



**June 2025**



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## ITS Hosts Veterans Plaque Dedication Ceremony

On May 20, Information Technology Services (ITS) honored our 56 veteran employees with a ceremony unveiling a bronze veterans plaque outside the Technology Services Building. The event included remarks from CIO **Jonathan Fozard** and ITS veterans **Andy Zimmerman** and **Tom Morgan**. The ceremony concluded with an official ribbon cutting for the plaque and was well attended, with ITS veterans representing nearly all U.S. armed forces. “After serving 23 years in the Navy and retiring as a senior chief, I’ve come to deeply understand the dedication, the sacrifices and the unwavering sense of duty that defines our armed forces,” said ITS employee Andy Zimmerman. “It’s a commitment that never really ends, an oath that we continue to uphold, and it deserves lasting recognition.” To all veterans—your sacrifice, dedication and courage inspire us all. Thank you for your service!

### ITS News

## Zooming to a Device Near You

ITS has officially begun transitioning from university desk phones to Zoom Phone, a softphone service that makes and receives calls over the internet. We expect the

first group of phones to be transitioned by June 17. All phones transitioning received an email about the change in May. Zoom Phone will replace the need for physical handsets and modernize the employee experience. If you are in the first migration group, you will receive an email to provide feedback after the switch. This feedback will help us shape the rest of the project.

[Learn More](#)

## IT Alignment Initiative Continues

ITS is preparing to welcome technology staff from the Center for Transportation and Public Safety on June 20. Nine team members from Traffic and Criminal Software (TraCS) and Electronic License and Vehicle Information System (ELVIS) will join ITS to further align university technology resources and support. We are excited to welcome this latest cohort as part of the ongoing initiative to advance technology resources and partnerships and establish technological efficiencies at FSU.

[More Information](#)

## Summer Tech Tips

Are you headed out for summer break? Whether you are traveling, studying or just relaxing, it is important to keep your tech safe and accessible. Ensure you are backing up and saving your files before you set your out of office message. These are two tips you can find in our recent Things to Know article. Check out our article for tips to help you stay connected and protected all summer long.

[Check It Out](#)

## RightFax Hybrid Connect

ITS is excited to announce university fax systems are transitioning from analog to digital using RightFax Connect Hybrid. This change will begin in July 2025, with departments migrating to the new system in batches. The migration is happening in tandem with the university's migration to Zoom Phone and is expected to be completed by September 2025.

[Learn More](#)

## Volunteer for ITS Orientation Booths

We are currently looking for volunteers to help welcome new FSU students at the ITS booth during New Nole orientation sessions. Beginning this month, there are multiple sessions available for you to choose from. If you are looking to get

involved in the campus community, this is a perfect opportunity! If you have questions, please email [Sara Mischler](#).

Sign Up

## Auxiliary Bill Cycle Automation

The **Enterprise Resource Planning** team has automated its monthly bill cycle process, significantly reducing processing time from two business days to under two hours. This upgrade streamlines internal invoicing, improves accuracy and minimizes manual intervention. Multiple FSU departments, including the Controller's Office, are already enjoying the benefits of this automation.

Learn More



## Submit Articles for *PursuITS*

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



# FSU Researcher Develops Monoclonal Antibody Therapies and Vaccines

Dr. Jarrod Mousa is an associate professor at Florida State University's College of Medicine, focusing on microbiology and immunology. His research lab is concentrated on developing monoclonal antibody therapies and vaccines. Dr. Mousa utilizes high-performance computing resources of the **FSU Research Computing Center** for next-generation sequencing and cryo-electron microscopy data processing.

[Read More](#)

## We Are IT



## We Are IT | Meet Ben Brownell!

**Ben Brownell** started working at the FSU Computer Store as a student in the late 90s. In 2012, he transitioned to the College of Medicine where he enjoys supporting students, faculty and staff as an IT manager.

[Meet Ben](#)

## Welcome to ITS!

A warm welcome to the newest members of our team: **Saulo Cuadrado-Acosta**, **Charles Roop** and **Pramodh Venkataraman**.

# Happy Anniversary!

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

## 30 Years

Betsy Chester  
Debbie Kelly

## 10 Years

Michael Moxley

## 20 Years

Becky Price

## 5 Years

Michael Potts

## 15 Years

Kristie McKenzie Willis

## 1 Year

Harley Mundt  
Michelle Savage  
Christopher Jenkins  
Mariana Solorzano Hidalgo  
Jamie Lutz  
Brandon Casey  
Colton Wasson

## Shout Outs

## Strategy & Outreach Team Updates

Congrats to all members of the ITS **Strategy & Outreach** team who are pursuing new careers and adventures. **Alexa Lowry** has accepted a new position as project marketing manager at Entertainment Retail Enterprises in Orlando. **Brandon Casey** will be starting graduate school at the University of Washington in their Master of Science in Information Management program in the fall. Both **Grace Bayliss** and **Cory Thorpe** are relocating to Central Florida to support family career and educational pursuits. And **Kyla Cacoilo** is moving to New York. While each of them is leaving a hard-to-fill gap in our team, we are excited for their future endeavors and look forward to welcoming new team members in the months ahead.



*"I have worked with probably 100 different institutional teams over my years in this industry, and the FSU team truly tops them all."*

**Amanda Johannsen, Partner Success Team Lead, Stellic**

## Count IT

# 85.7

average accessibility score across 497 FSU websites

## Join IT



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

[IAM Systems Architect](#)  
[Lead Salesforce Developer](#)  
[Network Infrastructure Assistant Director](#)  
[Application Developer/Designer](#)

## Calendar



Summer B  
Session Begins  
06/23



[REDCap  
Consortium  
Lunch](#)  
06/25



Independence  
Day  
07/04



**FSU**  
**INFORMATION  
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### Questions?

We are here to help. Contact the ITS Service Desk at 850-644-4357 or [its.fsu.edu/help](https://its.fsu.edu/help).

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