines. Enjoy a streamlined experience with trending events, improved filtering options and user-friendly navigation tools. Seamlessly explore events tailored to your interests using filters for specific events, audiences and department pages.

View Events

Women in Technology July Workshop

On July 17, the Women in Technology group is hosting an FSU Innovation Hub presentation and tour. The Innovation Hub is a cutting-edge technological space for FSU faculty, staff and students. 3D printing, laser cutting and VR headsets are just a few of the resources available to the FSU community for free! If you are interested in attending, sign up today. And if you are unable to attend, don't fret! WIT plans new events every month!

Register Now

ITS Presents at the Salesforce Education Summit

In mid-May, ITS team members Jody O’Steen, Dan Powell and Greg Amato presented at the Salesforce Education Summit. Their session titled “Meet Ruby! FSU's Chatbot and the Future of Conversational AI” highlighted FSU's pioneering chatbot, Ruby, and its transformative impact on student support through AI integration. Key takeaways included insights into deploying AI solutions in digital service channels for seamless management and customization and leveraging AI applications to enhance search functionalities. Originally scheduled for a regular room, the presentation was moved to the keynote stage due to overwhelming interest, with approximately 300 in-person attendees and a larger audience online. Congratulations on a job well done, Jody, Dan and Greg!

Meet Ruby

Campus Safety Gets an Upgrade

As part of the ongoing myFSU Service Center enhancements project, ITS is retiring the tool that FSUPD currently uses to look up campus phone numbers during emergency calls. In the migration to AssetWorks AiM, ITS is implementing a PowerBI report that will enable FSUPD to perform reverse phone lookups, which can provide the location of the phone number used to make the call in an emergency. The new tool will also provide an interface allowing FSUPD to quickly look up information using other data points, including name and location.
FSU Announces New University Branding

On July 1, FSU unveiled its new branding guidelines. The new branding establishes a cohesive university-wide brand identity, enhancing recognition across all departments and administrative units, including ITS. The guidelines specify distinct images and logos for athletics, restricted-use trademarks, academics, sub-brands and affiliated organizations. The branding also presents typefaces, fonts and colors everyone should use when creating university materials. ITS eagerly anticipates implementing these guidelines throughout our Microsoft templates, online applications, promotional materials and more as we continue to advance as one unified FSU community.

View Branding Guidelines
We Are IT | Meet Dave Borschel!

Meet Dave Borschel! As the associate director of the Information Technology Administration Partnership Program, Dave coordinates this outreach initiative created by ITS to build partnerships with FSU's academic, administrative and research units. In his free time, he enjoys playing music in a band and spending time with his family.

Welcome to ITS!

Join us in welcoming our newest ITS colleagues: Taylor Batson, Sai Sankar Bhuvanapalli, Harley Mundt and Courtney Pater.

Happy Anniversary!

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

10 Years
Keith Hall
Rosana Lopez

5 Years
Christopher Sabatelli

1 Year
Anthony Norell
Mitchell Moody
Kiture Burke
Nicolas Timmons
An FLVC Intern Success Story

During the spring semester, Florida Virtual Campus (FLVC) provided an internship opportunity to FSU graduate student, John Chen. Initially, John was working with a large logistics company while enrolled in an online graduate program. However, as the internship progressed, he began to feel uncertain about his graduate program selection and current employment situation. The FLVC internship introduced him to new experiences and opportunities, ultimately leading him on a new academic and professional path.

In his role at FLVC, John supported business units by conducting functional, regression, mobile and compatibility testing to ensure applications and systems functioned as designed and to identify possible design improvements. He tested various environments to promote quality assurance of systematic processes in meeting specified requirements. Additionally, he helped capture historical data for Google Analytics Universal Analytics. Ultimately, this experience influenced him to change his graduate program to management information systems.

This is just one example of how an ITS internship can shape one’s future path.

"We are looking forward to this upcoming semester with great anticipation, as we aim to expand our intern student cohort within ITS to an impressive 100 student employees. This growth is not just in numbers, but in
the vast opportunities we will provide.”

Sara Mischler, Outreach Coordinator, Information Technology Services

By The Numbers

785

number of surveys created in Qualtrics in June 2024

Viva

I Remember Learning About This!

Viva Learning tracks your progress in various points of the learning journey. Once you complete a lesson, your course will be added to the completed learning tab. In this tab you can find all the past lessons you have completed. The completed tab is a great place to review old courses for a refresher or share something you learned with a co-worker who might enjoy it. You can also share your completed status with others on your team, so they know when you finish a lesson. Jump into Viva Learning today and see what completed lesson you could recommend to a coworker.

How to Track Progress

Join IT

Join our team! Browse IT job openings at FSU.

Application Developer/Designer
Systems Administrator/Programmer
IT Manager
IT Support Specialist

Calendar

WIT FSU Innovation Hub Tour 07/17
Free 3D Printing 07/24
HPC Drivers Ed 07/31

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