

## **Updated Charter for the Office of Information Technology & Online Resources**

### **July 2017**

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 online workflow and document imaging

#### **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. Simply put, this means that the availability and quality of all network resources -- e-mail, Internet, teleconferencing, etc. -- are strictly governed by CUMC IT. As a result, School projects that tie into these systems in any way, such as an initiative to improve wireless in our buildings, require the buy-in and cooperation of Medical Center IT. Therefore, first and foremost, Mailman IT promotes open communication as well as 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 as much as possible.

When practical, provided the School's key needs are met, 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.

#### **Office Roles & Responsibilities**

- Stays abreast of developments in technology and adopts new technologies as appropriate to support the strategic goals of the School
- Champions the School's IT interests at the Medical Center and University level
- Disseminates and enforces University IT and School IT policies and procedures
- Establishes School-specific IT strategy, sets supporting policies and standards with support of leadership
- Leads School's compliance efforts related to federal government's HITECH data security regulations; School's initiatives focused on reducing the risk of a data breach through education, advising, data management tools and services; Primary point of contact for CUMC IT's compliance-related projects; Collaborates closely with CUMC CISO in this role.
- Serve as School's subject matter experts in Web technologies; maintains Drupal CMS
- Negotiates and manages contracts/services/software licenses with external and internal technology vendors
- Evaluates and provides technology solutions to support faculty research collaboration, such as SharePoint, SpiderOak and Zoom
- Provides Mac, PC, and mobile device purchasing, configuration and troubleshooting support through the desktop support service
- Supports some technical aspects of the School's online applications/admission systems – SOPHAS, HAMPCAS, SLATE
- Develops and maintains the School's central online applications, such as the Events Calendar and Faculty Biography database.
- Provides and manages resources for secure data storage
- Monitors the performance of the School's network; Drives improvements/upgrades with CUMC IT
- Provide central desktop support services to all Offices, Centers and Departments of the School using a traditional tiered model of support – Levels 1-3, with call center support provided by

CUMC's 5Help system and ultimately, IT's own internal help desk. The adoption of the ITIL framework is the ultimate goal

#### Future State

- Provide research computing resources (server and application provisioning and support) and consulting/support related to data security policy and HIPAA regulation via a new *Systems Compliance Team*.