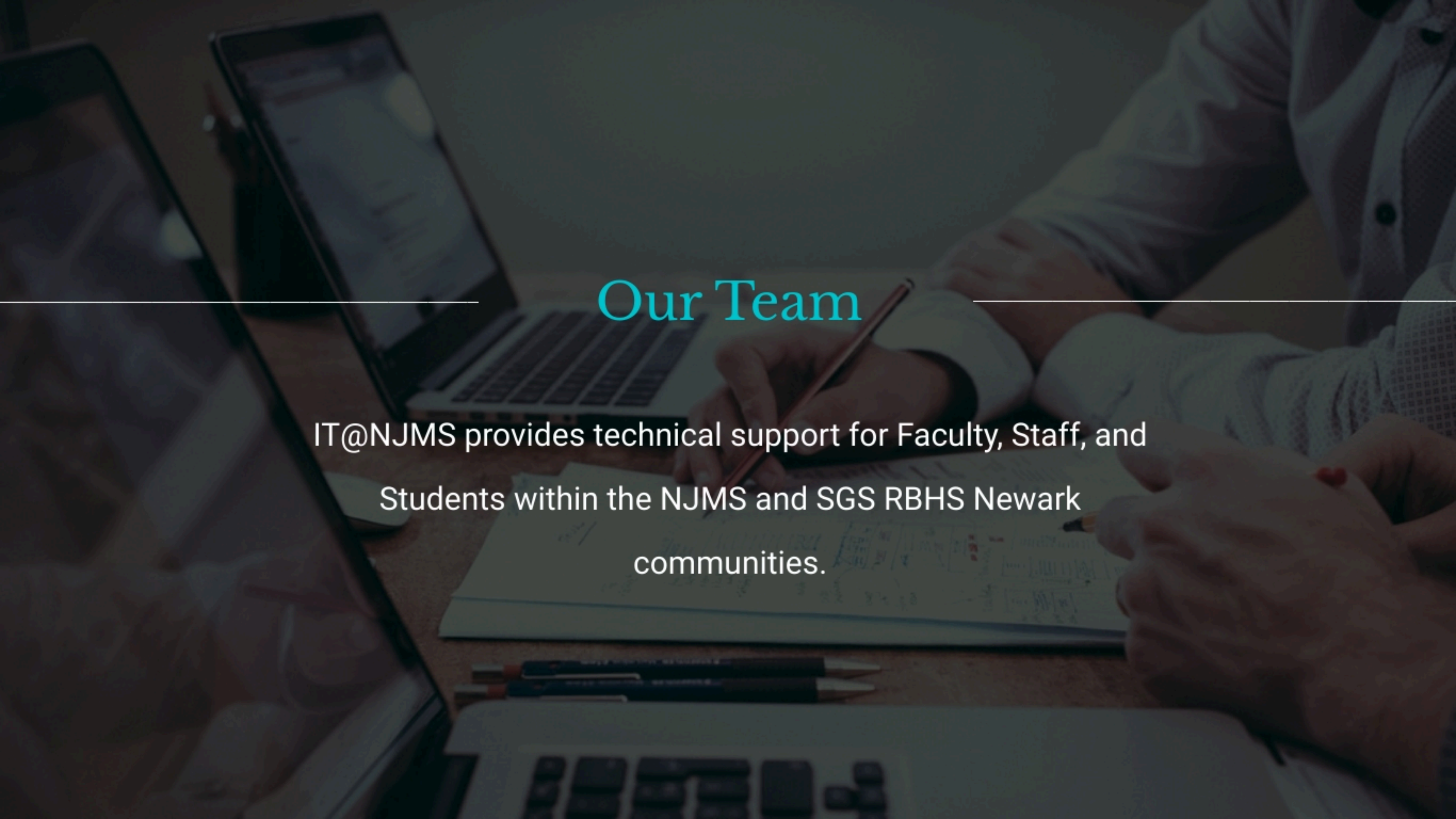




IT@NJMS 2019 in Review

The background image shows a group of people working at a desk. There are laptops, notebooks, and pens visible. The image is dimmed to allow text to be read over it.

Our Team

IT@NJMS provides technical support for Faculty, Staff, and
Students within the NJMS and SGS RBHS Newark
communities.

Our Team

Partners across the mission areas of Education, Research, Clinical Care, and Community.

Jim Boyce

Director

Audrey McNeil

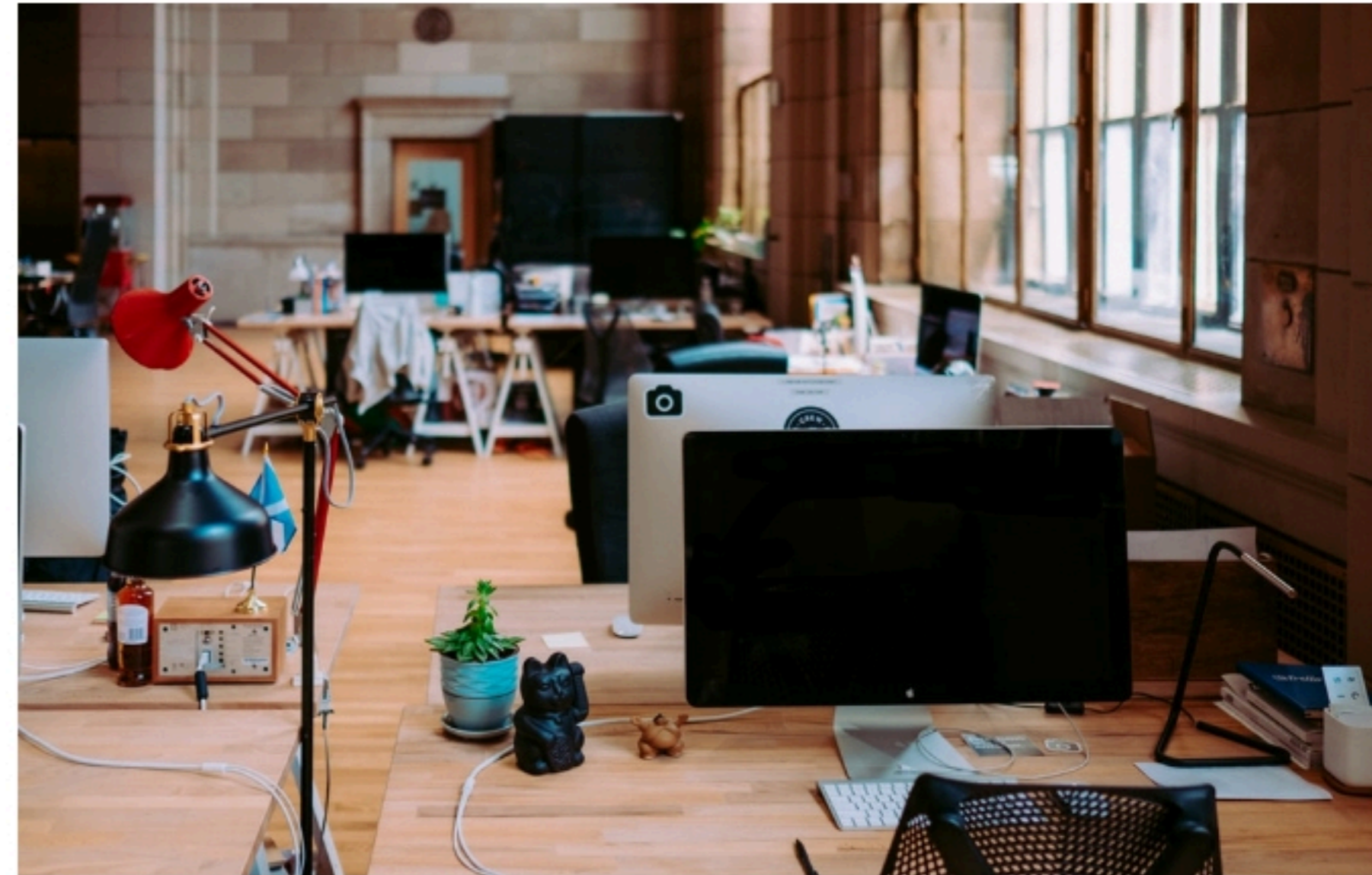
Manager, AV and Web Services

Arnaldo Rodriguez

Manager, Application & Tech Services

Courtney Terry

Manager, Business Systems Services



Our Team

IT@NJMS has 5 service areas in which staff frequently overlap but in general fall under Application Development, Audio-Visual (AV) Services, Tech Projects & Servers, Tech Support, and Web Development.

Application Development

Brandon Forlizzi
Harsha Mirani
Yongmen Shen
Yihua Ye

AV Services

Raj Arumugam
Darryl Carrington
Juan Castillo
Trevor St. Hill

Tech Support

Kenton Falana
Keston Harewood
Elaine Hughes
Nelson Pared

Tech Projects & Servers

Juan Rodriguez
Barry Wise

Web Development

Bryan Klucharits
Michael Novakovic

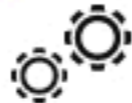
Committees

... that IT@NJMS staff participate on across the university and outside.



Internal Committees and Groups

Clinical Research	0365
Cloud Services	Pre-Clerkship & Clerkship
Cloud Storage	Project Management
Education & IT	Purchasing Standards
Epic Steering	Research & IT
IT Communications	Rutgers Active Directory (RAD)
IT Leadership Council (ITLC)	RBHS IT
IT Service Management	Software
ITLC Servers and Storage	Synchronous Communications
Mobile Device Management	Teaching & Learning Technologies
	Women in IT



External Committees and Groups

- AAMC Group on Information Resources (GIR)
- AAMC GIR Diversity and Inclusion
- AAMC GIR Education
- Big Ten Academic Alliance (BTAA) Women in IT
- EDUCAUSE Proposal Review
- MOR IT Leadership Alumni

A photograph of a modern office interior. In the foreground, a person is seen from the back, looking towards a large glass wall. Through the glass, several people are working at desks. Above the glass wall, a dark horizontal band contains the word 'INFORMATION' in white, capital letters. The ceiling is visible, showing a grid of lights and a large arched structure in the background.

INFORMATION

Infographics
and Stats

Audio Visual Stats

Camtasia

Over 10,000 podcasts
created or copied

10K

Clinical Skills

Over 100 OSCE's,
TOSCE's, and Simulations
supported

100+

Walk-in Support

Over 1,000 walk-in users
provided with tech
support at MSB B502

1000+

Camtasia

Over 95,000 media views

95K

Digital Signage

Over 125 digital signage
posted on monitors in the
MSB, CC, and ICPH.

125+

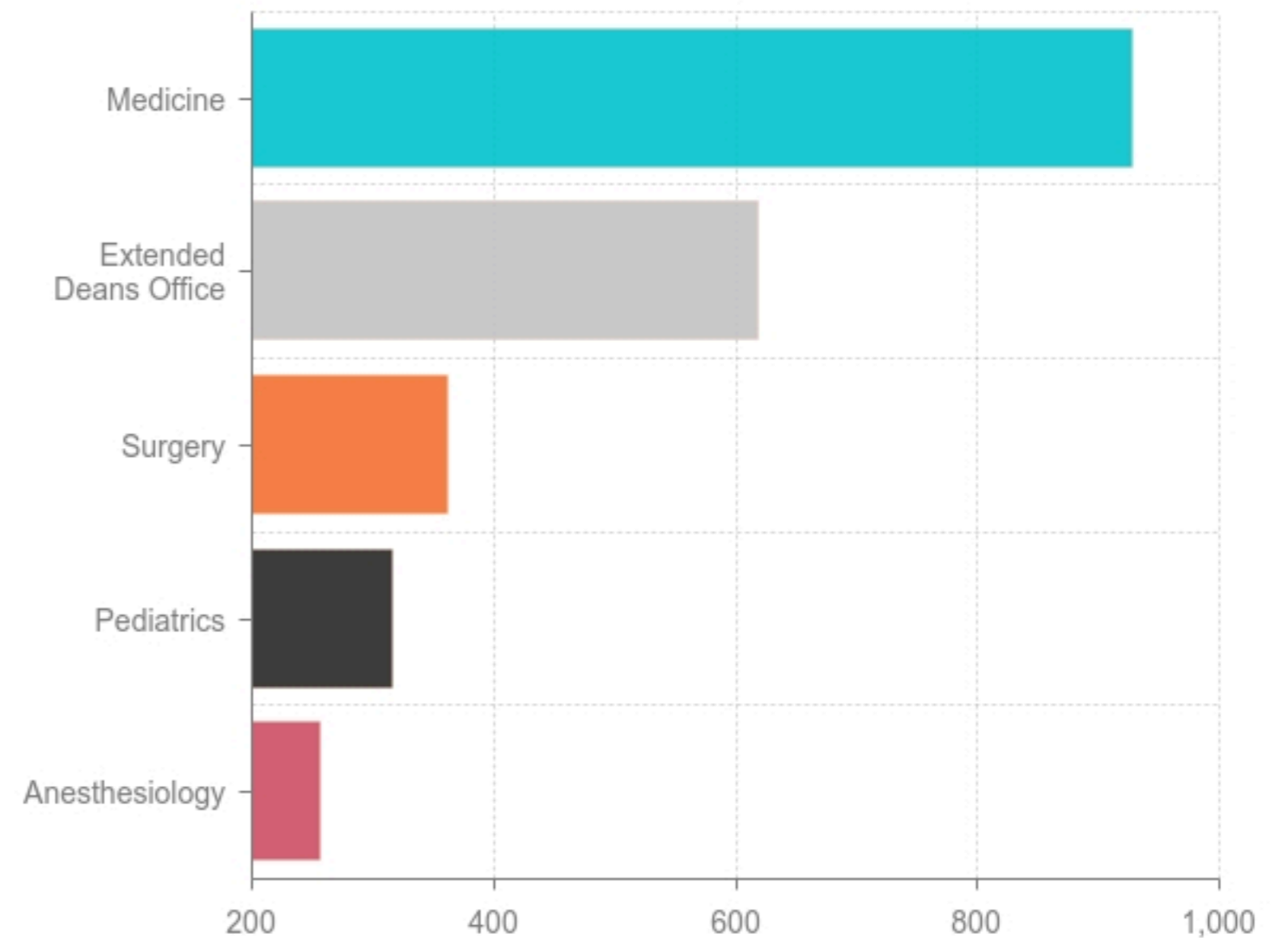
Business Systems Stats

Over 50 applications supported across the Clinical, Community, Education, and Research mission areas.

Application	Stat
Clinical Encounters Log (CEL)	Over 60,000 encounters logged
Canvas (NJMS)	Over 80 course shells
Canvas (SGS)	Over 40 course shells
Education Management System (EMS) NJMS	Over 80 courses / clerkships
Education Management System (EMS) SGS	Over 10 courses

Help Desk Ticket Stats

Over 5,300 tickets closed at a 95% satisfaction



Storage Stats

R: drive

Approximately 175 TBs of storage

175

120+

R: Drive

Over 120 personal, group & lab folders for general Research storage

S: Drive

Approximately 5 TBs of storage

5

21

S: Drive

Over 20 folders on encrypted Clinical Research storage

X: Drive

Approximately 175 TBs of storage.

175

15

X: Drive

15 folders dedicated to Core Facility storage .

ownCloud

Approximately 15 TBs for internally hosted file sharing

15

650+

ownCloud

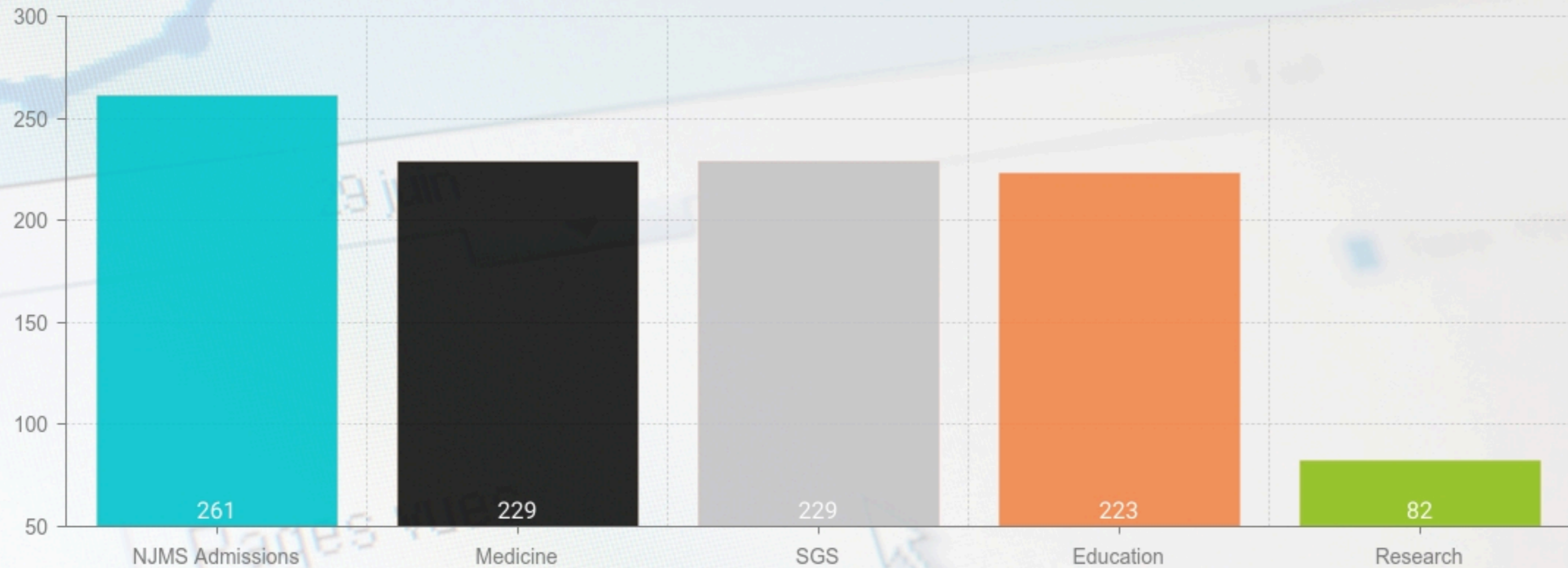
Over 650 different user accounts

IT@NJMS provides Application and Storage on 35 physical servers and 54 virtual servers.

Web Hits

Off of the main NJMS.rutgers.edu web site

Top 5 page hits in thousands



In Closing



CONTACT US



General

njmsts@njms.rutgers.edu



Help Desk

isthelp@rbhs.rutgers.edu



AV Services

njmsavc@njms.rutgers.edu
973-972-4340



Website

<https://it.njms.rutgers.edu>