



UNIVERSITY OF  
FLORIDA

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**Health Science Center**

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

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January 5, 2000

Kenneth Berns, M.D., Ph.D.  
Interim Vice President for Health Affairs  
University of Florida Health Science Center

Dear Dr. Berns:

It is with great pride that I present the work done by the staff of Information Services, Dean's Office College of Medicine and the staff of the Office of Information Technology to design a new integrated information technology support organization. This design has resulted from the cooperation and participation of all the members of both organizations.

The new organization, "the IT Center," builds on the strengths of the existing organizations, and will present a single point of contact for its customers. The IT Center has three teams – a Customer Support team to provide the single point of contact for all services; an Information Management team to develop and support enterprise data systems; and a Systems Administration team to provide high-quality central services such as email, file sharing, security systems and data backup.

Attached you will find rosters of the teams with team leaders, a summary of the teams and their services, and minutes of the staff meetings which led to the development of the design. Please review the proposal and contact me with any questions, revisions, or comments. Following your approval we will begin implementation as described in the attached minutes.

Thank you for this opportunity to more effectively serve HSC students, faculty, and staff while improving our efficient use of information technology resources.

Sincerely,

Michael Conlon, Ph.D.  
CIO and Assistant VPHA  
Academic Information Systems & Support  
Health Science Center

Attachments