

**UT HEALTH SAN ANTONIO HANDBOOK OF OPERATING PROCEDURES**

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.2	Infrastructure Solutions	Revised:	June 2018
<b>Policy 5.2.2</b>	<b>Organization and Services</b>	Responsibility:	Vice President and Chief Information Officer

## **ORGANIZATION AND SERVICES**

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### **Organization**

The Technology Solutions Group (TSG) consists of appropriately trained administrators and technologists that are aligned into four (4) departments based on the type and functions of their technology responsibilities. While responsibilities are explicitly defined for each department, TSG shall operate collaboratively across all centralized and decentralized IT groups.

The TSG departments are:

1. Infrastructure and Security Engineering (ISE) is exclusively responsible for UT Health San Antonio's Network Infrastructure including, but not limited to, the local area network, wide area and telecommunications network, Internet, OTS network and wireless/Wi-Fi networks.
    - ISE is explicitly responsible for engineering and administration of all security technology platforms, security monitoring operations, security incident management and information security operations as assigned by the Chief Information Security Officer.
  2. Systems Planning and Engineering (SPE) is responsible for the architecture, implementation and integration of enterprise compute and storage platforms. SPE will lead Proof-of-Concept testing and analysis of emerging technology platforms and services.
  3. Enterprise System Operations (Operations) is exclusively responsible for all central data center facilities and provides administration for all computing and storage devices that host or provide access to centralized resources, data or applications. Operations is the Custodian for all server and storage Information Resources unless explicitly assigned to an alternate Department or User by the Information Resource Owner.
    - Operations shall actively monitor the performance and availability of all Information Resources installed in data center facilities, act as an initial point of escalation for support of server and storage resources, proxy interconnectivity between internal and external server and define administration standards for decentralized IT.
  4. Information Technology Service Management (ITSM) provides hardware and software incident support and performs service configuration requests for Information Resources and computing devices owned, leased or under the control of UT Health San Antonio. ITSM is the Custodian for all Computing Devices unless explicitly assigned to an alternate Department or User by the Information Resource Owner.
    - ITSM operates a centralized Service Desk which acts as a single point of contact for all UT Health San Antonio faculty, staff and students to request support and report incidents related to computing devices, application, server and storage functions and network connectivity.
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- ITSM initiates provisioning of UT Health San Antonio Active Directory Domain, electronic communication (Email) and telecommunication accounts unless assigned to an alternate resource by the Information Resource Owner or defined in UT Health San Antonio Policies, Standards or Procedures.
  
  - ITSM operates a Support Center to provide support to UT Health San Antonio faculty, staff and students on Computing Device hardware (e.g., PC, Apple Mac, desktops, laptops, and tablets) and peripherals. ITSM is certified as a warranty center for Apple, Lenovo, Dell computers. This responsibility is limited to “break-fix” repair for personal computers and peripherals used for University business.
  
  - ITSM performs configuration and deployment of new Computing Devices in compliance with UT Health San Antonio Policies, Standards and Procedures.
  
  - ITSM maintains a central reporting platform to record, track and communicate incident and service requests.
  
  - ITSM operates the UT Health San Antonio Computer Store (“TechZone”) and provides sales of Apple and Dell computers as well as various software and peripherals.
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