

## HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.2	Systems and Network Operations	Revised:	November 2009
<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 Systems and Network Operations consists of several staff members that report to a Director, as well as four line divisions. The divisions are as follows:

1. Network Operations is responsible for the operation of all telephone systems and the data network. In addition, this division is responsible for the design, installation and maintenance of all wide area network (WAN) circuits that support voice, data, and video to remote sites. This division provides all installation services including Ethernet network switches and routers, as well as network outlets in offices and labs. This staff installs all telephones and telephone systems, including those at remote sites.
2. Network Planning and Engineering is responsible for the architecture and design aspects of data networks at the Health Science Center. Specifically, this division has responsibility for the Internet firewall, border routers, related information security devices, and serves as an information resource to Network Operations, as well as faculty and staff. Additionally, this division has the responsibility of investigating and implementing new network technologies.
3. System Operations operates all central data center facilities, including the server computers and mass storage environments. Departmentally-owned servers may be housed in a central facility and be managed by System Operations. All underlying e-mail and directory services are provided by this division. In addition, this division provides technical consultation and expertise on operating systems, departmental servers, and storage configurations.
4. Systems Planning and Engineering is responsible for the architecture and design of server configurations for new applications and the associated mass storage environments. In many cases the initial engineering work in implementing a new application or technology will be conducted by this division.

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Additionally this division serves as an information resource to Systems Operations and investigates new server and storage technologies.

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### **Technical Services**

The primary technical services provided to the institution include:

1. Provide and maintain the equipment, software and transport infrastructure for telecommunications and the local data network.
2. Provide network security services including the firewall, intrusion prevention, virtual private networking, and a protected (DMZ) Internet-facing Web environment; maintain security devices for the voice communications infrastructure.
3. Manage the 129.111.xxx.xxx Internet address space assigned to the institution.
4. Provide access to the Internet; serve as interface to our Internet service provider; serve as the primary technical contact with telecommunication companies.
5. Install and maintain telephones and data network connections and manage network ports.
6. Provide technical consulting services related to network and telecommunications design and setup.
7. Provide and maintain central computing environments, including elevated physical and environmental safeguards.
8. Provide, install, and maintain the server computers and the mass storage infrastructure to support enterprise and departmental systems.
9. Provide back-up and recovery services for enterprise and departmental systems.
10. Design and maintain plans for the emergency recovery of mission critical IT resources.

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11. Provide electronic mail services to faculty and staff, including e-mail filtering, message security, encryption, and PDA functions.
  12. Provide directory and authentication services to users of the local network including automated processes for account creation and deletion.
  13. Provide consultative services related to server and mass storage configurations and set-up.
  14. Provide strategic planning for information resources and perform external reporting, including the requirements from the Texas Department of Information Resources.
  15. Ensure compliance with University policies and state and federal laws.
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