IT@NJMS
Overview

INTRODUCTION

IT@NJMS provides technical support for Faculty, Staff,

Residents, 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 6 service areas in which staff frequently overlap but in general fall under Application Development, Audio-Visual (AV) Services, Business Systems Support, Tech Projects & Servers, Tech Support, and Web Development.

Application Development

Brandon Forlizzi
Harsha Mirani
Yongmen Shen
Yihua Ye

AV Services

Darryl Carrington
Juan Castillo
Trevor St. Hill

Tech Support

Kenton Falana
Keston Harewood
Elaine Hughes
Nelson Pared

Web Development

Bryan Klucharits

Business Systems Support
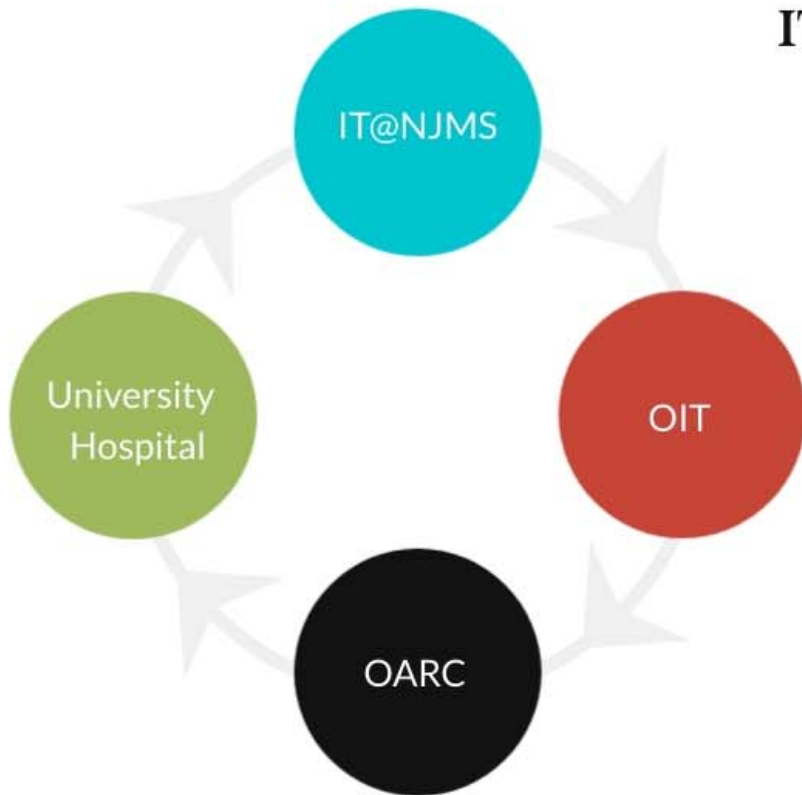
Christopher Houston
Diane Nieves

Tech Projects & Servers

Juan Rodriguez
Barry Wise

Other IT Teams

IT Support on RBHS Newark Campus

IT@NJMS

Locally provided IT Support

Office of Information & Technology

Central IT, primarily infrastructure support

Office of Advanced Research Computing

Primarily high performance computing

University Hospital

Primarily clinical application support

Committees & Highlights

Committees

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

Internal Committees and Groups

Clinical Research
IT Communications
IT Leadership Council (ITLC)
ITLC Applications
ITLC Networks
ITLC Purchasing
ITLC Servers and Storage
ITLC Web
IT Service Management
LCME
Mobile Device Management

O365
Project Management
Purchasing Standards
Rutgers Active Directory (RAD)
RBHS IT
RBHS Strategic Planning
Security
Software
Synchronous Communications
Teaching & Learning Technologies
Web Content Managers
Women in IT

External Committees and Groups

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

Highlights

IT@NJMS provides support across all missions areas, with highlights on ...

Administrative

Faculty Affairs Tracking System
Project Service Requests
Space Scheduling & Wayfinding
Tableau (dashboarding)
Video Production
Video Conferencing (hw & sw)
Website Development

Clinical

Clinical area hardware
Find-A-Doc
Off-sites
Provider Managed Care
Credentialing & Insurance
TeleHealth
TigerText

Education

Classroom technology
Clinical Skills & Simulation
Education applications
Exam Support
NJMS & SGS RBHS Newark
Podcasting (inc. CC)

Research

Archival research storage
Data use agreements for clinical research
Grants support
High-speed Networks
Lab hardware and software

Infographics and Stats

Audio Visual Stats

Podcasts

Over 25,000 podcasts created

25K

Clinical Skills

Over 175 OSCE's, TOSCE's, and Simluations supported

158K

175+

Media

Over 158,000 media viewed

OSCE's: Objective Structured Clinical Examinations;
TOSCE's: Teaching OSCE's

Business Systems Stats

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

Application	Stat
Clinical Encounters Log (CEL)	Over 41,000 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

COVID IMPACT STATISTICS

As we transitioned to virtual classes, events, meetings, and remote work, wanted to share some enterprise wide statistics (**in thousands**) behind this shift. For more information, please see: https://it.rutgers.edu/annual-review/

5

Telehealth

NJMS had just over 5K Telehealth visits from mid-March to the end of June.

4

VPN

RU averaged about 400 VPN users a day before COVID, and about 4,000 a day after.

780

Webex

In February, RU hosted about 16K Webex meetings for the month. For April, RU hosted 782K Webex meetings.
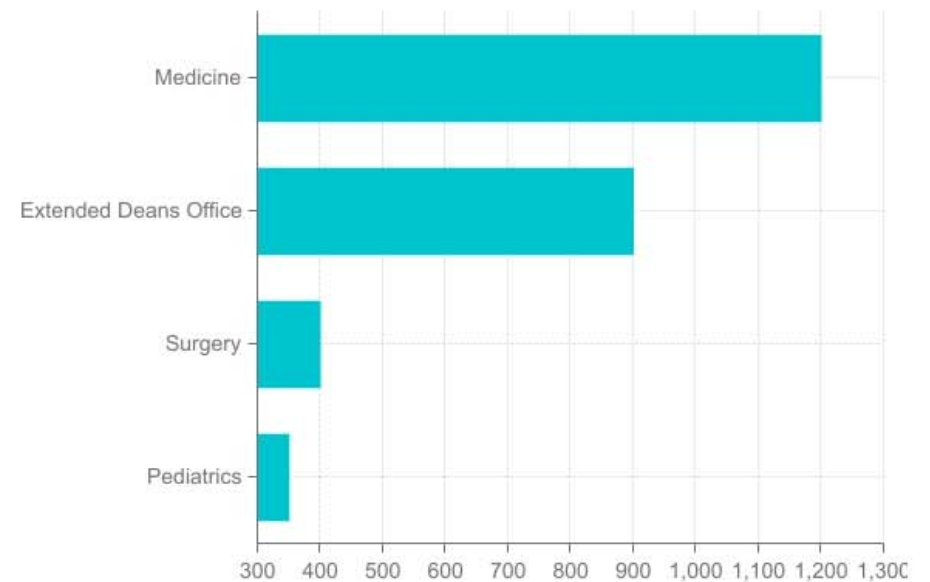
172

Zoom

Zoom was rolled out in July. There were 14K Zoom meetings in July. By September it was up to 172K.

Help Desk Ticket Stats

Over 5,750 tickets, about 10% more in 2020 than last year. Saw an increase of about 70% in tickets over the 1st month of the pandemic transition to remote work.
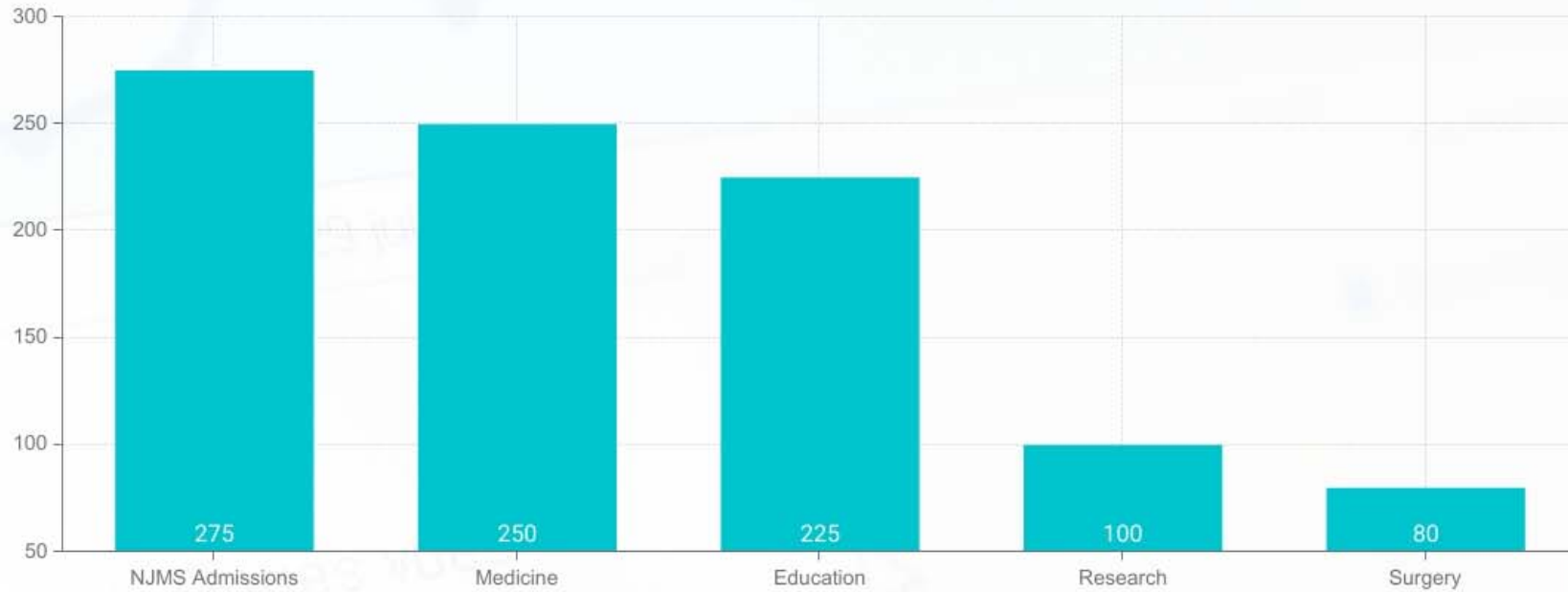
Storage Stats

All #s in TB (Terabytes) | #s refer to either accounts or folders

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 55 virtual servers.

Web Hits

Off of the main NJMS.rutgers.edu web site

Top 5 page hits in thousands, over 2.1 million hits overall in 2020

275	**250**	**225**	**100**	**80**
NJMS Admissions	Medicine	Education	Research	Surgery

In Closing

CONTACT US

General

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Help Desk

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AV Services

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973-972-4340

Website

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