Center for Information Technology- HNU

(1) Provides leadership for the determination of NIH computational and telecommunications needs at all levels and oversees the development of appropriate infrastructure support to meet identified needs; (2) develops, operates, and maintains a state-of-the-art regional computer facility and provides overall guidance based on legislation and policy that is responsive to the NIH mission; (3) establishes and operates the necessary organization and infrastructure to assure appropriate security, connectivity, and inter-operability across the NIH Institutes and Centers (ICs), off-campus locations, and remote access; (4) collaborates on, and provides for, research activities in the computational biosciences and statistics; (5) develops, administers, and manages NIH systems, and provides consulting services to the ICs, in support of administrative and business applications; and (6) serves as a Federal Data Processing Center for administrative, biomedical, and statistical computing, provides data processing and high performance computing facilities and integrated telecommunications data networks, and provides services to the DHHS and other Federal agencies.

Office of the Director - HNU1

(1) Plans, directs, coordinates, and evaluates the Center's programs, policies, and procedures; and (2) provides analysis and guidance in the development of systems for the effective use of IT techniques and equipment in support of NIH programs.

Office of Scientific Computing Services – HNU2

(1) Provides scientific and technical expertise in advanced biomedical computing and clinical informatics in support of the NIH Intramural Research Program; (2) supports, maintains, and provides access to advanced supercomputing platforms for use by the NIH biomedical research community; (3) works with NIH Institutes and Centers to support the use of mathematical and computer science approaches to advance biological and biomedical research efforts in medical informatics, data visualization, natural language processing, data mining, biological and medical database integration, and related areas; and (4) develops novel computational methodologies and centralized database solutions to address and advance emerging biomedical research initiatives and challenges.

Cloud Computing Services – HNU29

(1) Manages NIH's cloud computing infrastructure and provides associated technical and scientific support for NIH research programs; (2) supports NIH-wide data science strategic planning initiatives and implements plans for modernizing the NIH-funded biomedical data science ecosystem; (3) operates the NIH Science and Technology Research Infrastructure for Discovery, Experimentation, and Sustainability (STRIDES) Initiative, through which NIH and NIH-funded researchers can access cloud-based technologies and related services from STRIDES partners to apply to their research; and (4) provides training and other services to researchers, data owners, and research support staff across NIH to ensure optimal use of available tools and technologies.

Scientific Application Services – HNU2A

(1) Develops advanced algorithms and data visualization applications that are comprehensive and extensible; (2) implements known solutions, algorithms, or methods to quickly and efficiently meet the biomedical imaging and informatics needs of NIH intramural collaborators; (3) applies or develops novel systems, applications, algorithms, models, and machine learning techniques to efficiently deliver trusted data analysis; and (4) collaborates with NIH intramural researchers to support biomedical informatics and data science services across research, clinical, and operational entities to shorten the path from data to insight

High Performance Computing Services – HNU2B

(1) Plans, manages, supports, and operates NIH's core enterprise-wide, high-performance computational environment in support of NIH intramural research; (2) develops and supports biomedical and life science application programs, associated biomedical databases, programming languages, and tools; (3) provides training and technical expertise for NIH intramural staff relating to NIH high-performance computational resources and scientific applications; and (4) researches new technology developments in high-performance computing, life science applications, biomedical databases, and high-performance storage and network archiving for use by NIH.

Telecommunications Infrastructure Branch - HNU43

(1) Provides cost efficient and reliable telecommunications services NIH-wide; (2) provides telecommunications product/services that meet the technological/cost requirements of the medical, scientific and business communities; (3) operates a twenty-four hour/seven days per week call center that provides locator, signal page, wireless voice, directory and answering services for the general public, NIH and DHHS; and (4) manages the semi-annual publication of the NIH telephone directory, NIH meeting schedules and organizational listings.

Telecommunications Operations Section - HNU432

(1) Provides moves, adds and changes to the 5ESS telephone system for the NIH community; (2) responds to customer requirements voice mail, wireless voice, major moves, circuit management and data collection services; (3) provisions dial tone, and procures telephone sets, Network Terminals (NT1's) and peripheral equipment; and (4) manages telephone features and assigns digital and analog telephone numbers.

Emergency Telecommunications Services Section - HNU433

(1) Provides telecommunications moves, adds and changes; (2) manages the E911 Emergency Notification System database; (3) manages the physical security and perimeter fence phone access, blue light emergency, and red phone systems; (4) manages the NIH paper and electronic directory; (5) manages emergency preparedness red alert critical access and continuity of operations dial tone access; and (6) manages priority restoration.

Call Center Services Section - **HNU434**

(1) Provides 24x7 signal page and information locator service to the public and the NIH community to include updating locator records for the E911 Emergency System database, and the management of services for security access, blue light emergency and red phone systems; (2) publishes the NIH directory; (3) provides 24x7 operator services for the NIH maintenance facilities and elevator service; (4) provides operator services for NIH patient recruitment; and (5) provides land mobile radio and pager service for the NIH.

Network and Engineering Branch - HNU44

(1) Provides and maintains a secure, reliable, and high capacity network backbone to support the mission of NIH and scientific research; and (2) explores new technologies to ensure the development of a state-of-the-art network infrastructure in support of the data needs NIH-wide.

Engineering Operations Section - HNU442

(1) Provides network engineering support, research and development of high speed computing technologies in order to enhance IT services, to include LAN/WAN technology, in support of the bio-medical research and business functions of CIT and NIH-wide; (2) evaluates and tests emerging technology to support all voice, data and video services across DNST; (3) furnishes Domain Name Service (DNS), LISTSERV, and network management administration; and (4) supports VPN and Parachute remote access services.

Network Operations Section - HNU444

(1) Monitors, operates, and maintains a secure, ubiquitous, network infrastructure that enables NIH customers access to network based information and services twenty four hours per day seven days per week; and (2) provides 24 x 7 network operations support; performs network upgrades; repairs network anomalies.

Network Security Section - HNU445

(1) Protects the integrity and confidentiality of critical and sensitive data transmissions across the NIH network; and (2) delivers firewall, IDS, viruswall, content filtering, and web caching services.

Network Implementation Section - HNU446

(1) Integrates, upgrades, and expands Nm's enterprise network infrastructure to meet growing demands of the NIH community; and (2) implements network moves, adds, and changes for wired and wireless networks; provides network infrastructure for new buildings.

Help Desk Branch - HNU64

(1) Manages the consolidated NIH Help Desk; (2) provides technical assistance to users of CIT and NIH enterprise systems and services; (3) provides technical assistance to users of NIH desktop computers; (4) provides central account establishment and management services for access to CIT and NIH systems; and (5) distributes technical documentation.

Connectivity and Common Services Section - HNU642

(1) Provides Tier 2 information technology support services to the entire NIH community and resolves advanced IT problems in areas including email, networking, remote access, telecommunications, anti-virus, and wireless technology; (2) provides central account establishment and management services for access to CIT and NIH systems; and (3) distributes technical documentation.

Enterprise Systems Section - HNU643

Provides Tier 2 information technology support services to the entire NIH community and resolves advanced IT problems regarding the NIH Business System, NIH Login, IT AS, mainframe and scientific systems, and other Enterprise systems related issues.

Office of IT Services Management – HNUA

(1) Manages the planning, execution, operation, and assessment of CIT's Information Technology services, which include Business Application, Facility Infrastructure management, Hosting and Storage, Identity and Access management, IT Support Services, Network Operations, NIH Service Desk, Unified Communications and Collaboration, and Operations Management Services; (2) advises the CIT Director, Deputy Directors, and senior staff on all aspects of the Center's services; (3) ensures secure and reliable operational availability of all IT infrastructure and related services 24 hours a day; and (4) manages continuity of operations during emergencies.

Business Application Services- HNUA2

(1) Develops, manages, and operates enterprise systems, customized applications and commercial tools, used to facilitate the NIH administrative and business management functions, such as procurement, budget, accounting, and human resource activities; and (2) provides development and technical support services to meet IC administrative and program support and application needs.

Operations Management Services- HNUA3

(1) Provides 24-hour monitoring and alert services for the Center's IT infrastructure operational services; (2) manages CIT's NIH-wide communication for maintenance activities and operational incidents; (3) tracks and provides as-needed status reports on all operational incidents; (4) manages and operates the CIT's Change, Incident, Problem, and Release management programs; and (5) provides a broad range of services and support to assure quality and availability of NIH IT services.

High Performance Computing Services- HNUA4

(1) Plans, manages, supports, and operates NIH's core enterprise-wide, high performance computational environment used by NIH intramural scientists;(2) develops and supports biomedical and life science application programs, associated biomedical databases, programming languages, and tools;(3) provides training and technical expertise for NIH intramural staff relating to NIH high performance computational resources scientific applications; and (4) researches new technology developments in high-performance computing, life science applications, biomedical databases, high-performance storage, and archiving for use of NIH.

Identity and Access Management Services- HNUA5

(1) Plans, manages, and operates the NIH enterprise infrastructure required for secure authentication and authorization to NIH IT resources; (2) automates the initiation, capture, recording, and management of user identities and related permissions; (3) ensures that access privileges are granted according to policy; and (4) ensures that services are properly authenticated, authorized, and audited.

Network Services- HNUA6

(1) Plans, manages, and coordinates the engineering, design, implementation, and support of secure network infrastructure and services for the NIH wide area network (wired and wireless) to facilitate the use of scientific, administrative, and other business applications; (2) develops and disseminates recommended standards, policies and procedures for the nationwide implementation, and management of NIH networking systems; (3) researches, develops, and tests next-generation networking technologies; (4) provides consulting, guidance, and support to the ICs to meet their network requirements; (5) develops, implements, and supports remote access services to NIH net; and (6) plans, manages, and coordinates all activities required to deliver firewall consultative and management services to the NIH community.

Service Desk Services- HNUA7

(1) Manages and operates the NIH IT Service Desk, 24-hour Call Center, and all other associated services; (2) facilitates central account establishment for access to NIH-wide IT resources; and (3) manages access to CIT-specific systems.

Facility/Infrastructure Support Services- HNUA8

(1) Manages and operates the physical cabling infrastructure services necessary to support the NIH research in the Bethesda metropolitan area and across remote locations; (2) manages and operates the NIH data center facilities and co-location services; and (3) provides 24-hour management of all aspects of the facility infrastructure systems, including heating, ventilating and air condition, electrical, structural integrity, and access control.

Hosting and Storage Services- HNUA9

(1) Plans, manages, supports, and coordinates activities required to provide primary and backup storage services for the NIH ICs; (2) collaborates with ICs to evaluate, select, and recommend new database, middleware, and general best value hosting technologies to support NIH needs;(3) plans, manages, supports, and coordinates activities required to provide application and data base hosting services for NIH on centrally managed UNIX and Windows database, middle tier, web, and application servers; (4) provides systems architecture, integration, and consulting services to NIH ICs; and (5) provides systems and security support for continuity of operations and disaster recovery services.

IT Support Services- HNUAA

(1) Provides a broad range of IT services to NIH to support general IT needs, including desktop management services and office production of platforms and tools; and (2) coordinates and oversees the CIT IT Training Program for the NIH community support needs.

Unified Communications and Collaboration Services- HNUAB

(1) Plans, manages, and coordinates all activities required for the NIH enterprise Unified Communications and Collaboration (UCC) services, which includes voice, video, email messaging, and collaboration; (2) operates and manages the Unified Communications infrastructure to support the needs of the NIH community; (3) serves as the focal point for telecommunications service orders/requests; (4) develops and disseminates recommended standards, policies, and procedures for the NIH Community on implementation and management of NIH video, voice, enterprise messaging and collaboration; (5) researches, recommends, develops, and tests next-generation communications technologies; and (6) ensures the architecture supports 24-hour operation of UCC services for the NIH.

Office of Administrative Management – HNUB

(1) Plans and directs the Business Management functions of the Center for Information Technology {CIT) including Business Management and Communication service areas; (2) advises the CIT Director and Deputy Director on key legislative, regulatory, and policy developments that directly affect the Center's Business Management and Communication service areas; and (3) coordinates Business Management and Communication activities in support of the Center's Information Technology operations and services.

Financial Management Group- HNUB2

(1) Conducts the financial affairs of the Center, including the formulation, presentation, allocation, execution, tracking and reporting of the Center's budget; (2) provides budgetary and financial planning, tracking, analysis, and reporting; (3) provides billing cost recovery services; and (4) establishes consistent financial policies and procedures for the Center.

Management Analysis and Policy Group- HNUB3

(1) Provides analytical support to CIT to drive business and policy decisions; (2) establishes and reviews policies to ensure CIT meets legal, ethical and performance standards; and {3) supports management assessments of performance of service, projects, and initiatives.

Administrative Management Group- HNUB4

(1) Provides guidance and support on all administrative and business aspects of the Center's programs, advising on administrative policies and practices; (2) provides overall administrative support services to all programs of the Center, including human resources, space and facilities management, technology transfer, travel management, personal property management, timekeeping, emergency response management, and the implementation of new or changing administrative policies and practices; and (3) coordinates and implements Center-wide responses to NIH management programs.

Acquisition Planning and Management Group- HNUB5

(1) Provides guidance and advice for acquisition planning and execution of the Center's acquisition activities; (2) oversees and streamlines CIT's contract portfolio; (3) serves as a liaison between CIT's service areas and the NIH contracting activity; (4) manages administrative pre/post-award acquisitions; (5) administers Department-wide enterprise software license agreements; (6) directs purchase card program; and (7) performs analytics and advises on strategic sourcing initiatives.

Communications and Outreach Group- HNUB6

(1) Plans and provide effective communication programs and activities to NIH and external agency stakeholders about IT services or topics; (2) provides media and congressional relations support; and (3) collaborates with technical leadership to produce strategies and plans that assure effective communication with NIH staff and stakeholders that facilitate service deployment ,delivery, and retirement.