

## HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.5	Information Management Client Support Services	Revised:	December 2009
<b>Policy 5.5.1</b>	<b>Mission</b>	Responsibility:	Vice President and Chief Information Officer

## MISSION

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### **Mission**

The Department of Information Management Client Support Services (IMCSS) was created to optimize and manage the client service functions of Information Management & Services (IMS). These functions include but are not limited to all help desk functions, billing for communications and customer support services, end user training and support, enterprise level computer support services and software (including Microsoft), phones and other telecommunications devices, Technical Support Representative (TSR) program, account management, and the Health Science Center Computer Store. The main goal for IMCSS is to provide exemplary customer support to students, staff, and faculty. The goal of IMCSS is to offer a “one stop” customer service center for; information management and services by leveraging teamwork, technology, expert knowledge, professionalism, and the commitment to excellence.

IMCSS is committed to the values of:

- Customer service
- Mutual respect and trust
- Ethics
- Professionalism

Additional information may be obtained by visiting the Web site at: <http://ims.uthscsa.edu/>.

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