



**Health Science Center**

Office of the Assistant Vice President for Academic  
Information Systems & Support

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**MEMORANDUM**

To: HSC Deans, Directors and Department Chairs  
FROM: Michael Conlon, Chief Information Officer  
RE: Plan for New IT Center

In an effort to improve services to our customers and to ensure the efficient use of resources, the VPHA's Office of Information Technology and DOCOM's Information Services are combining to form one information technology support organization called the IT Center.

The staff members of both support organizations have worked together to develop a design for the new organization that includes three teams: the Customer Support team to provide a single point of contact for all services including desktop support; the Information Management team to develop and maintain data-rich systems in support of enterprise applications; and the Systems Administration team to provide essential central services such as network operating systems support including e-mail, file sharing, security systems and data backup.

**The VPHA's Office of Information Technology and DOCOM's Information Services will continue to function and serve their current customer groups during this initial planning and work redesign phase. We will inform all customers, faculty, and staff when the IT Center is implemented, including services available and how to access support services.**

A preliminary IT Center website, <http://www.health.ufl.edu/itcenter>, contains information on the new organization and the redesign process.

We invite your comments and questions. Please send e-mail to [itctl@vpha.ufl.edu](mailto:itctl@vpha.ufl.edu). This list includes the CIO and IT Center Team Leaders Daniel Arrington, Avi Baumstein and Valerie Dailey.

/re

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