

UNM College of Pharmacy IT Support Table

Version of January 27, 2010

Function	COP Support Role	How to Contact	HSLIC Support Role	How to Contact
Website				
COP website content & management	Bridgette Wagner-Jones is the contact person for COP website issues & questions. Bridgette collaborates with HSLIC Web Team.	Bridgette Wagner-Jones Email: bcwagner@salud.unm.edu Phone: 505 272-2297	HSLIC hosts website servers. Web Team creates templates & style sheets and can provide training to content owners on HSC templates & FrontPage.	Kevin Wiley, Manager, Systems & Programming, Web Email: kwiley@salud.unm.edu Phone: 505 272-3683
Hardware & Software				
Desktop issues for faculty & staff	COP IT is first-line support for COP hardware and software. COP Admin person works with COP IT, HSLIC, & COP faculty and staff in maintaining hardware peripheral equipment & supplies.	HEAT Ticket: https://hscssl.unm.edu/heat/selfservice Irmin Wehmeier Email: iwehmeier@salud.unm.edu Phone: 505 272-3534	HSC User Support is backup for HSC standard hardware & software on UNM-owned machines. HSC User Support cannot support non-standard hardware or software.	HEAT Ticket: https://hscssl.unm.edu/heat/selfservice Email: helpdesk@salud.unm.edu Phone: 505 272-1694 HSC User Support Services web page: http://hsc.unm.edu/library/usersupport/ FASTInfo: http://fastinfo.unm.edu/
SmartPhones (eg, Blackberry)				ITS Communication Services Phone: 277-1111
PDA (eg, Palm)	COP IT is first-line support for cradle synchronization; support will be going away after GroupWise 8 is deployed.	HEAT Ticket: https://hscssl.unm.edu/heat/selfservice	HSC User Support is backup.	HEAT Ticket: https://hscssl.unm.edu/heat/selfservice
COP Lounge computers	COP IT supports these workstations. A standard image will be regularly scheduled to keep these running smoothly.	HEAT Ticket: https://hscssl.unm.edu/heat/selfservice Irmin Wehmeier Email: iwehmeier@salud.unm.edu Phone: 505 272-3534		HSLIC public computing workstations can provide backup to students.
COP-specific applications	COP IT is support for COP specific applications & databases.	HEAT Ticket: https://hscssl.unm.edu/heat/selfservice Irmin Wehmeier Email: iwehmeier@salud.unm.edu Phone: 505 272-3534	HSC User Support provides information to COP on issues that could impact COP IT environment.	Rick Adcock, Manager of User Support Email: radcock@salud.unm.edu Phone: 505 272-9821

Classroom/PCL technology	COP IT is first support for COP classroom/PCL technology, computing, software, & audiovisual equipment.	HEAT Ticket: https://hcssl.unm.edu/heat/selfservice Irmin Wehmeier Email: iwehmeier@salud.unm.edu Phone: 505 272-3534	HSC User Support is backup for standard classroom workstation hardware & software only. HSC User Support maintains the Med 2, HSCL 226, & Domenici classrooms, and the COW and CALF.	HEAT Ticket: https://hcssl.unm.edu/heat/selfservice E mail: helpdesk@salud.unm.edu Ed Aalseth Email: eaalseth@salud.unm.edu Phone: 505 272-0650
Hardware & UNM-licensed software specifications & price quotes	Contact COP IT on all inquiries regarding software & hardware specifications and prices.	Irmin Wehmeier Email: iwehmeier@salud.unm.edu Phone: 505 272-3534		Rick Adcock, Manager of User Support Email: radcock@salud.unm.edu Phone: 505 272-9821
Accounts, Passwords, Network				
Account creation (Novell/HSC NetID; GroupWise) & changes	COP administration contacts the HelpDesk for new accounts & password resets. Account changes (eg, name or status changes) can be requested via HEAT.			New HSC Accounts: https://hcssl.unm.edu/heat/accountrequest/index.cfm Account changes: Email: helpdesk@salud.unm.edu Phone 505 272-1694 HEAT Ticket: https://hcssl.unm.edu/heat/selfservice
Password issues for Novell, HSC NetID, GroupWise				Web Site: mypw.health.unm.edu Email: helpdesk@salud.unm.edu Phone 505 272-1694
Network issues				Email: helpdesk@salud.unm.edu Phone 505 272-1694 HEAT Ticket: https://hcssl.unm.edu/heat/selfservice
Library Resources				
Access to HSLIC electronic resource			Troubleshoot access issues	(interim) Richard Carr, Coordinator, Reference & User Support Services rcarr@salud.unm.edu 505 272-0639

Data Management				
Data management & organization -accreditation -strategic planning	COP IT oversees management of appropriate, College-wide data.	Mark Smith Email: majsmith@salud.unm.edu Phone: 505 272-0921		
SharePoint		Irmin Wehmeier Email: iwehmeier@salud.unm.edu Phone: 505 272-3534 Bridgette Wagner-Jones Email: bcwagner@salud.unm.edu Phone: 505 272-2297	HSLIC oversees administration of SharePoint.	Heidi Husman, HSC SharePoint Administrator Email: hehusman@salud.unm.edu Phone: 505 272-6819
Instructional Design & New Technologies				
Instructional technology & web-based instruction (eg, WebCT)	COP IT oversees support of COP use of instructional technologies.	Mark Smith Email: majsmith@salud.unm.edu Phone: 505 272-0921	Consults with & creates online instruction	Learning Design Center: John Eldredge Email: jeldredge@salud.unm.edu Phone: 505 272-5382, 272-0654 http://hsc.unm.edu/library/LDC/
Clickers technical issues	COP IT supports use of iClickers in COP classrooms.	Mark Smith Email: majsmith@salud.unm.edu Phone: 505 272-0921 Irmin Wehmeier Email: iwehmeier@salud.unm.edu Phone: 505 272-3534		
Instructor & course eval. system	COP Curriculum Office manages system.	Mark Smith Email: majsmith@salud.unm.edu Phone: 505 272-0921		
Lecture capture system	COP IT manages system.	Mark Smith Email: majsmith@salud.unm.edu Phone: 505 272-0921	HSLIC oversees hardware issues with Mediasite lecture capture	Irmin Wehmeier Email: iwehmeier@salud.unm.edu Phone: 505 272-3534 Jonathan Tregear Email: jtregear@salud.unm.edu Phone: 505 349-0435
Learning Central	COP IT is first-line support.	Mark Smith Email: majsmith@salud.unm.edu Phone: 505 272-0921	Learning Design Center oversees HSC Learning Central.	HEAT Ticket: https://hscssl.unm.edu/heat/selfservice

Investigation of new technologies	COP faculty; staff; COP IT Advisory Committee, COP IT personnel	Irmin Wehmeier Email: iwehmeier@salud.unm.edu Phone: 505 272-3534 Mark Smith Email: majsmith@salud.unm.edu Phone: 505 272-0921	HSC User Support provides information to COP on issues that could impact COP IT Environment.	Rick Adcock, Manager of User Support Email: radcock@salud.unm.edu Phone: 505 272-9821
Affiliated Systems				
Cerner PowerChart passwords				HEAT Ticket: https://hscssl.unm.edu/heat/selfservice UNMH HelpDesk Phone: 505 272-2328
UNM Net ID & Portal; network access; eHire				UNM ITS: ITS Phone: 505 277-5757 7AM-7PM (7 days/week)
Banner				Financial Service Support Center www.unm.edu/~fssc Phone: 277-3457 8 AM-12 PM and 1-5 PM Monday-Thursday 8 AM-12 PM and 2-5 PM Friday

*HSC User Support Services cannot undertake the liability associated with non-HSC-purchased devices; therefore, these devices are not supported. Student services are limited to: account creation, deletion, or password reset; GroupWise instruction; purchasing advice; repair advice; instructions related to accessing the wireless network; and general computing questions.

UNM Computer Related Policy

Account Management Policy (Draft)
Clinical Systems Integration (Draft)
IT Systems Integration Form (referenced in Clinical Systems Integration policy above)
Electronic Communications (Draft)
IT Disaster and Contingency Plan Policy (Draft)
Web Development Policy (Draft)
IT Standards
UNM Business Policy 2030
UNM Business Policy 2500
UNM Business Policy 2510
UNM Business Policy 2520
UNM Business Policy 2530
UNM Business Policy 2550
UNM Business Policy 3710
UNM Business Policy 3780

Description

Management of Novell accounts
Clinical data storage (data silos)
Request form for non-integrated clinical systems.
Data-in-transit for HIPAA
System and data recovery plan
HSC website development
HSC Information Technology Standards for Users
Use of Social Security Numbers
Acceptable computer use
Computer use guidelines
Computer security and guidelines
Financial system guidelines
Software copyrights and piracy
Personnel information disclosure
Sexual harassment