

From the desk of the Vice President

November
2003

***The Next Generation Collaboration:
Telephone-Telehealth-TeleInternet***

As you know, information technology is an important tool in enabling us to fulfill our four mission areas. In order to meet the needs of all New Mexicans, we are continually improving our IT capabilities to help us advance education, patient care, research, and partnerships.

Many of our most successful partnerships are heavily dependent upon our IT platform. I am particularly impressed with the many collaborative opportunities that our faculty and staff have initiated and developed. Such collaborations include—

- HCV NET, led by Dr. Sanjeev Arora, is a partnership with the New Mexico Departments of Health and Corrections, Santa Fe Indian Hospital and community-based physicians.
- Project TOUCH, led by Dr. Dale Alverson, is a partnership with the University of Hawaii.
- The NIEHS Center, led by Dr. Scott Burchiel, is a partnership with Lovelace Respiratory Research Institute.

These partnerships are vital to our success and to fulfilling our mission, and they rely heavily on effective communication and advanced technology.

One of our greatest challenges is ensuring that all of us—including our many partners on and off-campus—have access to the same technological tools and resources. This is critical in creating efficient and effective statewide programs in education, research and health care.

Historically, we have developed our knowledge management systems based on the needs of the individual department or organization. Although our existing systems are very effective within that entity, they may not work well with other UNM systems or non-UNM systems. This can create obstacles to developing strong, statewide programs.

As technology evolves, so does our IT platform. Thirty years ago, our primary knowledge management tool was the telephone. Twenty years ago, we began using telehealth technology. Now, we are entering the era of the Tele-Internet, which supports the earlier technology, but increases our ability to reach all New Mexicans.

We are spearheading the Next Generation Collaboration for Knowledge Networks. Dr. Holly Buchanan, professor and director of the HSC's Library and Informatics Center (HSLIC), will lead this effort. She will work with CIRT, Extended University, Telecommunications, SOM Center for Telehealth, UNM Hospitals and the HSLIC to integrate HSC technologies in support of these statewide initiatives.

The Next Generation Collaboration will help us improve the integration of our knowledge management systems so they continue to achieve exactly what they were designed to—only more effectively. It will also help us continue to build strong partnerships and explore new opportunities for collaboration.

The Next Generation Collaboration will create a link between UNM and our partners across the state. We hope colleges and universities, state and local agencies and others will use the same technology tools and resources, which will facilitate partnerships and benefit all of us.



R. Philip Eaton, MD
Vice President for Health Sciences

HSLIC: NEXT GENERATION COLLABORATION FOR KNOWLEDGE NETWORKS

Draft: December 2003

HSC Planning assumptions take into consideration:

- a) On-Campus Partnerships with other service providers and Off-Campus Partners for collaboration
- b) HSLIC serves as HSC entry point for faculty/staff needs and requests
- c) Future development will integrate desktop collaboration technologies and include new, next generation services and technology

UNIVERSITY OF NEW MEXICO RESOURCES AND SERVICES FOR COLLABORATION TECHNOLOGIES					
	Telecom	CIRT (L. Sullo)	Extended University (R. Howell)	SOM Center for Telehealth (A. Prill)	Health Sciences Library and Informatics Center (G. Gaillard)
SERVICES/ FOCUS	Layer 1 (cable plant)	Voice over internet (VoIP) e.g., Cisco	Videoconferencing; H.320 (point-to-point) up to 16 sites; H.323 internet base (set top box); Mix & match H.320 with H.323	Videoconferencing H.320	HSC Videoconferencing H.323 internet
	Audio conference management (switching)	Quality of service (QoS) e.g., RSVP	WebCT (central mgmt)	Off-campus	HSC Netmeeting (text-based conferencing on desktop)
	Voice over internet (VoIP)	Virtual Private Network (VPN)	Internet television (IPTV) real time	Clinical	HSC Desktop support
		Wireless (standards)	Satellite digital up and down link, 2 channels; one-way video and 2-way audio		WebCT (user support; faculty/student)
		Internet television (IPTV) infrastructure	ITV microwave system broadcasting to ALB and surround area 35 miles line of sight; direct link to Los Alamos & Santa Fe; one-way video and 2-way audio		HSC Conference room and classroom support
		Content distribution technology			HSC wireless support
					HSC Desktop collaboration technologies
TIMEFRAME					
Immediate			Nov/Dec report on IPTV pilot with Gallup of video-on demand		
Short-term		1.VoIP; and 2. QoS			
Long-term			1. VISTA – ERP version of WebCT (2+ yrs); 2. Collaboration with KNME for Digital TV (Channel 9 DTV) for video & data casting		