

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	November 2005
Section 5.7	Integrated Management Information Systems	Revised:	
Policy 5.7.2	Organization and Services	Responsibility:	Vice President and Chief Information Officer

ORGANIZATION AND SERVICES

Organization

The Department of Integrated Management Information Systems (IMIS) is divided into the following groups:

- Sustainment consists of six teams that provide maintenance and production support and enhancements to over 75 systems that faculty, students, and staff rely on to conduct business. The Sustainment group is divided into the following teams:
 - Academic Administration
 - Data Warehouse
 - Financial Information Systems
 - General Administration Systems
 - Human Resource Information Systems
 - Research Administration Systems
- Development consists of several project teams at any given time. Project teams include IMIS employees, as well as future users of the particular system being developed. Project team members are matrixed to a project manager. Most development projects involve investments greater than \$100,000 with a duration that exceeds six (6) months.
- Shared Services is responsible for providing support to both the Sustainment and Development groups. The group is divided into the following three teams.
 - Database Administration
 - Enterprise Business Systems Training and Support (aka DCATS)
 - Integration

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Services

The services offered by IMIS include:

- Database Administration provides development, maintenance and production support for databases to ensure their recoverability, integrity, security, availability, reliability, and performance. Responsibilities also include the setup and maintenance of the underlying database infrastructures. The team is available to provide technical consultation and expertise. This team serves as the institutional contact for The University of Texas System Oracle Agreement.
 - Enterprise System Maintenance and Production Support provides maintenance and production support for enterprise wide systems and databases to ensure they are reliable, secure, and provide consistent results. This includes troubleshooting and resolving production issues.
 - Enterprise System Modifications analyzes, designs, and develops new functionality for existing enterprise wide systems.
 - Enterprise System Development plans, develops, and implements large enterprise systems. The service typically involves IMIS resources serving as project managers, facilitators, analysts, database developers, and programmers on large development projects that involve investments greater than \$100,000 with a duration that exceeds six months.
 - Enterprise System Training and Support provides training and support for enterprise wide systems. The objective of this service is to ensure users can successfully conduct business.
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