UNMC Information Technology Services

UNMC Managed Services for UNMC and Nebraska Medicine

UNMC Specific IT Services

Telecommunications

Data Center Operations

Internet/Intranet Services

Network Support

Information Security

Help Desk

Data Installation Services

Technical Services

Academic Support Services

Application Services

Workstation Support

Video Services
Help Desk
- Front line contact for voice/data problems
- Answers “How To” questions on software, hardware and software troubleshooting
- Triage advanced trouble calls to 2nd level support

Data Center Operations
- Manage primary and “lights out” data centers
- Production processing and distribution
- Network monitoring, test scanning, backup and restores
- 7x24x365 coverage for patient care environment

Data Installation Services
- Access Control administration
- Remote access administration
- Coordinates adds, moves and changes of data devices

Network Support Services
- Wireless, network security, Internet access
- Network design, planning, management, maintenance and troubleshooting
- Secured remote access for physicians and vendors
- 7x24x365 on-call support for patient care

Telecommunications
- Voice infrastructure design, maintenance, administration and troubleshooting
- System administration programming
- Coordinating adds, moves and changes for voice services
- Voice mail administration
- 7x24x365 on-call support for patient care environment

Compliance & Information Security
- HIPAA Security Officer & HIPAA Compliance
- Physical Security Services
- Security Incident Reporting
- Developing/Monitoring Policies/Procedures
- Security Awareness Training

Internet/Intranet Services
- Internet/Intranet security and management
- Server installation, maintenance and troubleshooting
- Support for campus web developers
- Intranet ID/password administration

Video Services
- Telehealth initiatives, video conferencing
- Distance education delivery
- Multimedia distribution
- Special events

Application Services
- Database design, development and management
- For UNMC administrative and academic/administrative information systems
- SAP Financial and Human Resources

Technical Services
- Server management and support
- For email and application servers
- Server consolidation, electronic mail technical support
- Unix support, research and development

Academic Support Services
- Technical support for high tech multimedia classrooms and portable carts
- Consultation with faculty on developing and converting CAI materials
- Software and hardware support
- For computing clusters
- Database design, development and management
- Research and academic projects
- Customized scientific programming

Workstation Support
- New workstation setups
- Troubleshooting and fulfilling workstation service level agreements
- With campus constituencies
## Campus and Technology Growth

... *unprecedented enterprise expansion for UNMC and its healthcare partners*

<table>
<thead>
<tr>
<th>Year</th>
<th>UNMC FTE</th>
<th>ITS FTE</th>
<th>Building Growth</th>
<th>UNMC Devices</th>
<th>ITS Devices</th>
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*Provided by ITS ~ Updated as of 12/13/2013*
Expanding Enterprise

1999

2014

34 New Buildings for Combined Entity

17 New Buildings for Healthcare Partners

17 New Buildings for UNMC

UNIVERSITY OF NEBRASKA MEDICAL CENTER