PURSUITS

November 2024

ITS Receives Global Recognition for Investing in Employee Growth

For the second consecutive year, ITS was featured prominently on the main stage at the annual EDUCAUSE conference. This time, showcased for our inventive strategies and commitment to "Putting People First," highlighted during the keynote address of the top 10 issues facing higher education. ITS devised a multi-faceted framework to ready our staff as our institution leads in innovation and excellence. We actively built a talent pipeline through our ITS Internship Cohort program and shifted our focus to how we train and retrain our teams to keep pace with the rapidly evolving digital landscape. "We launched a new IT strategy to rethink our investments by creating a professional development and retention plan for each employee. This effort went beyond the traditional IT and focused on how we invest in one of our most valuable assets—our people," explains **Jonathan Fozard**, FSU associate vice president and chief information officer.

EDUCAUSE Top 10

ITS News

ITS Leadership Participates in Strategic Planning Session

In early November, ITS managers met at the Technology Services Building for a strategic planning session. The session, facilitated by Gartner, guided ITS leadership through a group brainstorming activity to develop strategic goals for ITS. Employees congregated ideas related to each of the four pillars of the ITS RISE campaign--Research and Instruction, Innovation and Modernization, Security and Compliance and Engagement and Student Success. The morning was filled with great ideas and connections, and ITS intends to continue the conversation at the November ITS managers meeting.

Access Strategic Planning Resources

More Colleges and Departments Align with ITS

In support of the university's strategic goals and initiatives, two more units are aligning with central ITS before the end of the year. National High Magnetic Field Laboratory (MagLab) and Athletics Department IT staff will join ITS on December 6 to align technology resources and support. The alignment will continue to advance technology resources and partnerships and establish technological efficiencies at FSU.

More Information

myFSU Service Center Enhancements

The **IT Service Management** team recently upgraded the myFSU Service Center to prioritize the customer experience when requesting billable technology services. With this upgrade, customers can now select the service they need assistance with and submit a description of their request directly through the Service Center. Once the request is received, the team will prepare an estimate, and the customer will receive an email notification from the myFSU Service Center asking for approval to proceed. Customers can then review the estimate and choose to approve, cancel or discuss it further with ITS. Watch the video to learn more about the billable process.

Watch Here

Welcome Online Learners with a Course Intro

The ITS **Office of Digital Learning and Academic Technologies** (ODL) offers distance learning instructors the opportunity to develop a course intro video. These videos are an excellent way to welcome online students to class, set expectations for the course and show students how and where to get started. For instructors

undergoing a Quality Matters review, course intro videos will also help you meet rubric standards. Course intro videos require minimal work from interested instructors. Simply fill out the survey, and ODL will create a draft script and slides for you to review. The ODL media team will then record, edit and caption a professional video you can use for years to come. Please note that media services are reserved for online courses and programs. Ready to get started? The media team is scheduling for Spring 2025, so contact them to prepare for next term.

Learn More

CAS is Moving to the Cloud

ITS recently announced we are migrating the Central Authentication Service (CAS) to the cloud. This project aims to improve and enhance the security of critical university software systems. There are two phases planned for this project—one dedicated to quality assurance (Q&A) and the other to production (Prod). Currently we are in the Q&A testing phase. All CAS service owners have been notified about this transition so they can authenticate their CAS logins and guarantee their testing environments accurately reflect the information. We will notify all service owners before we move to Prod. Please submit a case to report any discrepancies in the CAS sign in page.

Report a Problem

FSU Faculty Launch AI Pilot Program

Artificial intelligence is revolutionizing industries, and higher education is no different. To stay ahead of the curve, FSU faculty are working on an exciting AI application for the community. Led by faculty members Dr. Paul Marty, Dr. Gary Tyson, Dr. Antje Muntendam, Dr. Vanessa Dennen, Dr. Bret Staudt Willet, Associate Lecturer Lance Kerwin and Adjunct Instructor Bobby Sprinkle, this interdisciplinary team from the fields of business, computer science, education and linguistics is piloting the innovative Microsoft Copilot Studio. This project aims to create a virtual teaching assistant for students, using AI to read course materials, answer questions and even generate study guides. This is just the beginning of FSU's foray into artificial intelligence.

Read More

Call for Homecoming Volunteers

One of the most beloved FSU Homecoming traditions is the Homecoming parade where campus organizations show off their float. ITS is excited to participate in the parade for the second year in a row! We are looking for volunteers to help us decorate our float on the afternoon of Thursday, November 21, and the morning of Friday, November 22 at TSB. If you would rather join the parade, we invite you to

walk with us behind our float on Friday, November 22, at 2PM. We hope to see you there!

Sign Up

Cyber Bowl 2024

Last month, FSU competed against eight other Florida schools to prove who is the cyberchampion of the state. We want to give a special shout out and thank you to the 2,189 players who participated this year. This game provided players with tips to stay secure online like never accepting a Duo push you did not request and never clicking on suspicious email links. While FSU did not win, it was still a very exciting and educational game. And you can be a cyberchampion even after the game clock runs out! Visit the ITS cybersecurity webpage all year long for tips and resources to help defend your digital field.

Protect Yourself

PursuITS Wants to Hear from You

As you casually read the newest edition of this newsletter, have you ever wondered, "Can I submit something for the newsletter?" Well, now you can! We have created a Qualtrics form for all ITS employees to submit content ideas of things they would like to share. Whether it is an event your team is planning, an award your employee received or a project update, we want to hear from you. Submit today for your chance to be featured in next month's edition of *PursuITS*!

Submit Here

@FSU
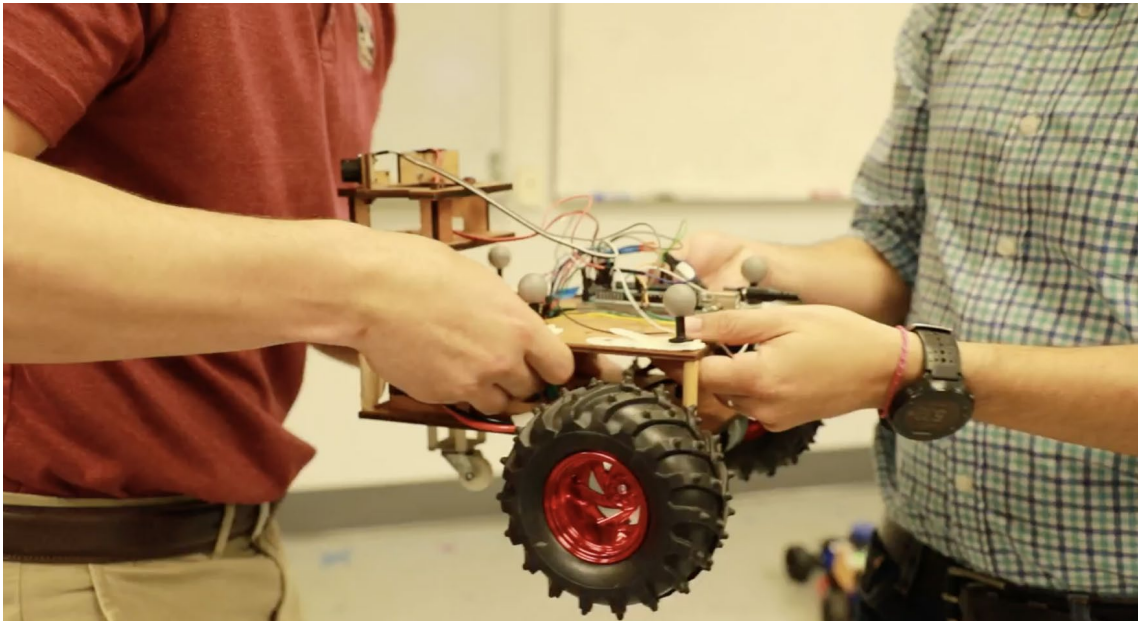
Student Tech Fee Spotlight: Motion Capture Lab

Mechanical engineering students at the FAMU-FSU College of Engineering have access to the Motion Capture Lab, funded by the Student Technology Fee. The lab provides real-time data on student projects to let students know if their design is working properly or whether changes are needed. Since typical undergraduate engineering courses are theory-based, the lab gives students valuable hands-on experience they may not have in the classroom. Along with seeing whether the projects work, the lab can develop control algorithms for mechatronic and robotic systems. These systems can test a real person's motions or even the momentum of a moving object. Excitingly, these are just a few of the ways the Motion Capture Lab can be used to influence student learning. To learn more about the Motional Capture Lab and how the motion capture system works in real-time, watch this month's STF spotlight.

FSU Researcher Dr. Ebrahim Ahmadisharaf Develops Predictive Models

Dr. Ebrahim Ahmadisharaf is an assistant professor in the Department of Civil and Environmental Engineering at Florida State University and co-directs the Water Sustainability and Coastal Hazards Laboratory. His research focuses on developing predictive models for flooding and surface water quality, enabling better risk mitigation and urban planning. With the help of his team, Dr. Ahmadisharaf uses quantitative frameworks to forecast critical flooding characteristics. Leveraging FSU's **Research Computing Center**, he hopes to enhance computational models, improving the speed and accuracy of flood predictions to inform decision-makers and reduce future risks.

Welcome to TLH

As travelers arrive at Tallahassee International Airport, they are greeted by vibrant digital signage that warmly welcomes them to the capital city and the home of Florida State University. The state-of-the-art display in the FSU airport lounge showcases the university's rich heritage and achievements to the nearly one million passengers that travel through TLH, highlighting the university's commitment to embracing technology and enhancing visitor experiences. University colleges and departments can submit content for the airport digital signage via the FSU brand website.

We Are IT

We Are IT | Meet Alex Morales!

Meet **Alex Morales**! As the associate director of Computing Technology Services, Alex oversees and manages five distinct computing services teams, while his free time involves spending time with his family and assisting with his children's extracurricular activities.

Meet Alex

Welcome to ITS!

ITS is excited to welcome our newest employees to the team: **Tazmeen Alam**, **Daniel Barney**, **Nicolas Barrios**, **Arianna Bekas**, **Angeline Belanger**, **Madeline Bramson**, **India Bryant, Snailey Dol**, **Pranav Govindaswamy**, **Tia Hairston**, **Damon Jackson**, **Rian Jackson**, **Nina Kostic**, **Ashley Lewis**, **Bradley McGrath**, **Fatima Martinez-Mendoza**, **Emmanuelle Mezidor**, **Caroline Morgan**, **Mahidhar**

Reddy Narala, **Sara Quintana**, **Lorie Sharp**, **Chelcy Simpson**, **Alexander Winnik**

Happy Anniversary!

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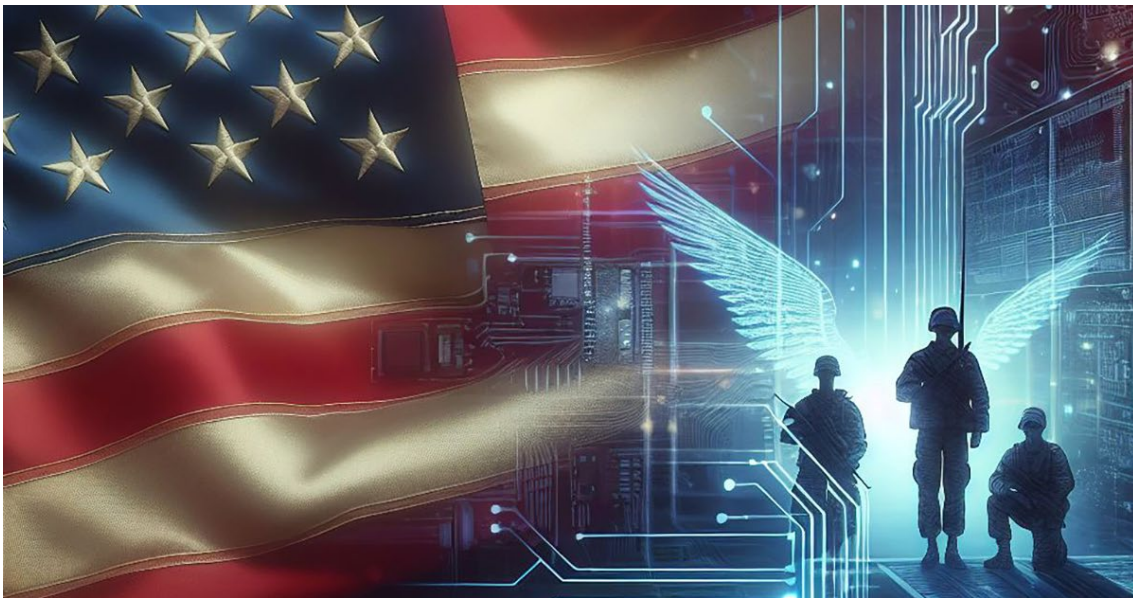
5 Years

Joseph Hill
Jennifer Propst
Mary Sanders

1 Year

Carl Allen
Noah Carlin
Dan Coxen
Salma Elsherif
Charlette Francis
Andrew Frascella

Lisa Smith
Joseph Gerard
Amy Lepley
Cheryl Hester
Spencer Levy
Gagan Ullas Nirgun

Honoring ITS Veterans

We honor and express our deepest gratitude to all ITS veterans for their unwavering dedication and sacrifice in serving our country.

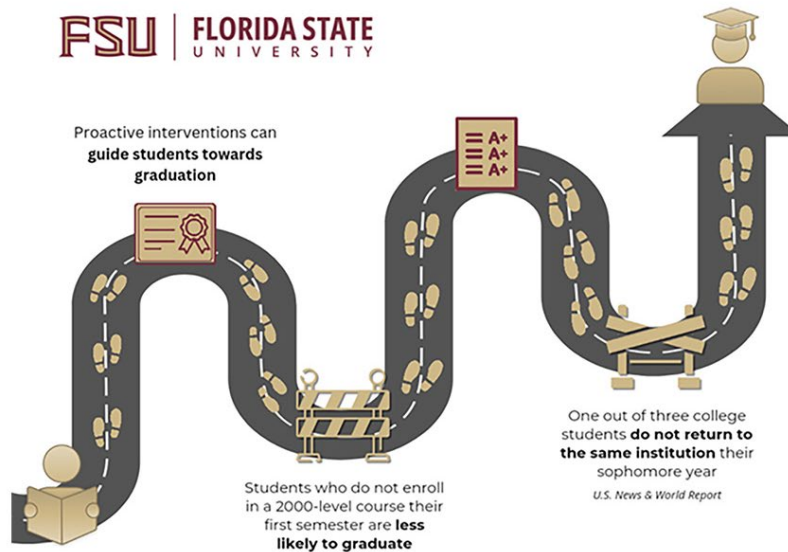|			
William Abbott	Loisanne Cole	Timothy Jernigan	Maurice Pompey
Mark Adams	James Cox	Robert Jordan	Stephen Ropes
Giles Adcock	Roselynne	Aron Kanyicska	Kenneth Rudd
Peter Aldino	Donaldson	Philip Kraemer	Leon Samuels
Travis Alexander	Casey Fort	Joshua Kukus	Brett Simpson
Samuel Allen	Jason Freeman	Shane Marshall	Thomas Smith
Tucker Anderson	Robert Fuselier	Charles McCann	John Sparks
Richard Arendes	Margaret Gleman	John McCloskey	Kelvin Wallace
Wayne Bell	Nicholas Goldstein	Kevin Miller	Matthew Warner
Richard Bittinger	Demario Greene	James Mincey	Jason Welch
Raymond Bogan	Edwin Guzman	Rhonda Moore	Johnny White
Michael Borchardt	Keith Hall	Tom Morgan	Gina Williams

Conner Bradley	Mark Hansel	William Murphy	David Windham
Wesley Broer	Losias Israel	Timothy Nance	Andy Zimmerman
Kevin Bundage	Devin Jackson	Anthony Norell	
	James Jackson		

## Shout Outs

FSU Selected as Finalist for Gartner Innovation Award

This fall, ITS was showcased as a finalist for a Gartner Eye on Innovation Award. Gartner received more than 2,700 submissions for awards, and the FSU AI Analytics Accelerator project was selected as one of seven finalists in the category of Higher Education Innovation in Admin Systems for our use of AI in data analytics to improve student retention. Though FSU's 96% retention rate is well above the national average, our goal was to find a way to improve the retention of the remaining 4%. ITS partnered with the Office of the Provost and Office of Institutional Research and called upon AI to automate the creation of a predictive machine learning model, aggregating and analyzing billions of pieces of institutional data from across the university. What would have taken top data scientists months to realize, AI produced within minutes. The study found that students who enrolled in at least one 2000-level course during their first semester of college were more likely to graduate than those who did not take a 2000-level course. Through this AI Accelerator tool, advisors and administrators can impact retention efforts and identify other trends impacting student success.
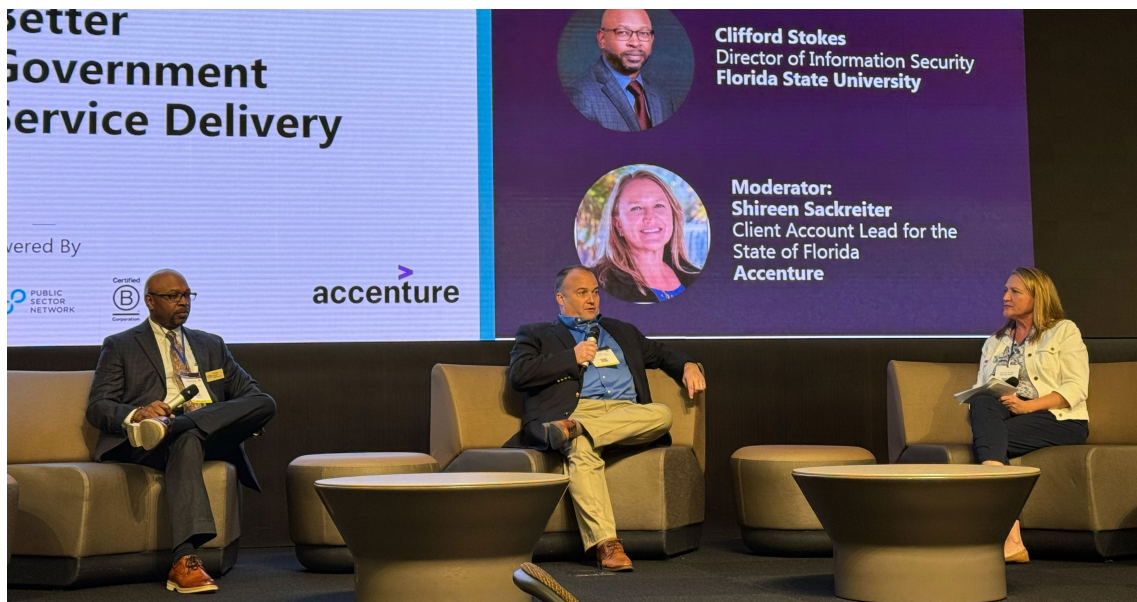
2024 Florida Government Leadership and Innovation Summit

On October 29, the Florida Technology Council and FSU College of Communication and Information hosted the Florida Government Leadership and Innovation Summit at the Florida State Conference Center. ITS' own Chief Information Security Officer **Bill Hunkapiller** and Director of Information Security **Clifford Stokes** were invited to speak at the "Collaboration for Better Government Service Delivery" panel discussion. Bill and Clifford answered questions about information security, technology and more.

* *

"The alignment with ITS has been smooth and beneficial for the [College of Medicine] IT team. ITS leadership at all levels worked with us to ensure that questions were addressed and that everyone had an opportunity to speak and be heard. ... We are seeing the benefit of being more involved earlier in the decision-making process than we have ever been before. We are also benefitting from more regular communication with our peer teams ... I look forward to what the future holds for [College of Medicine] IT and FSU Health."

Jeff Latimer, Director of Information Technology, College

of Medicine

By The Numbers

2577

average number of unique, monthly sessions on the FSU virtual private network

Join IT

Join our team! Browse IT job openings at FSU.

IT Support Specialist
IT Compliance & Risk Management Analyst
IT Support Supervisor
Technical Writer

Calendar

Mark your calendar for these upcoming ITS important dates.

TotalView Debugger Webinar
11/21

Homecoming Parade
11/22

ITS Winter Wonderland
12/05

Florida State University

222 S Copeland Street, Tallahassee, FL, 32306, US

© Florida State University 2024