

PROGRAM GROWTH

INFORMATION TECHNOLOGY SERVICES



IT UPDATE

Deans & Chairs

Jane Livingston, CIO

ITS PRIORITIES



Be a strategic partner



Advance FSU strategic initiatives



Improve ITS Service Delivery & User Experience



Enhance ITS Team capabilities



Develop model to improve ITS operations



Establish a sustainable financial model



AGENDA

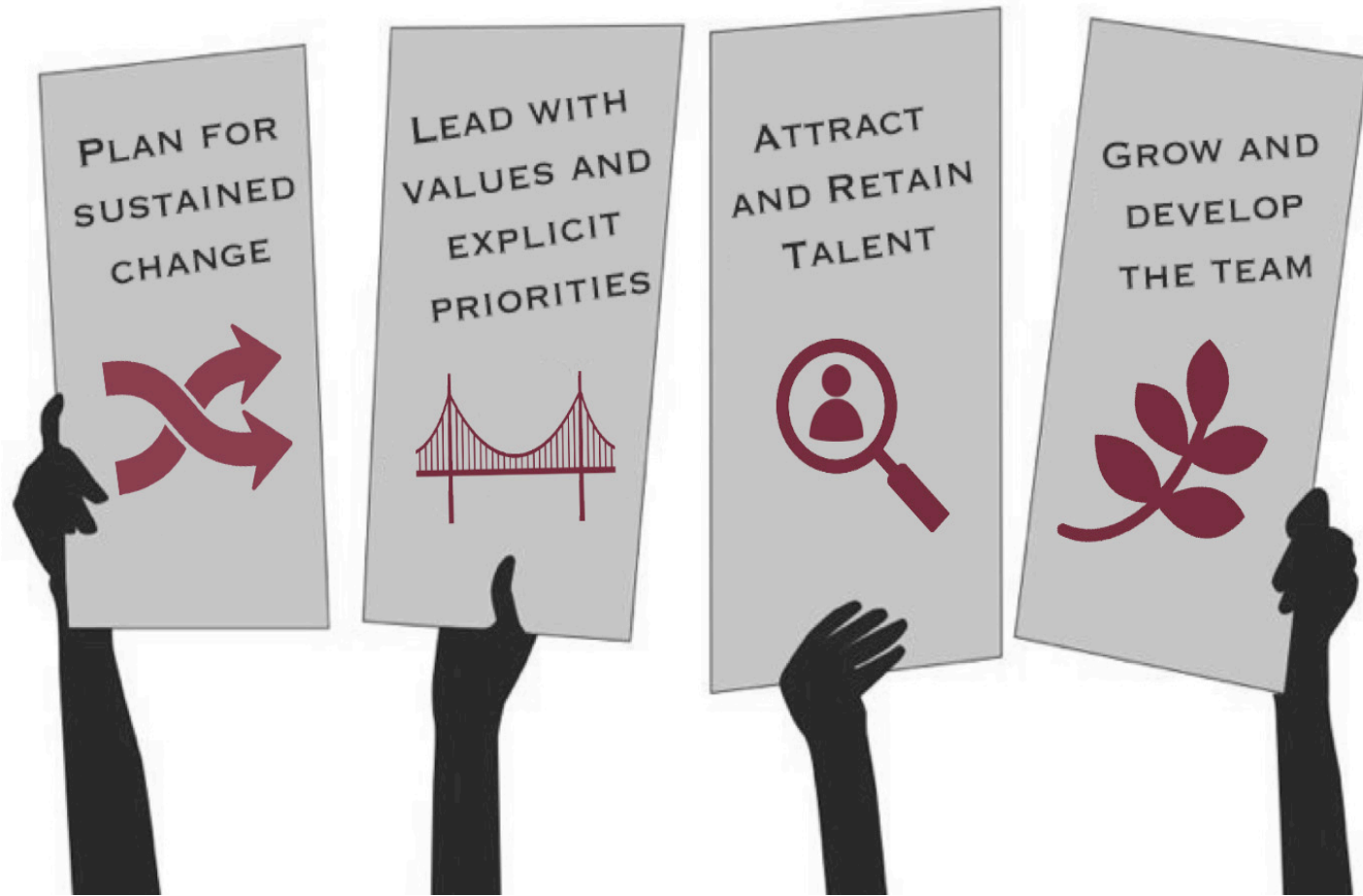
- Where We Were
- Where We Are
- Where We Are Going





WHERE WE WERE

HOW DO YOU BUILD A STRATEGIC ORGANIZATION?





- **Communication**
- **Collaboration**
- **Contact & Process Confusion**
- **Continuous Support**

VOICE OF THE
COMMUNITY

CHANGES IN RESPONSE

Built New Teams – Brought Teams Together

- Deployment + UX+ Marketing = Change Leadership & Planning
- EAPPS+ERP = Enterprise App. Services
- Infrastructure +Middleware + NCT= Shared Infrastructure

Building New Shared Services Model

- Project & Portfolio Management
- Organizational Change Management
- Professional Development Series
- New Funding Model
- Relationship Management

Improved Communications & Outreach

- Town Hall Meetings
- Social Events for staff

Improved Collaboration & Shared Governance

- Open House and Poster Sessions
- Roadshows
- Technology Conference
- Technology Architecture Committee
- Regular Stakeholder Meetings

Contact & Process Confusion

- Implementing Salesforce
- Developing Concierge Service
- Created “Fast Pass” for IT Partners
- Automating Forms Approval
- Redesigned Service Catalog

- ITS Pursuits Newsletter
- Working groups for projects (VOC, IAM, etc)





WHERE WE ARE

CURRENT STATE

- Reorganization
 - New CTO – Bobby Sprinkle
 - DCIO – Search Open
 - Project Management Office
 - Organizational Change Management
 - Relationship Management
- Research Technology
 - Site Visits
 - Strategic Planning



WORK REMOTE PAGE

Employee Remote Work Essentials

A benefit of today's technology is the capability of working wherever you are. Depending on your position and manager approval, FSU employees have the ability to work remotely when the time calls. Here you will find all the tips and tricks, helpful tools and FAQs you need to know to make working away from the office a possibility.

To successfully work remotely, you'll need a computer, a reliable internet connection and your FSU login credentials. We also recommend bookmarking your essential websites to make accessing your go-to files easier. Make sure to take the time to test everything out before you plan to be away and make sure you are set up for success.

Get Started



myFSU Portal

Your gateway to important online tools including Canvas, myFSU HR, Concur, RAMP, Zoom and FSU email. Using myFSU Portal, you can view paychecks, edit time sheets, enter travel expenses and so much more. Sign in with your FSUID and password.

These features are also available through myFSU Mobile app
Download the app: [Google Play](#) or [Apple App Store](#)

[Sign In to myFSU portal](#)



Microsoft Office 365

Access to Microsoft programs and services such as OneDrive, Office Online, SharePoint and more is available through your Office 365 account. All you need is your FSUID (in the format FSUID@fsu.edu) and password to sign in and access Office 365 programs.

Bookmark the URL for all of the SharePoint sites you access throughout the day for easy access and workflow.

[Sign In to Microsoft Office 365](#)



Teams

Teams is a great way to stay in communication with your team while away from the office. Download the Teams app onto your laptop and phone or access it online to stay in touch. All you need is your FSUID and password.

Download Teams

[Sign In to Teams](#)



@FSU Email

Your employee email offers access to your calendar, contacts and task management tools that are accessible anytime, anywhere. Sign in with your FSUID (in the format FSUID@fsu.edu) and password.

[Sign In to @FSU email](#)



CYBER SECURITY AWARENESS TRAINING

- Thank You for Your Continued Support!
- 78% Compliance (as of March 9)

Roadmap:

Date	Message
February	Individuals directly notified of requirement, announce it is not optional
March	Reminder 1: Training to be completed by May 1; warning of consequences of inaction
April	Reminder 2: Reiterate deadline is pending; suspension is the consequence of inaction
May 1	Stated Deadline
May 15	Accounts disabled for remaining noncompliant employees





WHERE WE ARE GOING |

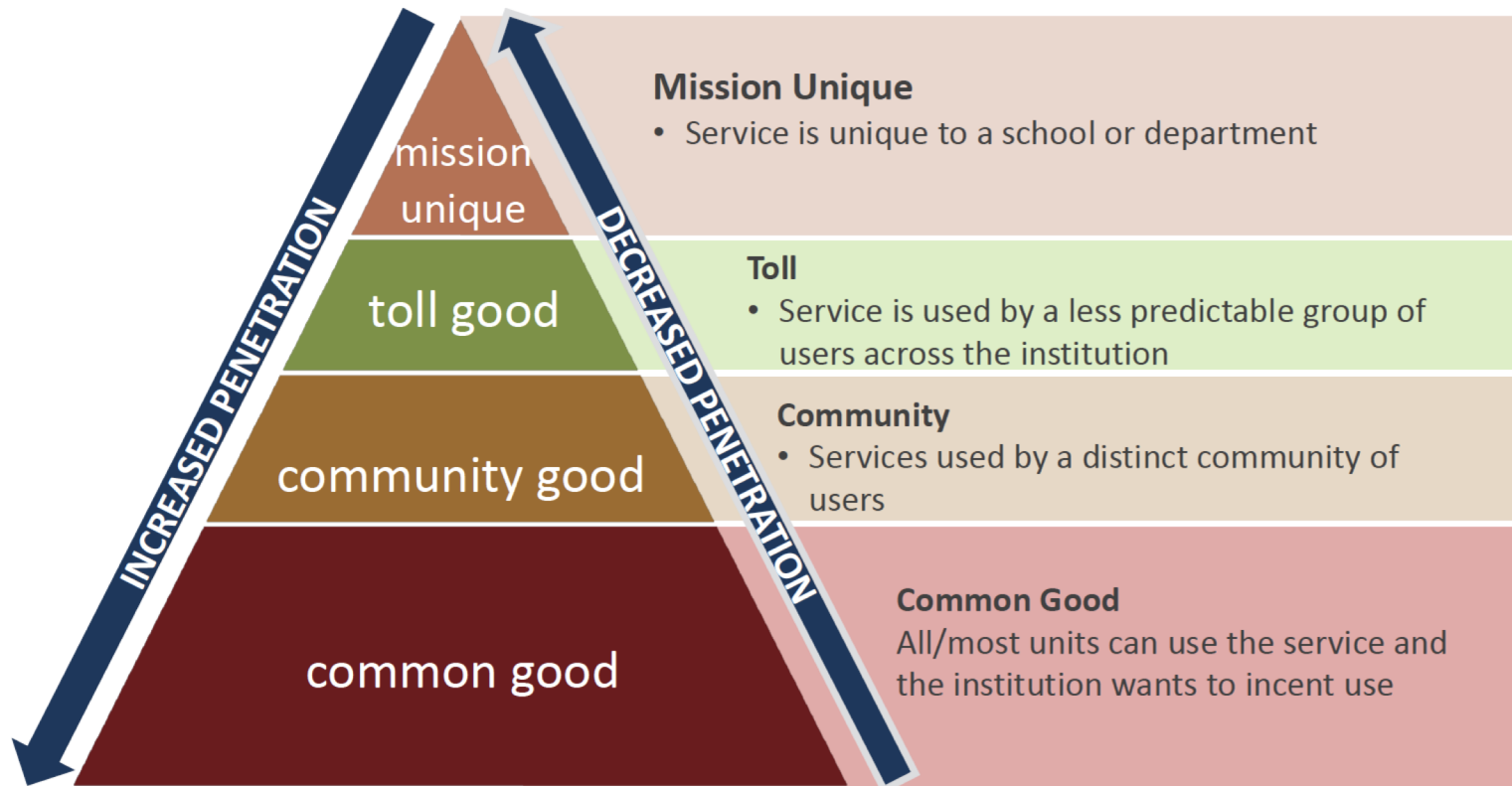
DUO TWO-FACTOR AUTHENTICATION



MODERNIZING CRM AND DIGITAL ENGAGEMENT



SERVICE TRIANGLE



FIVE SERVICES RECONSIDERED

Network

Wifi

Telephones

Enterprise software

Data storage




LEVELING THE FIELD



PARTNERSHIP & USERS

Office of Research
College of Motion Picture Arts Dedman School of Hospitality Registrar
Student Affairs Innovation Lab
College of Criminology and Criminal Justice Office of Research
Office of the Provost Office of Digital Learning
College of Social Sciences and Public Policy Office of Enrollment Management
FAMU-FSU College of Engineering College of Applied Studies College of Human Sciences
Office of Enrollment Management College of Law Researchers
College of Business University Libraries College of Communication and Information
College of Medicine Students Business Services College of Arts and Sciences
Human Resources College of Education College of Social Work
Police and Public Safety College of Nursing Faculty Emergency Management
College of Entrepreneurship College of Music
College of Fine Arts Campus Reimagined





The half of knowledge is to
know where to find knowledge

QUESTIONS &
COMMENTS