Infrastructure Technology – Strategic Plan
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Workgroup Focus

The Institute for Health Information Technology (IFH IT), a unit within the Institute for Health, Health Care Policy and Aging Research (IFH), part of the Rutgers Biomedical and Health Sciences, mission is to provide Institute-wide leadership in information technology and high-quality service in support of the Institute's mission of generating important new knowledge about human health and well-being, conducting rigorous, theory-driven research and the translation of insights into policy and practice.

Vision Statement

IFH IT's vision is to be a paragon of service excellence, support and customer satisfaction. To employ thoughtful and innovative strategies and practices and the best and most fitting hardware, software, security and related technologies. And to collaborate with our colleagues at the Institute, RBHS and the University and with external organizations and partners.

Values

IFH IT values staff development, responsibility and accountability, teamwork, innovation, professionalism and integrity.

Priorities

(1) Provide services and support to IFH centers

(2) Provide services and support to IFH administrative units

(3) Provide services and support to Survey / Data Core

(4) Design, implement, maintain and support IFH storage, server, network and security infrastructures, technologies and services

(5) Service and support IFH desktop, laptop, tablet and other related technologies

(6) Provide web services and technologies and support

(7) Design, implement, maintain and support web development and implementations

(8) Promote the use of technologies, for example, Office 365 Teams and Planner

(9) Educate users vis-à-vis technologies, practices, standards, procedures and policies

(10) Provide liaison services to RBHS, OIT, University Ethics and Compliance, external and internal vendors, and other resources and services in and outside the University

(11) Provide and support on-site AV, telepresence and other related technologies

(12) Support and service HIPPA, PHI, PII and other compliance related requirements and standards

(13) Provide consultation service across multiple IT technologies

(14) Provide support and service for statistical analysis

(15) Provide classroom service and support for learning services

Survey of Existing Partners

- IFH centers
- IFH administrative units
- IFH Survey / Data Core

- OIT Security Operations Center
- SHI International
- University Ethics and Compliance

Opportunities for Future Collaborations

- RBHS IT
- Risk Policy and Compliance / Information Security Office
- Office of Advanced Research Computing
- OIT Enterprise Infrastructure

- VMware/AWS
- Robert Half
- The Big 10 Universities
- University Human Resources

Next Steps

IFH IT is highly committed to the continuance of providing existing services and support. Having said this, it has four projects that it deems essential to peruse immediately. These next step projects are the assessment of IFH's technology infrastructure. The second is a gap analysis of IFH IT security, standard, procedural and guideline documentation. The third is the development and deployment of an enterprise compatible project management infrastructure and process. Finally, the fourth, next step is a self-examination of IFH IT. However, before I discuss the projects, I first have a report on the WTC study and, in particular, recommendations on how to address information technology redundancies and gaps at the University and in distributed units. These efforts bare directly on the direction of OIT and Distributed IT units moving forward.

Continued projects with these next steps include:

- Information Technology Security, Standard, Procedure and Guideline Documentation Gap Analysis
- IFH IT Project Management Infrastructure Development and Deployment
- IFH IT Services Self-Examination
- IFH Information Technology Infrastructure and Service Assessment

Metrics for Success

(1) Continue to provide high-quality and high-standard services and support, and other responsibilities, to IFH centers and administrative units
(2) Finalize plan to improve, based on the infrastructure assessment, IFH IT infrastructure
(3) Successfully implement project management infrastructure for IFH IT
(4) Successfully complete security documentation (for the most part, other documentation to follow in second phase)