

IT Center Services

07/24/2000	Universal	Universal	Universal	Universal	Universal	Universal	Universal	Universal	Universal	Full-Service	Full-Service	Full-Service	Full-Service	Full-Service	Full-Service	Full-Service								
Customers	Liaison with other IT Efforts	On-line Forms Repository	Contract Support	Security Requests	Customer Training	Computer Sign-on Services	Web Hosting	Web Site Consulting	Operating System Support	Email	File and Print	Desktop Environment	Help Desk	Purchasing Support and Consulting Services	Desktop Support	Access to Mainframe Data	Reporting	Equipment Repl.	Special Purpose Apps	Applications Development	Oracle Support	Web Page Dev. and Maint.	Integrated Applications	
AISS BioMedical Media Services	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X		X	X				
AISS Distance Learning	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X		X	X				
AISS HealthNet	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X		X	X				
AISS IAIMS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
AISS Teaching Labs	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X		X		
COD College of Dentistry	X	X	X	X													X			X	X			
COHP College of Health Professions	X	X	X	X													X			X	X			
COM Center - McKnight Brain Institute	X	X	X	X																				
COM Center - UF Shands Cancer Center	X	X	X	X					X	X	X													
COM COM Computer Coordinators	X	X		X				X																
COM COM Faculty Council	X	X		X			X	X														X		
COM COM Nephrology Journal	X	X	X	X	X	X			X	X	X	X	X	X	X				X					
COM COM NIH AASK	X	X	X	X	X	X			X	X	X	X	X	X	X									
COM Contracts and Grants	X	X	X	X	X	X		X	X	X	X	X	X	X	X									
COM Dept. of Anatomy and Cell Biology	X	X	X	X			X	X	X	X	X						X					X		
COM Dept. of Anesthesiology	X	X	X	X													X							
COM Dept. of Biochemistry and Molecular Biology	X	X	X	X			X	X	X	X	X					X	X					X		
COM Dept. of Community Health and Family Med. (CHFM)	X	X	X	X			X	X								X	X							
COM Dept. of Emergency Medicine – Gainesville	X	X	X	X	X	X		X	X	X	X	X	X	X	X		X							
COM Dept. of Gen. Clinical Research Center (CRC)	X	X	X	X													X							
COM Dept. of Health Policy and Epidemiology	X	X	X	X													X							
COM Dept. of Medicine	X	X	X	X												X	X							
COM Dept. of Molecular Genetics and Microbiology	X	X	X	X				X	X	X	X						X							
COM Dept. of Neurology	X	X	X	X												X	X							
COM Dept. of Neuroscience	X	X	X	X													X							
COM Dept. of Neurosurgery	X	X	X	X													X							
COM Dept. of Obstetrics and Gynecology	X	X	X	X													X							
COM Dept. of Ophthalmology	X	X	X	X													X							
COM Dept. of Orthopaedics & Rehabilitation	X	X	X	X													X							
COM Dept. of Otolaryngology	X	X	X	X													X							
COM Dept. of Pathology, Immunology & Laboratory Med.	X	X	X	X			X										X							
COM Dept. of Pediatrics	X	X	X	X													X							
COM Dept. of Pharmacology	X	X	X	X			X		X	X	X							X						
COM Dept. of Physiology	X	X	X	X			X		X	X	X							X						
COM Dept. of Psychiatry	X	X	X	X			X		X	X	X	X					X							
COM Dept. of Radiation Oncology	X	X	X	X													X							
COM Dept. of Radiology	X	X	X	X													X							
COM Dept. of Surgery	X	X	X	X													X							
COM Program - Physician Assistant Program	X	X	X	X																				
CON College of Nursing	X	X	X	X	X	X	X		X	X	X	X	X	X	X		X		X	X	X			
COP College of Pharmacy	X	X	X	X													X			X	X			
COVM College of VetMed	X	X	X	X													X							
DOCOM Administration (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
DOCOM Anatomical Board (OME)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X									
DOCOM Area Health Education Centers (AHEC)	X	X	X	X			X	X																
DOCOM Center for Clinical Trials Research (CCTR)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X									
DOCOM Clinical Affairs and Affiliations (Dr. Modell)	X	X	X	X	X			X	X	X	X	X	X	X	X									
DOCOM Travel Office	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X						
DOCOM Continuing Medical Education (CME)	X	X	X	X	X			X	X	X	X	X	X	X	X									
DOCOM Dean's Office, College of Medicine	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X				X		
DOCOM Financial Services (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X				
DOCOM Fringe Benefits (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
DOCOM General Counsel's Office (DOCOM)	X	X	X	X	X	X			X	X	X	X	X	X	X			X						
DOCOM Grad Student Lab (DOCOM)	X	X	X	X	X	X			X	X	X	X	X	X	X			X						
DOCOM Harrell Prof. Dev. And Assessment Center	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X									
DOCOM Interdisciplinary Pgm in Biomedical Sci. (IDP)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X	X					
DOCOM Keeping Families Healthy (AHEC)	X	X	X	X	X	X		X	X	X	X	X	X	X	X									
DOCOM Medical Informatics (DOCOM)	X	X	X	X	X	X		X		X	X	X	X	X										
DOCOM Minority Affairs (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X						
DOCOM Office of Compliance (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X						

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DOCOM Office of Educational Affairs (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X							
DOCOM Office of Financial Aid (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X							
DOCOM Office of Medical Education (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		X			X		
DOCOM Personnel Services (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		X			X		
DOCOM Research Affairs (DOCOM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X		X		
DOCOM UF Cares (DOCOM)	X	X	X											X	X										
HSC HSC Building Services (PPD)	X	X	X	X	X	X			X	X	X*	X	X			X	X			X					
HSC HSC Library Borland	X	X	X	X	X	X					X**														
HSC HSC Personnel	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X	X				X			
HSC HSC Physical Plant (PPD)	X	X	X	X	X	X			X	X	X	X	X			X	X		X						
HSC HSC Purchasing	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X	X							
HSC HSC Resource Management (PPD)	X	X	X		X	X			X	X	X	X	X						X						
HSC HSC Stores	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X								
HSC Student Health Services	X	X	X	X			X																		
HSC Drug Information Center (VDIS)	X	X	X	X	X	X			X		X	X	X	X	X				X						
HSC Women's Health	X	X	X	X	X	X			X	X	X	X	X	X	X			X							
VPHA Animal Resources	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X		X						
VPHA Bio Engineering	X	X	X		X	X			X	X	X	X				X	X								
VPHA BioStat	X	X	X	X												X	X								
VPHA Business Services	X	X	X	X	X	X			X	X	X	X		X		X	X								
VPHA Child Health Policy	X	X	X	X		X																			
VPHA Development Office	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X		X			X			
VPHA Facilities Design	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X		X		X	X	X		
VPHA Governmental Relations	X	X	X	X	X	X			X	X	X	X	X	X	X			X							
VPHA Institute for Science and Health Policy	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X				X			
VPHA Office of Public Information	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X						
VPHA Planning	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X								
VPHA Shands Health Care Security (UPD)	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X								
VPHA VP Human Resources	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X			X	X	X			
VPHA VP's Office	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X					X			
VPHA Student Financial Aid/Advisement	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X			X	X				
Count =	91	91	89	87	54	53	37	32	59	58	58	55	50	49	48	41	56	28	16	16	10	10	4		
<b>Definitions of Services</b>																									
Desktop Environment = Delivery of standardized desktop applications																									
Desktop Support = Hands-on PC system installation, maintenance and support																									
Email = Product delivery and comprehensive support																									
Web Hosting = Platform and services for customer's content																									
Computer Sign-on Services = Account creation for local and UF systems																									
Help Desk																									
Remote Access = E-mail made accessible to customers off-campus. Incl. consultation, some acquisition and support for Laptops and PDA's																									
Customer Training																									
Web Site Consulting = Web site design advice																									
Web Page Development and Maintenance = Development of content pages and/or sites for customers																									
On-Line Forms Repository = Business forms for all purposes																									
Security Requests = Administrative help in obtaining security authorizations																									
Special Purpose Applications = Support for commercial software acquired by or for customers																									
Integrated Applications = Support for applications linking enterprise and local primary data sources																									
Access to Mainframe Data = Mainframe systems are used for enterprise applications																									
Reporting = Retrieval of mainframe-based data in a report or file format																									
Applications Development = Creation and maintenance of software																									
Equipment Replacement = IT Center budget funded to buy equipment for some customer units																									
Oracle Support = Production quality database with enterprise-level capacity																									
Operating System Support = desktop, Netware, NDS, NT server and Sun Solaris, DHCP and DNS.																									
Purchasing Support and Consulting Services = units supported by IT Center who buy their own equipment and others																									
Contract Support = HealthNet, BURC, Novell, others																									
Liaison with Other IT efforts = work among HSC, campus and professional communities																									
File/Print = Includes File/Print, Backup and Security services																									