

# Knowledge Management and Information Technology (KMIT) Health Sciences Center Information Technology Standards for Users

*Updated and Approved by the KMIT Operations Council September 9, 2013*

## 1.0 Introduction

Information Technology (IT) standards for the Health Sciences Center (HSC) have been developed to ensure the highest level of technical support and provide a more reliable, integrated Knowledge Management and Information Technology (KMIT) environment. The standards have been written in view of HSC policies for IT security and records management; UNM policies and standards; industry best practices; local, state and federal regulations and peer institution benchmarks for IT services and support.

This document, initially authorized and approved in 1998, will be reviewed and revised periodically, as needed, so that the standards remain relevant and useful.

These standards are developed, reviewed, and approved by the HSC KMIT advisory groups (i.e. KMIT Operations Council, KMIT Advisory Council, IS Directors). Standards are created and updated based on feedback to the HSC help desks; industry best practices and trends identified by HSC IT staff; and technology surveys.

### 1.1 References

- UNM Account Password Standard (<http://cio.unm.edu/standards/>)
- UNM Wireless Standard (<http://cio.unm.edu/standards/>)
- HSC Information Security and HIPAA Security policies, standards and procedures ([https://hospitals.health.unm.edu/intranet7/apps/doc\\_management/index.cfm?project\\_id=1](https://hospitals.health.unm.edu/intranet7/apps/doc_management/index.cfm?project_id=1))
- UNM IT Policy for Granting NetID's (<http://it.unm.edu/accounts/granting.html>)

## 2.0 Authority

### 2.1 UNM Standards for IT

In general, the HSC will meet or exceed minimum Information Technology Standards defined by UNM Information Technologies (IT UNM). The HSC has the authority to invoke policies and standards that exceed policies set forth in the UNM University Administrative Policies, as stated in sub-section 3.1 of the UNM Regents Policy Manual Section 3.5: UNM Health Sciences Center Board of Directors.

### 2.2 HSC Definition of Knowledge Management and Information Technology and Guiding Principles

**Knowledge management** creates a user-centered environment that ensures easy access to and ethical use of appropriate information resources. Effective policy and training, as well as a ubiquitous, unobtrusive information technology infrastructure are essential to a knowledge management program providing stewardship for the collection, storage, organization, retrieval, archiving, and access to data and information.

**Information technology** supports knowledge management and includes a variety of devices and the connectivity that links them, in order to enable all forms of communication.

The **Guiding Principles** for fostering the creation of a knowledge management environment to maximize the power of information technologies include the following:

- Data gathering takes place once, accurately, and at the original source. It will be integrated and anticipate future needs.
- Information is available in a timely, useful and intuitive way to those with the need to know.

- The knowledge management environment enriches knowledge-based interactions and decisions, and eliminates all process steps that do not add value.

## 3.0 Support Standards

### 3.1 Service Desk Support

Detailed contact information and descriptions of technical support services for the HSLIC, UNM Hospitals (UNMH) IT, UNM Medical Group (UNMMG) IT, and Sandoval Regional Medical Center (SRMC) IT service desks can be found on the following pages:

<https://hsc.unm.edu/about/cio/user-support/index.html>  
<https://hospitals.health.unm.edu/intranet/IT/>

HSLIC's service catalog can be found at <http://hslic.unm.edu/services/index.html>.

In general, user support services available through IT UNM are also available to HSC campus users. For example, software that is licensed for distribution to UNM faculty, staff and students can be accessed at: <http://it.unm.edu/software>. For a list of IT UNM's consulting services, review their service catalog: <http://it.unm.edu/servicecatalog>. However, in most cases, HSC users should first contact the HSLIC, UNMH, UNMMG or SRMC service desks in order to be directed to or report problems with UNM IT systems. There are some HSC departments that also have local IT service providers on site. Users in these departments should consult with their local IT service provider.

### 3.2 Notification of Changes in Levels of System Support

HSC Departments can expect at least 2 months-notice of any major changes in system standards or support, i.e., changes in support for operating systems or productivity applications that will require hardware/software upgrades. Prior to publication, all proposed changes will be discussed within KMIT, IS Directors and HSC Departmental Contacts groups to assure appropriate opportunity for feedback from faculty and technical staff.

## 4.0 Network Management Standards

### 4.1 Infrastructure and Centralized Services

#### Core Network Services

IT UNM provides UNM with commodity and specialized Internet access. Additionally, IT UNM maintains the core network infrastructure that links the HSC network to other UNM and Internet resources.

The HSC Network Management Team supports all HSC campus network equipment in keeping with IT UNM standards. The HSC Network Management Team maintains all network equipment, including the core network as well as distribution and access layers. They also oversee the distribution of IP addresses within the health.unm.edu domain.

#### Wireless

The HSC currently provides 802.11a/g/n wireless access to the UNM network and the Internet in most of its buildings. Some classrooms have been outfitted with high density wireless coverage to support computerized testing to limit the possibility of network interruption.

The HSC follows the UNM Wireless Standard (<http://cio.unm.edu/standards/>), which requires encryption and authentication. Guest wireless access is available at the Health Sciences Center campus as well as University Hospital. SRMC has its own guest wireless access.

The HSC has a secure wireless network for employees, which allows full encrypted wireless access to UNMH and HSC resources while on campus. UNMH and SRMC also offer a Secure Access Gateway or Virtual Private Network for off-campus access to resources. See section 9.0 for more information about remote access including virtual private network access.

#### **Building Cabling and Telecommunications (pager, voice mail, telephone)**

UNM IT supports telephone/PBX communication services at the HSC. UNMH IT (the Network Management Team) serves as the initial point of contact for all HSC telecommunications work requests. Voice over IP (VoIP) phones can be installed in most areas in the HSC; however, careful coordination is needed between both UNM IT and UNMH IT in deploying VoIP. SRMC has its own voice system, managed by its IT department.

The current UNM copper cabling standard is category 6 for all new construction of UNM-owned buildings, which is capable of supporting 1Gigabit/s ethernet and standard Power Over Ethernet (PoE), however high performance or hard to access areas might consider cabling with category 6A cabling capable of supporting 10 gigabit/s ethernet and new high power PoE standards.

The base standard for all new wired network installs in HSC is 10/100/1000 megabit/s ethernet and PoE. Higher performance networking can be installed where needed. New Wireless installs support 802.11a/g/n. Areas that have not had recent refresh may be at lower standards.

UNMH varies from the UNM cabling standard for UNMH owned and leased buildings based on the specific needs of the site. For sites that have low performance needs, are not high availability sites, and are easy to make changes, UNMH uses Category 5e cabling. For high availability or high performance spaces UNMH typically uses Category 6A cabling. Other cabling variations are employed for systems supporting patient monitoring and direct patient care.

SRMC supports all telephony/switchboard operator communications at the SRMC locations, including pagers, voice mail, Voice over IP (VoIP) telephones, cellular phones, VoIP Spectralink Phones and video conferencing. The SRMC IT Service Desk is the central point of contact.

The current SRMC copper cabling standard is category 6 for all new construction which is capable of supporting 1Gigabit/s ethernet and standard Power Over Ethernet (PoE), however high performance or hard to access areas might consider cabling with category 6A cabling capable of supporting 10 gigabit/s ethernet and new high power PoE standards.

The base standard for all new wired network installs in SRMC is 1000 megabit/s ethernet and PoE with a 10 gigabit fiber backbone. All Wireless installs supports protocols 802.11b/g/n and 802.11a/n.

## **4.2 Network ID**

At UNM the term NetID is used to describe a username/password combination required for authentication to UNM managed secured systems and services. All UNM employees are provided with a UNM NetID. UNM NetID's are used to access:

- UNM email
- UNM ERP applications (Banner, LoboMart)
- UNM's eLibrary
- Blackboard Learning System (WebCT)
- UNM Parking Services
- UNM portal/web applications

The IT UNM's Support Center provides support for services accessed using the UNM NetID, and more information about UNM NetID's can be found at <http://it.unm.edu/accts>.

In addition to the UNM NetID, all HSC employees receive a separate HSC NetID. HSC NetID's are used to access:

- HSC network file sharing services
- HSC Email
- Desktop PCs (employees only)

- UNMH, UNMMG, SRMC ERP application (Lawson)
- Some clinical applications
- HSC specific web applications
- Remote access to HSC restricted library services

More information about HSC NetID accounts can be found at:

<https://hsc.unm.edu/about/cio/user-support/support/accounts.html>. The HSLIC Account Management Procedure, which pertains to UNM employees at the HSC, excluding health system employees, can be found at <https://hsc.unm.edu/about/cio/user-support/it-policies-and-standards.html>.

### 4.3 Server and Systems Management

In the interest of planned growth, business continuity and efficient use of UNM resources within the HSC campus environment, HSC departments should consult with HSLIC staff prior to all application/file server purchases. HSLIC's fee-based hosting services are strongly encouraged for application/file server services on the HSC campus. Moreover, the HSC Network Management Team will not provide network connectivity to systems that have not received prior authorization to provide server based services. Systems currently in place are subject to periodic assessment to ensure they are in compliance with industry best practices along with state and federal regulations (e.g., HIPAA). Systems shown to represent a security risk to the institution by not complying with current support standards are subject to remediation by their assigned data owner.

All server purchases at UNMH, UNMMG and SRMC must be made through their respective IT departments. This includes any servers needed to support vendor applications.

All SRMC server purchases must be made through the Director of Information Technology. This includes any servers needed to support vendor applications at SRMC, including software and must adhere to SRMC's change management process.

## 5.0 Security Standards

### 5.1 Security/Passwords

The HSC adopted the UNM Account Password Standard (<http://cio.unm.edu/standards/>) in 2007, which mandates the control of network identifications and passwords. The purpose of this standard is to enforce password changes at least every 180 days in order to have a greater degree of account security. Highly authorized accounts require more frequent password changes. With this enhanced security, the HSC conforms to industry best practices, including HIPAA mandated policies and procedures, and increases its ability to safeguard protected health, employee, research, financial, and student information.

### 5.2 Virus Scanning and Data Backup

All UNM or UNMH desktops and servers connected to campus networks must have current virus scanning installed and actively scanning the appropriate file systems. McAfee VirusScan is the current, centrally managed and site-licensed virus protection software available at no cost for all HSC computers running the Windows operating system. HSC is currently working on making the centrally managed virus scanning available for Apple. However, for now it is strongly recommended that HSC computers running the Apple operating system have Norton AntiVirus software available at <http://it.unm.edu/software>.

IT UNM also offers Symantec Endpoint Protection for free to all UNM faculty, staff and students, including UNMH employees, for home use. The application is available for downloading at <http://it.unm.edu/security/antivirus.html>. All HSC users are strongly encouraged to use this or another virus scanning product on their personal computers, especially if they access HSC networked services with these devices.

All connections on the network are continuously monitored for malicious activity that is the result of a virus infection or system compromise. Given the criticality of the HSC network, the network connection/port of an

infected/compromised machine will be disabled until the issue is addressed and approved for reactivation by one of the HSC Service Desks.

All centralized systems supported by UNMH IT, SRMC-IT, and HSLIC are backed up in accordance with best practices and HIPAA legislation. Individual users in cooperation with systems administrators should develop a regular system and data backup procedure for workstations and departmental servers. Everyone should recognize that they are responsible for data stored on local system drives. Those who maintain mission critical servers and services should use current enterprise class business continuity procedures including: off-site storage, automated media rotation and redundancy. All backup and business continuity procedures should be reviewed annually in keeping with HSC IT Security policies, standards and procedures.

### **5.3 Employee Data Backup**

The HSC provides network storage for employees, H: drive for UNMH and SRMC users, and H: and O: drives for all other HSC users. Network storage is easily accessible, privileged and shared. It is also regularly backed up. Network storage includes shared file space for individual departments / units and "Home" directories for individual users. Employees are encouraged to store work product in the appropriate location.

UNM's Acceptable Computer Use Policy (University Business Policies and Procedures Manual, policy 2500) allows for the incidental personal use of personal files. In order to control costs incidental use is limited to storage on local drives. Certain file type kept on shared network storage will be subject to additional restriction and quotas; (temporary files, ~\*.tmp; binary executables, \*.exe, \*.dll, etc.)

Backups by central IT units are limited to official shared network storage; local files are not backed up by central IT units, check with local departmental support for more info. Files can only be restored for file saved on official shared network storage. Some HSC servers run a shadow copy service, which allows users to restore a previous version of a file and/or folder from the shared network storage in the event of accidental deletion. Information about the use of this service can be found at <https://hsc.unm.edu/about/cio/user-support/support/file-restore.html>. Files stored on network drives for at least 48 hours can be restored for up to 2 weeks. Files existing on network storage for longer than 30 days can be restored for up to a one year. The version of the file restored is based on the time it was backed up and after 2 weeks only one version per month is available. Restoration of file older than one year is rarely feasible due to resources and technology limits. Special arrangements should be made for long term archiving or other file storage needs requiring additional resources for backup, large storage quotas, high performance access, etc. Please contact the help desk to make arrangements.

## **6.0 Electronic Communication Standards**

### **6.1 Email and Calendaring**

The HSC has an official email and calendaring system for all UNM HSC official business. HSC workforce members, including students and volunteers, are assigned an official UNM HSC email address (e.g., @salud.unm.edu, @unmmg.org, @srmc.unm.edu, etc.). All HSC information technology staff support GroupWise as the official email and electronic calendaring application (along with other GroupWise features). There is no charge to units for installation of the GroupWise client on the desktop.

All HSC faculty, staff, and students may also have an unum.edu e-mail account. HSC email users may forward their email from @unm.edu to their HSC email address.

The HSC utilizes the UNM-wide spam filtering application, Sophos' PureMessage, which is managed by IT UNM. More information about spam filtering at UNM can be found at <http://it.unm.edu/email/spam.html>.

GroupWise allows messages to be saved to a static location for later retrieval. On the HSC campus all GroupWise items for HSC faculty, staff and affiliates are stored on the server initially but are deleted around 180

days after the message is sent, depending on network storage capacity. The static location archive provides a place to permanently store items on your hard drive so that they are recoverable. All student GroupWise email accounts store email indefinitely with a total mailbox quota of 2GB. At the current time, UNMH stores all GroupWise items indefinitely.

## 6.2 Video and Internet Conferencing

The HSC and UNM offer HSC faculty and staff a variety of video and web conferencing services. Software-based webconferencing (Meeting.UNM) including audio, video, and data conferencing are available for HSC research, clinical and administrative use through a collaborative effort of HSLIC and UNM Information Technology (UNM IT). HSLIC provides audio and camera solutions guidance that support desktop and room-based video and webconferencing. Blackboard Learning System (Learn 9 and WebCT Vista Enterprise) and integrated webconferencing (Eluminate) is provided by UNM Extended University in support of Blackboard Enterprise supported classes for HSC faculty and students.

The Center for Telehealth provides and supports secure multipoint H.323 videoconferencing services and H.323 compatible Vidyo desktop videoconferencing. H.323 room systems are available by reservation throughout the HSC including the Domenici Center for Health Sciences Education's 2112 classroom. Proposals for new video conferencing rooms and integrating audio and video capabilities in existing rooms must be coordinated with UNMH, HSLIC, SRMC or Telehealth program staff.

HSLIC continues to investigate computer-based video conferencing solutions to provide wider availability of these services to the HSC, particularly for sensitive or protected conferencing. In addition, many internet based media conferencing services (e.g. instant messaging services with video and audio) can be used by HSC faculty, students and staff. While, the use of these services is not limited by HSC policy, HSC faculty, staff, and students should not use these services for communicating or collaborating sensitive or protected information. The HSC does not provide support for any non-HSC provided internet based audio, video, or data conferencing service.

SRMC has Telehealth equipment operational consisting of two wireless carts on wheels with Vidyo software located in the emergency department. These two units are used for PES consults. There is one additional Telehealth cart located in the emergency department; manufacturer is GlobalMed consisting of a PTZ video conferencing camera and an examination camera. This system runs with Vidyo software and operationally can be controlled by the remote physician. Support for the software/hardware resident at the SRMC facility is supported by the SRMC IT Department.

## 6.3 Instant Messaging

Currently, the HSLIC, UNMH and SRMC service desks provide limited support for Windows Messenger and GroupWise Instant Messaging. Any department wishing to use this technology should work with their respective IT support group to facilitate this.

## 6.4 Web Support

HSLIC IT staff support the following World Wide Web browsers and application development environments:

- Browsers: Internet Explorer 8.0+ is the HSC standard browser and receives full support from both service desks. (KMIT recognizes the value of having a second browser such as Firefox installed on the same PC, but non- IE browsers will not receive the same level of centralized support).
- Web authoring: Hannon Hill Cascade Server, Expression Web, and SharePoint Designer and Adobe DreamWeaver
- Application Development: Adobe Cold Fusion, Ruby on Rails
- Database development: Microsoft's SQL Server or Oracle (in conjunction with applications written in Macromedia Cold Fusion). Microsoft Access databases are not supported for online applications.
- Online Education: Blackboard Learning System (UNMLearn), Learning Central, Moodle

## 6.5 Audio/Video Streaming Media Support

HSLIC supports capture and streaming of rich media presentations (via SonicFoundry MediaSite) in most large and medium sized classrooms at the HSC. In addition, HSLIC also provides limited portable lecture capture services by arrangement. Most HSC presentation capture and streaming requirements that were previously provided by HSLIC Windows Media Services have been or are now being transitioned to MediaSite. Windows Media Server audio and video continues to be maintained by HSLIC for legacy content audio and video streaming services.

Because of server performance and maintenance considerations, direct web based audio and video located on HSC servers other than SonicFoundry MediaSite or the legacy HSC Windows Media Server either for streaming or progressive download in any format is not allowed. All audio and video streaming requests will be structured according to HSC web-presentation guidelines.

The restriction to SonicFoundry MediaSite or Windows Media applies only to the serving of audio and video content from HSC servers to users over the internet. The restriction does not apply to audio and video content created for distribution by other media. It also does not apply to the ability of HSC client computers to access content in any of the major streaming media formats. HSC client desktop systems are preconfigured with the software to play Windows Media, QuickTime, and Real Media formatted material.

## 6.6 Room/Resource Scheduling and Digital Signage

HSLIC offers electronic room and resource scheduling using Event Management Systems (EMS), hosted by the UNM Student Union. EMS includes a web-based calendar, where anyone may view the schedules for rooms and resources in the schedule (<http://ems.unm.edu>). Virtual access for direct scheduling is also available on a limited basis. HSC departments should contact [HSLICReservations@salud.unm.edu](mailto:HSLICReservations@salud.unm.edu) for more information about scheduling their rooms and resources in EMS.

HSLIC also offers limited support for digital signage that conforms with HSC Communications and Marketing's approved standards for digital signs and includes a data feed from EMS. Contact the HSLIC Service Point for more information.

## 7.0 Hardware Standards

### 7.1 Workstations

HSC Administration requires departments to use the UNM HSC standard vendor and configuration of desktop and laptop computers provided under UNM's contract with Dell. HSLIC also provides standardized configurations for Apple. All HSC devices must be configured to the HSC standard configurations. All equipment purchases is subject to State purchasing regulations and the procedures of each entity in complying with those regulations. The minimum standard for Windows-based hardware support can be found at <https://hsc.unm.edu/about/cio/user-support/support/standards-based-computing.html>

#### **Purchasing – UNMH**

All UNMH departments must secure IT equipment (including PC's, laptops, tablets, PDA's, printers and scanners) through the UNMH IT department. The normal process is to make an IT Equipment request through the on-line budget tool during the budget cycle. Special requests, not made during the budget cycle, can be made through the equipment contingency fund during the fiscal year. All contingency requests are made to the Director of PC Systems and Support.

#### **Purchasing – SRMC**

All SRMC departments must secure IT hardware and software requests through the SRMC IT Department. The normal process is to complete an IT Request (hardware or software) through the IT Service Desk. All requests will be reviewed and approved by the Information Technology Director and

processed accordingly. Exceptions outside of standard equipment will be reviewed and approved based on the business purpose. Non-approved IT equipment will not be implemented or supported.

### **Purchasing – HSC (non-UNMH)**

HSC departments using UNM funds to purchase computer equipment should either purchase UNM-standard equipment on LoboMart or consult the HSLIC Service Point or select equipment from supported vendors' websites, including Apple. Departments wishing to purchase non-standard equipment may contact the HSLIC Service Point for the exceptions process. Quotes for standard HSC desktops and laptops can be found at <https://hsc.unm.edu/about/cio/user-support/support/workstation-printer-purchases.html>.

The HSLIC Service Point will attempt to assist departments to plan for upgrading workstations that are below the minimum specifications. If you need consultation regarding upgrade options, please contact the HSLIC Service Point.

In addition, each HSC unit is encouraged to maintain currency of workstations through a planned replacement/upgrade every 5 years, with some portion of workstations replaced annually. Some workstations may need to be upgraded more frequently based on special needs.

## **7.2 Mobile Computing**

The HSC encourages the use of mobile technologies wherever feasible. It is important to note that certain mobile technologies may or may not fit each individual's needs, therefore a variety of devices are supported. In keeping with the HIPAA Security Regulations, any data to be transferred to or from these devices to critical systems, "data-in-motion," must be done with proper authentication and encryption. Any data kept exclusively on device, "data-at-rest," is the responsibility of the custodian of the device.

### **Laptops & Tablet PC's**

Current support standards for laptops can be found at: <https://hsc.unm.edu/about/cio/user-support/support/standards-based-computing.html>

Employees are encouraged to use laptops as their primary UNM work computer, taking best security practices for laptops into consideration.

### **Mobile Applications and Media Tablets**

HSLIC and UNMH IT provide limited support, primarily related to accessing campus email and calendaring, for smartphones via Novell Data Synchronizer GroupWise Connector. GroupWise Connector supports most mobile devices that use the iOS or Android operating systems.

Given the wide variety of smartphone operating systems and versions, HSLIC and UNMH IT cannot guarantee their technicians will be able to configure the Novell GroupWise Connector on all devices. SRMC IT has standardized on two models and approval for device or connection must be given by the SRMC IT Director by request through the SRMC IT Service Desk. Apple devices using it iOS operating system can be automatically configured to synchronize with GroupWise by accessing [m.health.unm.edu](http://m.health.unm.edu) and selecting Library Services to find the setup application.

Additionally, HSLIC provides Apple iPads for 4-hour check out to students, faculty and staff from its Service Point. These iPads come installed with a number of productivity applications and are reimaged after each use for privacy.

## **7.3 Emerging Technologies**

The HSC provides limited support for a variety of emerging technologies. Contact the HSLIC Service Point for more information.



## 8.0 End User Application Standards

### 8.1 Operating Systems

The HSLIC Service Point, UNMH Help Desk and SRMC Service Desk support the most current approved version of the Microsoft operating system. The HSLIC Service Point also provides support for the most current approved version of the Apple operating system.

### 8.2 Desktop Productivity Software

All HSC information technology staff will provide basic troubleshooting support for Microsoft Office for PC and Apple. The HSC participates in the Microsoft Enrollment for Education Services (ESS) program and offers the current approved version of Office to HSC employees. Home Use Program (HUP) rights are included in the program, which allows HSC faculty and staff to use a second copy of the software on a home or personal. This program does not apply to UNMH employees or residents. Students may obtain software under UNM's ESS online at <http://it.unm.edu/software/>.

The HSLIC and UNMH service desks also encourage the use of utilities (e.g. CD burning software, disk defragmenters, etc.) that are integrated into the Windows and Apple operating systems wherever possible. Both service desks provide limited support for these applications. A detailed list of other ITS volume licensed and supported software can be found at <http://its.unm.edu/software/>.

### 8.3 Knowledge Management Applications

The following applications are supported throughout the HSC:

- Bibliographic Citation Management: RefWorks (HSLIC Service Point)
- Institutional Virtual Repository: LoboVault (DSpace) (HSLIC Service Point)
- Document Management and Collaboration: Microsoft Office SharePoint Server (HSLIC and UNMH service desks)
- Learning Management Systems: Blackboard Learning System (UNMLearn)[curricular] (HSLIC Service Point), Learning Central [training] (HSLIC Service Point, UNMH Help Desk), Moodle [external users] (HSLIC Service Point)

HSLIC provides assistance with these applications to all HSC faculty, staff, and students. See <http://hslc.unm.edu/services/service-catalog/consultations-training.html>.

### 8.4 Classroom and Conference Room Technology

HSLIC has developed standards for classroom and conference room technology. Classroom AV standards are in keeping with main campus standards, but are not identical. HSLIC offers consultation on classroom and conference room AV to HSC departments. Contact the HSLIC Service Point for more information.

Most classrooms at the HSC are technology enabled. These classrooms have a basic configuration for audio and visual equipment that include a Windows-based PC, sound reinforcement, projector and projection screen. The configuration also includes a separate hook-up for laptops that might be brought into the classroom. The audio and visual equipment is controlled by a wall mounted or lectern mounted controller. Some classrooms contain additional equipment like the UNM-standard student response system (iClicker), UNM's most commonly used lecture capture system (Mediasite), or a document camera. Please contact the HSLIC Service Point for any classroom technology questions.

## 9.0 Remote Access

The UNM electronic resources can be accessed remotely by any Internet service provider. The HSC services that can be accessed remotely include:

### **GroupWise Access**

GroupWise Web Access is considered to be a supplement to the standard client and not a replacement for it. GroupWise web access can be found at <http://hsc.unm.edu/mail>.

The GroupWise client is also available for users with high-speed connections. It may be accessed from a link on the Technology Support web site (<https://hsc.unm.edu/about/cio/user-support/support/software-downloads.html>)

By downloading the full version of GroupWise, users may take advantage of the software's full functionality remotely.

### **Proxy Server for Online Resources**

University Libraries and HSLIC provide remote access to online resources through the use of a proxy server as licensing permits. This system allows off-campus users with access to servers and services at HSLIC that otherwise could not be accessed outside of the UNM computing environment. Departments who purchase new online resources should contact HSLIC about site-wide licensing and inclusion of these products on the proxy server.

### **Virtual Private Network Access**

UNMH operates secure Virtual Private Network (VPN) services for resources that require secure off-site access when necessary for critical work of the HSC. Web based VPN access can be found at <https://hsc.unm.edu/about/cio/user-support/support/software-downloads.html> and authentication using the HSC NetID and password will be required. Contact the HSLIC or UNMH Help Desk for more information. SRMC users or vendors will contact the SRMC IT Service Desk for VPN request and will be authorized by the SRMC IT Director, before submittal of VPN request is provided.

### **Medical Record Remote Access**

UNMH through its Help Desk offers the ability to remotely access the Cerner Millennium products on or off campus through a secure Netscaler client connection. This access is available for HSC providers at <https://citrixweb.health.unm.edu>.