

**Office of Information Technology & Online Resources**  
**Charter**  
**Updated January 2023**

Mailman IT straddles two worlds and we have important relationships that span both:

- 1) As a graduate school and with grant funding second only to the Medical School, we are a critical part of Columbia University (CU).
- 2) Our location on the Columbia University Irving Medical Center (CUIMC) campus means that we are a significant influencer on the Medical Center Campus despite not being a clinical school.

The Mailman Office of IT is focused on providing faculty and staff at the School managed access to technologies that support and optimize the School's business processes across multiple technical disciplines--Desktop support, infrastructure advocacy, application licensing and development, data storage and security, classroom and event support, and high-performance computing access and education. The team also has responsibility for hardware procurement school-wide.

The Mailman School's student body is supported by CUIMC IT's Student Computing Group. Student support is accessed by dialing 5Help on campus, or by visiting the student section of the [CUIMC IT Website](#).

#### Approach

From an IT perspective, the School's position within the larger University IT framework provides both challenges and benefits. The School is dependent on the Medical Center's network infrastructure and enterprise licensing. Simply put, this means that the availability and quality of all network resources -- e-mail, Internet, teleconferencing, etc. -- are strictly governed by CUIMC IT. As a result, School projects that tie into these systems in any way, such as an initiative to improve wireless in our buildings or creating an email alias, require the buy-in and cooperation of CUIMC IT. Therefore, first and foremost, Mailman IT promotes open communication, collaboration and compliance with CUMC IT initiatives as cornerstones of a productive relationship. That said, Mailman School IT prioritizes solutions with minimal central dependence as a way to speed roll-out of important resources to our faculty and staff and keep support dependencies in-house so that we triage issues with the speed our faculty and staff require.

When practical, IT initiatives at the School are specifically designed to leverage the IT infrastructure and buying power of the Medical Center and downtown campuses. This practice gives Mailman faculty and staff access to best-in-class technologies at a greatly reduced cost, as well as access to an invaluable "collective knowledge base" of support.

Lastly, within the team, strong emphasis is placed on adopting practices and investing in technologies that promote and support efficient, streamlined operations through standardization, automation, and self-service options.

### Key Roles

Mailman IT provides value to faculty and staff by:

- Staying abreast of developments in technology and adopting new solutions as appropriate to support the strategic goals of the School and CUIMC
- Establishes School-specific IT strategy, and sets and enforces supporting policies and standards with the support of leadership at School and CUIMC
- Champions the School's IT interests at the CUIMC and University
- Leads School's compliance efforts related to federal government's HITECH data security regulations, FISMA, and others in the tech arena; collaborates in these efforts with CUIMC's CISO and Mailman's Director of Controls and Compliance
- Establishes and manages relationships with tech vendors and other external partners related to the work
- Provides hands-on user support services to faculty and staff in the areas of desktop computing, mobile computing, IT procurement, high-performance computing, Website, and Web app maintenance, data security, and classroom and event tech.
- Monitors the School's inventory of research systems in CUIMC's RSAM program and works with users to be registered and certified according to policy.
- Strives to eliminate low-value interactions with IT through wasteful processes, automates simple and repeatable questions and requests, and leverages high-value opportunities to improve Mailman's use of IT Services.

### Organization

The department is led by the School's Chief Technology Officer (CTO)/Associate Dean of IT, who is supported by a director/manager from each service area – Web, Desktop Support, Classroom/Event Tech, and High-Performance Computing. Several support staff, including a procurement administrator who handles central purchasing, round out the team.

### Governance

The Chief Technology Officer has a direct report to the School's Vice Dean for Administration & Finance (VDFA) and a dotted line report to CUIMC's Chief Information Officer. Typically, the CTO sets annual team goals reflecting the School's tech direction which are subject to the approval of the VDFA. Goal progress is typically reviewed in the third quarter when new goals are set for the following year.

The CTO provides School leadership with an operational update via PAC at the discretion of the dean, usually biannually.

## Committees

### *ITLC*

All IT organizations are members of CU's IT Leadership Committee. This committee is primarily focused on initiatives on the Morningside campus, but can influence University tech policy, which has a broader impact.

### *CUIMC TLC*

Currently, the CTO sits on CUIMC's Technology Leadership Council. The committee is under the CUIMC CIO's supervision and is staffed by five elected representatives from among the 22 certified IT group leaders on campus. Some key responsibilities include working with CUIMC administrative leadership to shape IT's strategic plan and investment, establish and enforce tech policy, identify and resolve chronic tech-related issues with other CITG's, and represent and advocate for the interests of the CITGs in general. Each representative serves a three-year term.

### *CUIMC's Privacy & Security Workgroup*

The CTO represents the Mailman School on CUIMC's Privacy & Security Workgroup. This group is a joint committee with both University and Hospital participants. The group reviews policies and procedures related to HIPAA, and shares associated challenges and solutions.