



I. 5.5.1 Mission

Chapter 5 - Information Technology	Original Effective Date: June 2000
Section: 5.5 Information Technology Service Management	Date Last Reviewed: May 2023
Responsible Entity: Vice President and Chief Information Officer	Date Last Revised: July 2019

II. Purpose

To establish the mission of the Information Technology Services Management Department of UT Health San Antonio.

III. Scope

This policy applies to all employees of the Department of Information Technology Service Management of UT Health San Antonio.

IV. Policy

The Department of Information Technology Service Management (ITSM) was created to optimize and manage the client service functions of Information Management & Services (IMS). These functions include but are not limited to all help desk functions, billing for communications and customer support services, end user training and support, enterprise level computer support services and software (including Microsoft), phones and other telecommunications devices, Technical Support Representative (TSR) program, account management, and UT Health San Antonio’s Computer Store. The main goal for ITSM is to provide exemplary customer support to students, staff, and faculty. The goal of ITSM is to offer a “one stop” customer service center for; information management and services by leveraging teamwork, technology, expert knowledge, professionalism, and the commitment to excellence.

ITSM is committed to the values of:

1. Customer service
2. Mutual respect and trust
3. Ethics
4. Professionalism

Additional information may be obtained by visiting the Website at: <http://ims.uthscsa.edu/>.

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V. Definitions

There are no defined terms used in this Policy.

VI. Related References

There are no related documents associated with this Policy.

VII. Review and Approval History

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

Effective Date	Action Taken	Approved By	Approved Date
06/2000	Policy Origination		
12/2009	Policy Review		
07/2019	Policy Revision		
05/2023	Policy Review		