



VCU

SOMTech
School of Medicine

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SERVICE CATALOG

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BY SERVICE

APPLICATION DEVELOPMENT

The Application Services (AS) team delivers a wide array of custom, full-stack application and software product development, consultation and services. Ranging from academic, administrative, clinical, research, financial, departmental and enterprise systems, these custom applications integrate with all major VCU and VCU Health enterprise systems and data warehouses. Project consultation specialty areas include:

Admissions
Alumni and advancement
Finance
HR
Medical education curriculum

Learning management systems
Student information systems
Physician compensation
Research space management

AV & CLASSROOM SUPPORT SERVICES

Provide AV support for the various classrooms, conference rooms, and computer labs owned by the School of Medicine.

AV programming
Operating systems (OS) deployment
Project consultations and management

Web conferencing systems
Exam systems

BUSINESS INTELLIGENCE (BI), DATA WAREHOUSE AND ANALYTICS SERVICES

The Application Services (AS) team offers both BI and data warehouse services to transform analytics and data visualization into actionable information for improved, strategic decision making. Services also include data integration requests to connect to external third-party systems and data extraction requests help users access/transform data they cannot easily access and export on their own. The AS team provides expert consultation for data modeling, data management and governance in alignment with Institutional Research and Decision Support (IRDS), which can include custom data manipulation, visualization and reporting using modern BI platforms.

DESKTOP SUPPORT SERVICES

Both Client Services (CS) and the Simulation Technology team provide in-person and remote desktop/mobile assistance to faculty, staff and students. Expertise and service areas include:

Active Directory	Moves/transfers
Asset management	Networking
AV setup/troubleshooting	Onboarding
Privilege management escalation	Printer/scanner management
Data transfer support	Printers
Device setup	Procurement
Elevated accounts	Remote desktop setup & support
Encryption (laptops and flash drives)	Research support
Files server management	Software and hardware support
General IT troubleshooting	VCU & VCU Health VPN assistance
Imaging and re-imaging computers	
Microsoft Office/Outlook setup	

ENDPOINT MANAGEMENT

Centralized management, discovery, provisioning, deployment, updating, and troubleshooting of computing devices within the SOM. Utilizing applications such as:

Active Directory	Lansweeper
Bomgar	MECM
Cherwell	SCEP
DDPE	VCUHS Keystone
Jamf Pro	

FILE STORAGE MANAGEMENT

Provide file storage management, backup solutions and consultation for both cloud and network share drive space on centrally managed servers including secure home folders and secure managed folders that have limited access.

INSTRUCTIONAL DESIGN AND CONSULTING

Working closely with Office of Faculty Affairs, provide consultation services to Dean's Office units including the Curriculum Office, Office of Assessment, Evaluation & Scholarship, and the Admissions Office. Consultations include:

Content design and prototyping
Needs assessment
Production

Quality assurance and iterative design
Selection of learning strategies and platforms
Training and delivery

IT PROJECT MANAGEMENT

The PMO provides efficient, high quality IT project management support provided to all SOMTech teams and the SOM as needed. Oversight and administration of the SOM IT Steering Committee, creation of project proposals and IT work request and review/approval per the defined selection criteria. Training, mentoring, education, coaching and implementation of project management best practices including templates, processes and project/PMO related documentation. Serve as an escalation point on project risks and/or issues that cannot be resolved at the project or project sponsor levels.

LEARNING MANAGEMENT SYSTEM (LMS) ADMINISTRATION

The Simulation Technology team administers an LMS for operational planning and scheduling, planning, and viewing videos for educational purposes. The LMS environment includes the LMS applications along with the SQL, IIS and video servers housed onsite.

LIAISON TO VCU TECHNOLOGY SERVICES AND VCU HEALTH IT

Act as consultant and liaison for School of Medicine faculty and staff to partner with VCU Technology Services and VCU Health IT. Provide advanced support on issues and services managed by IT partners including security-related issues, email, and interoperability between multiple systems and networks.

MEDIA SPACE MANAGEMENT AND DESIGN

Project consultation for space redesigns and design creation of new conference, lab and multimedia classrooms spaces.

AV programming

Exam systems

OS deployment systems

Project management

Web conferencing systems

MEDICAL TRAINING IT SERVICES

Management of specialized, integrated simulation technologies to provide a realistic environment for conducting a diverse range of courses catered towards medical students, residents, nursing staff, fellows, attending physicians and other healthcare providers. Simulation IT staff consult with faculty to develop and implement courses, and provide consultation with curriculum planning, scenario design, and assessment. Use both high-fidelity and low-fidelity equipment to teach medical procedures and simulate a medical environment. Facilitate standardized patient events (with actors), virtual and AR technology and provide oversight of technical equipment before events and during simulations.

RESEARCH COMPUTING CONSULTATION

The Research Systems team provides high quality, innovative system solutions to the basic health science and clinical research faculty and staff at the School of Medicine. Our comprehensive evaluations and consultations assist in determining your niche and specialized research technology needs including storage, high performance computing, cloud (AWS, Azure, Google), virtual environments and/or designing and building new services and infrastructure to satisfy your current and future research technology requirements. Assist SOM researchers with the use of proprietary lab equipment connections to computing systems, scientific software, providing various facets of research desktop support.

RESEARCH SERVER SUPPORT

Working closely with Client Services to identify, set up and manage and promote the use of on-prem servers or high performance computing (HPC) solutions for big data research in addition to cloud computing with efficient backup storage solutions.

SCENARIO CREATION AND DESIGN

Simulation IT staff develop specialized, programming support for equipment and scenarios which provides a real world medical experience with simulated patients and medical equipment. Provide an opportunity for accreditation and recertification training to medical faculty and staff, within VCU School of Medicine. Customer requests require at least six weeks development time of the storyboard/scenario.

SERVER MANAGEMENT AND CONSULTATION

For managed servers, provide a complete support package from development and design to implementation and maintenance. For unmanaged servers, provide assistance and support during the security evaluation and implementation phases and act as a liaison with the University Computer Center (UCC) to make communication simpler and more efficient.

SIMULATION EVENT MANAGEMENT

The Simulation Technology team ensures verification of all factors related to scheduling and management of events in the Center for Human Simulation & Patient Safety (conflicts, equipment use, room set-up, tech allocation, scenario creation and design, functionality checks on IT equipment and manikins, and other duties as needed per event). This also includes high and low fidelity simulations; utilizing software to run the center's high-fidelity manikins during simulations, ensuring demo runs, maintenance, trainers, supplies and other technology issues are running seamlessly for the medical education experience.

SYSTEMS ENGINEERING

Provide custom solutions, support and expertise for hardware/software related issues in a research-intensive environment with Linux, Mac and Windows machines. Perform installations, troubleshooting, maintenance, break-fix support and associated services such as backup and disaster recovery in a timely manner while working closely with researchers and specialized laboratory equipment. Assist vendors with setup and configuration as needed. Use of bash, shell scripting and creative solutions to build scripted automation tools to support the SOM infrastructure and its operations. Design and develop creative hardware or software middleware products/solutions to extract, transfer and store laboratory instrument data in a centralized repository; enforce data management/lifecycle policies.



WEB SERVICES & COMMUNICATIONS

Content Strategy and Creation

Planning, creation, delivery and governance of website content that is useful, usable, well structured, and easily searchable and findable. This includes writing and editing, proofreading, photography, multimedia and graphic design.

Web Content Updates

Updates and management of department sites including: checking for and fixing broken links, updating contact information and deadlines, adding or replacing images, including headshots.

Website Development and Administration

Website design and development for the School of Medicine, including support for its departmental and affiliated institutes and center websites, using modern design, development, usability and accessibility standards with the VCU content management system. This includes custom sites, pages, content types, CSS/JavaScript and form development. Organize and coordinate web Community of Practice (CoP) for SOM departments to drive strategy, generate new ideas, solve problems, promote the spread of best practices, and develop professional standards and skills for website management.

Accessibility checks
Analytics
Content management system
Content updates
Custom development
Governance
Graphic design

Headshots
Photography
Programming
UX research
Web editing
Website management training



BY TEAM

ACADEMIC TECHNOLOGY SERVICES

AV & CLASSROOM SUPPORT

AV & Classroom Support Services

Provide AV support for the various classrooms, conference rooms, and computer labs owned by the School of Medicine; additional project consultation for space redesigns and design creation of new conference, lab and multimedia classrooms spaces.

AV programming
Exam systems
Media Space Management and Design

Operating systems (OS) deployment
Project management
Web conferencing systems

SIMULATION TECHNOLOGY

Desktop Support Services

Both Client Services (CS) and the Simulation Technology team provide in-person and remote desktop/mobile assistance to faculty, staff, and students. Expertise and service areas include:

Active Directory
Asset management
AV setup/troubleshooting
Privilege management escalation
Data transfer support
Device setup
Elevated accounts
Encryption (laptops and flash drives)
Files server management
General IT troubleshooting
Imaging and re-imaging computers
Microsoft Office/Outlook setup

Moves/transfers
Networking
Onboarding
Printer/scanner management
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Procurement
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Research support
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Education Informatics

Focus on innovative learning technologies, research and development to advance the medical education curriculum and impactful scholarship. Specialties include custom Virtual Reality (VR) / Augmented reality (AR) / Mixed Reality (MR) development, Simulated Electronic Health Record (Sim-EHR), and Instructional design. Translating and interpreting analytics, evaluation and educational data for decisions regarding continuous quality improvement processes and intended learning outcomes.



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Research Computing Consultation (contd.)

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NEED HELP?

CONTACT US

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ACADEMIC TECHNOLOGY SERVICES

<http://go.vcu.edu/somtech/ats>



APPLICATION SERVICES

<http://go.vcu.edu/somtech/as>



CLIENT SERVICES

<http://go.vcu.edu/somtech/cs>



PROJECT MANAGEMENT OFFICE

<http://go.vcu.edu/somtech/pmo>



RESEARCH SYSTEMS

<http://go.vcu.edu/somtech/rs>



WEB SERVICES & COMMUNICATIONS

<http://go.vcu.edu/somtech/wsc>



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