

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
Policy 5.5.2	Organization and Services	Responsibility:	Vice President and Chief Information Officer

ORGANIZATION AND SERVICES

Overview

Information Management Client Support Service (IMCSS) consists of the following divisions:

1. Customer Service Center operates a centralized service desk facility which acts as a single point of contact for all Health Science Center faculty, staff, and students to ask questions and report problems regarding e-mail, desktop issues, supported software and hardware, telephony/communications instruments, etc. The Service Desk also handles all telephony and data networking service requests by performing site surveys and/or distributing work orders to the appropriate groups, as well as long distance and operator services.

This division also offers training and support for the application software that comprises the administrative business systems at the Health Science Center.

Another function of this division is the provisioning and maintenance of domain, Microsoft Exchange, Live-mail, PeopleSoft and guest accounts for Health Science Center faculty, staff, and students, as well as maintenance of the Technical Service Representative and Account Control Executive lists.

2. End-User Support (EUS) provides support to Health Science Center faculty, staff and students on issues related to desktop and laptop computing. EUS is a warranty service center for Apple and Dell computers and a warranty self-maintainer for Lenovo computers.

This division provides “break-fix” repair services for hardware and/or software or institutional computers and peripherals and for personal computers and peripherals used for institutional business.

EUS assists with set-up and configuration of computers for new or existing employees and provides support to enterprise

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systems such as Symantec Anti-Virus, BigFix patch management, Safeboot encryption, and leased mass storage.

EUS is also involved in the testing and deployment of new desktop related hardware and software for the institution.

3. Operations Support provides billing services and billing support for communications devices owned by the Health Science Center and utilized by faculty and staff for business purposes. It also maintains the Pinnacle database, facilitates and provides quality control assurance for work orders, reconciliation of the computer store, billing for leased mass storage, provision of back-up to end users and composes and distributes the faculty/staff hardcopy directory.
4. Enterprise Services manages leased mass storage, desktop anti-virus and firewall for Apple and Wintel computers, provides patch management services, manages the standard desktop contracts (Microsoft and Lenovo) and installs and maintains Safeboot encryption software.
5. The Health Science Center Computer Store provides sales of Apple, Lenovo and Dell computers, as well as various software products. The store also sells cables, adapters, flash drives, toner, laptop cases, other computer peripherals, etc.

Services

The services offered by IMCSS include:

- Assistance and support for computer hardware and software issues;
- Solutions for user requirements/problems;
- Creation and management of domain, Microsoft Exchange and PeopleSoft accounts for Health Science Center faculty, staff and students;
- Support of desktop and laptop standard software;

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- Warranty service for Apple and Dell computers;
 - Warranty self-maintainer for Lenovo computers;
 - Computer break-fix repair services;
 - Set-up and configuration of new computers;
 - Re-configuration of existing computers; and,
 - Management and monitoring of anti-virus software for desktops.
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