



VCU School of Medicine Technology Services Overview

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<http://www.medschool.vcu.edu/technology>



Agenda

- IT Services at VCU
- IT Services in School of Medicine
- IT Governance
- Instructional Development



IT Services at VCU

CORE SERVICES

- Network infrastructure
- Telecommunications
- E-mail
- Data Center Services
- Enterprise Admin Systems
- Data Warehouse & Reporting
- Remote Access
- Site Licenses
- Information Security Management

Education

Research

Patient Care

VCU

Technology Services

CIO: Mark Willis

Helpdesk: 828-2227

**Hospital Information
Systems**

CIO: Rich Pollack

Service Desk: 828-6447



IT Services in SOM

- Computer Support
- Information Security Management
- Educational Technology Services
- Web Services
- Application Development and Data Management
 - Systems development projects sponsored by Dean's Office



Computer Support

- Steven George, Manager
- Technical support for Windows and Macintosh computers
 - Support over 1,300 workstations in various departments including Dean's Office, 7 basic science and 9 clinical departments through annual SLA
- Microsoft Active Directory and Novell Network administration and support
- Purchasing recommendations



Computer Support

- Web: <http://supportcenter.vcu.edu/>
- Phone: Call VCU Helpdesk at 828-2227 and request SOMTech
- Email: somtech@vcu.edu
- Hours: Mon-Fri 8 AM – 5 PM



Information Security Management

- Dan Han, Information Security Manager
- Handles Security Incident Response
- Oversees compliance with VCU and VCUHS Information Security Standards
- Current Projects
 - Evaluate encryption solutions for mobile and removable devices
 - Development of security standards for SOM



Educational Technology Services

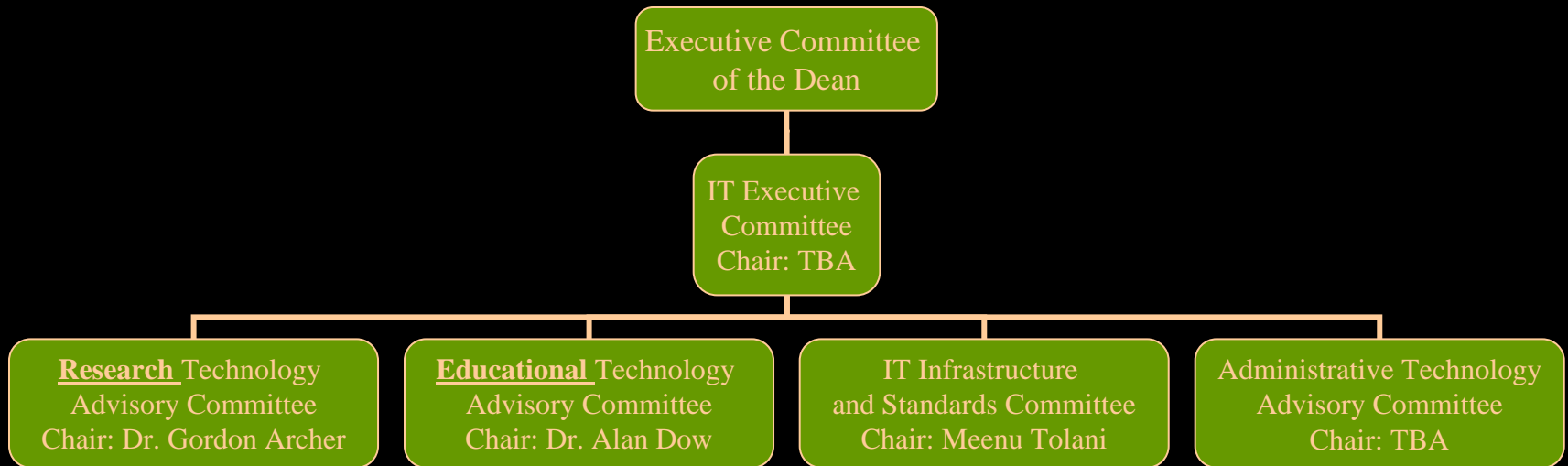
- JK Stringer, Director
- Classroom technologies
 - Lecture recording, podcasting with iTunesU
 - Audience Response System or Clickers – software installation, training, and troubleshooting
- Teleconferencing – video, audio, and Web



Web Services

- Susan Deihl, SOM Webmaster
- Design and maintenance of School of Medicine website
- Consultation services for departmental and research lab websites

IT Governance





SOMTS Contacts

Computer Support

somtech@vcu.edu

Educational Technologies

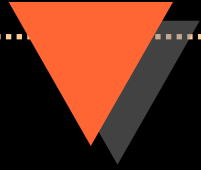
somedtech@vcu.edu

Web Services

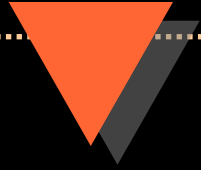
somweb@vcu.edu

All other

somits@vcu.edu



Questions about IT?



Instructional Development

Jeanne Schlesinger

Director of Instructional
Development



Instructional Design Example

Using technology
to enhance teaching
with questions
to enhance learning