

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

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|---------------------|-----------------------------------|-----------------|--|
| Chapter 5 | Information Management & Services | Effective: | June 2000 |
| Section 5.2 | Systems and Network Operations | Revised: | December 2004 |
| Policy 5.2.2 | Organization and Services | Responsibility: | Vice President and Chief Information Officer |

ORGANIZATION AND SERVICES

Organization

The department is divided into three divisions:

Customer Services is the primary liaison to the customer community. Requests for Systems and Network Operations (SNO) services are directed to this division. All service and repair orders are coordinated by the Customer Services staff. Both pagers and mobile telephones are issued by the Customer Service Representatives. Telephone Operators provide dialing assistance, telephone number information, emergency assistance, and conference calls. This division is responsible for coordinating the publication of the Faculty and Staff Directory and all University entries in public telephone directories. In addition, Customer Services provides training through Information Management and Services (IMS) Technology Training for telephones, pagers and voice mail.

Operations is responsible for the operation of all telephone systems and the computer network. In addition, this division is responsible for the design, installation and maintenance of all wide area networking (WAN) circuits that support voice, data, and video to remote locations.

This division provides all installation services including computer network switches and routers, as well as network outlets in offices and labs. All telephone systems, including those at remote sites, and telephones are installed by the Operations staff.

Planning and Engineering is responsible for the planning and engineering aspects of computer networking at a system level. This group has expertise in computer and data systems and can extend into the telecommunication and WAN fields. This group has the responsibility of investigating new technologies in the telecommunications and networking area. It serves as a resource to the operational groups within the department.

Services

The services offered by SNO include:

- Telephone services and equipment for offices on campus and at extended campus locations.

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- Consultation and telephone system design for remodeling projects.
 - Long-distance calling services.
 - Telephone operator services.
 - Telecommunications Device for the Deaf (TDD). Located in Library
 - Mobile telephone and data services, including airtime contract management.
 - Training for new employees on the proper use of telephone equipment and telephone system features.
 - Conference telephone units for short-term usage.
 - Voice processing, including voice mail, automated attendant and, audio-text.
 - Computer networking connectivity to desktop computers and peripherals.
 - Consultation and design services for area remodeling and other special projects.
 - Internet access.
 - Videoconference networking for delivery of distance learning, telemedicine and administrative conferences throughout South Texas and beyond.
 - Common carrier (SWB, MCI, & AT&T) coordination for installation and maintenance of special circuits.
 - Pager services, including digital and alpha/numeric pagers. Service in San Antonio metropolitan area, Texas, and nationwide.

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- Transmission services, both private and common carrier, for voice, video, and data applications.
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