5.2.1 Mission

Chapter 5 - Information Technology	Original Effective Date: June 2000
Section: 5.2 Infrastructure Solutions	Date Last Reviewed: May 2023
Responsible Entity: Vice President and Chief Information Officer	Date Last Revised: November 2009

I. Purpose

To establish the mission of the Systems and Network Operations (SNO) at UT Health San Antonio.

II. Scope

This policy applies to all current and former faculty, staff, students, residents, healthcare providers, researchers, contractors, or any other third-party entities who have direct or indirect access to Information Resources created, held or maintained by UT Health San Antonio or any controlled affiliate, including, but not limited to its clinics, hospitals, and research operations.

III. Policy

The mission of Systems and Network Operations (SNO) is to provide reliable and secure infrastructure for computing, communications, and networking in a proactive and cost-effective manner in support of the institution's teaching, research, and service missions.

1. SNO's broad areas of service include the following:

    a. Operate centralized computing facilities in a safe and secure manner; provide server and mass storage administration;

    b. Establish and maintain voice, video, and data networks to provide useful, cost effective, and reliable services; provide appropriate Internet access.

    c. Provide electronic mail and related security, filtering, and distribution list services in support of electronic communication;

    d. Provide consultative services in related server and mass storage configuration, set-up, and maintenance;

    e. Provide consultative services related to network and telecommunications configuration, set-up and maintenance;

Additional information may be obtained by visiting the Web site at: http://ims.uthscsa.edu/

IV. Definitions

There are no defined terms used in this Policy.

V. Related References

There are no related documents associated with this Policy.

VI. Review and Approval History

A. The approving authority of this policy is the University Executive Committee.

B. The review frequency cycle is set for three years following the last review date, a time period that is not mandated by regulatory, accreditation, or other authority.

Effective Date	Action Taken	Approved By	Date Approved
06/2000	Policy Origination		
11/2009	Policy Review with Changes		
07/2019	Policy Review without Changes		
05/2023	Policy Review without Changes		