

## HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.5	Information Management Client Support Services	Revised:	
<b>Policy 5.5.2</b>	<b>Organization and Services</b>	Responsibility:	Vice President and Chief Information Officer

# ORGANIZATION AND SERVICES

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## Overview

Information Management Client Support Service (IMCSS) consists of several staff reports to the Director, as well as four line divisions.

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## Divisions

1. Desktop Customer Services provides the primary customer computer support and service for the Health Science Center. Desktop Customer Services operates a centralized help desk facility for all computer problem resolution, provides standardized desktop on-site support, desktop computing consultation, and coordinates all Health Science Center technology training. Desktop Customer Services provides first line support for several applications, such as the new PeopleSoft system and the data warehouse.
2. Academic Computing Services provides information technology support for the University's instruction and research missions, including statistical consulting, and database design and programming. Major systems supported include examination scoring, the questions database system (QUEST), Student Services records and financial aid systems, Continuing Dental Education course registration database, and the Strategic Management and Resource Tool (SMART).
3. Management Information Services provides the information systems programming and analysis to support the University's administration, as well as the administration of the individual academic and service departments. Institutional data is maintained in an integrated institutional database and supports a broad spectrum of administrative information needs. This division is key in the implementation of the PeopleSoft system.
4. Systems Services operates and supports the Central Computing Facility, as well as many departmental servers and the Disaster Recovery Operations Center (DROC). In addition, Systems Services provides technical consultation and expertise on operating systems, departmental servers, and network configurations.

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5. Database Administration Services maintains the Oracle, SQL, and System 1032 databases used for institutional data. As such, the current responsibilities include set up and maintenance of access control and support for the database infrastructure. In addition, the group provides technical consultation and expertise in the development of current and new systems which act as repositories of institutional information.

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**Staff Functions**

Staff functions reporting to the Director include:

- Strategic planning for information resources and external reporting including the requirements from the Department of Information Resources;
  - Information technology research and development; and,
  - Information Security.
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