



RCMI PROGRAM

Center for Information Technologies and Telecommunications

General Guidelines for Services

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A. Description

The overall **goal** of the RCMI Center for Information Technologies and Telecommunications (CentIT2) is to provide specialized information technology services to support research, professional development and global interactions at the University of Puerto Rico Medical Sciences Campus. Collaboration from other information technology units from the University of Puerto Rico Medical Sciences Campus (MSC) and from the University of Puerto Rico (UPR) System has been secured to provide access to their unique assets when necessary, avoiding duplication of resources.

To attain this goal, CentIT2 will:

Specific Aim 1: Provide information technology services to support global interactions of Medical Sciences Campus faculty and students through the use of information technology, including research, research training, mentoring, and professional development activities. These services include a videoconference service, high-bandwidth video streaming capabilities, web casting and webinar services.

Specific Aim 2: Provide information technology services to support global dissemination of information about Medical Sciences Campus research capabilities, resources, activities and contributions to global health and health disparities research. Services related to this specific aim include the creation of a comprehensive RCMI Portal, support in the use of general as well as private social network technologies, limited video production capabilities for posting in the RCMI YouTube Channel, development of content-specific online resources, and creation of group-specific list servers.

Specific Aim 3: Provide information technology services to reengineer and support operations of RCMI Key Activities, as well as operations of other cores and facilities. These services include consultation on database creation and management, optional centralization of research databases, assistance in the implementation of laboratory management system software (LIMS), optional centralized server management and backup systems, and technical support for software and hardware.

B. Physical Location

Office BB-42A, Basement Level
Guillermo Arbona Building
Medical Sciences Campus
Puerto Rico Medical Center
San Juan, PR. 00936-5067

C. Staff and Contact Information

José G. Conde, M.D., M.PH.

Director

Office B-621A, 6th floor, Main Building
Telephone: (787) 758-2525 exts: 1620, and 1621
Email: jose.conde1@upr.edu

Brenda G. Nieves, BBA

Electronic Systems Programmer II
Office BB-42A, Basement
Telephone: (787) 758-2525 ext. 2193
Email: brenda.nieves1@upr.edu

Alex A. Lora, BS

Electronic Systems Programmer II
Office BB-42A, Basement
Telephone: (787) 758-2525 ext. 2191
Email: alex.lora@upr.edu

Joseph Morris Pastrana, BS

Electronic Systems Programmer II
Office BB-42A, Basement
Telephone: (787) 758-2525 ext. 2190
Email: joseph.morrispastrana@upr.edu

D. Work Hours

Monday thru Friday: 7:30AM – 4:30PM
Holidays: CLOSED

E. Major Services Provided

Videoconference Service

CentIT2 staff manages three regular and two high-definition portable videoconference units, in addition to a multichannel (MCU) system that can support up to 10 simultaneous videoconference connections per session. Videoconference units are moved to conference rooms, classrooms or auditoriums with network connections, providing service when and where needed. We research or research training activities, ranging from meetings between graduate students and members of thesis committees to meetings of research groups and lectures. A limited webinar service (GoToMeeting) is provided for webinars of up to 100 attendees.

Web Applications

Using the Plone Content Management System, DSpace, Drupal and other development tools, CentIT2 staff has been able to create, host and/or maintain over 20 websites or web-based resources (including virtual collaborative workspaces) for Medical Sciences Campus research-related units. These include the RCMI Program; the free, online version of the Puerto Rico Health Sciences Journal (the Medical Sciences Campus peer-reviewed and MEDLINE-indexed scientific journal) and Libreria, a repository of digital information on the history of health sciences in Puerto Rico and the Caribbean.

Research Database Development

REDCap is a robust, easy-to-use database management system that is already in use for clinical research at the MSC. However, REDCap has also been used successfully for basic research in other institutions. We provide training and assistance to researchers in the use of REDCap for the creation and management of their research databases.

Server Management

CentIT2 staff currently manages 13 servers in support of key activities in the campus. These include a REDCap server; the RCMI Office administrative server; CentIT2's web server; data storage servers for the RCMI Translational Proteomics Center, and the Libreria application server.

RCMI Program Campus Channel in YouTube

CentIT2 has resources for limited production and edition of videos for posting in the Medical Sciences Campus RCMI Channel in YouTube. The channel, also managed by CentIT2, currently hosts over 230 videos of research-related activities held at or sponsored by campus units, ranging between 12 and 90 minutes.

Technical Support

Technical support services are provided primarily to RCMI Cores and investigators. These include areas such as the creation of research databases with REDCap; videoconference applications such as GoToMeeting, Skype, Skype for Business and iChat; instrumentation operated through computer interfaces (LTQ XL MS/MS Linear Ion Trap Mass Spectrometer System and

BioRad Chip Reader, for example), and laboratory desktop or laptop computers.

F. Rules of Operation

Service Requests

All potential users must contact CentIT2 staff at extensions 2190, 2191, 2192 or 2193. They should briefly describe their need for support or requested service. Technical staff will decide either to manage the request, consult with the CentIT2 Director about any issues related to the request, or, if it is outside the scope of CentIT2, to refer the request to other units of the MSC. Once CentIT2 agrees to provide the service, the user will then submit a service request ticket through the CentIT2 Electronic Service Request System, which will start service procedures. CentIT2 staff will inform potential users about the procedure for submitting tickets through this system.

Denial of Service

CentIT2 reserves the right to refuse participation in or withdraw from development, implementation, operational or any other functions related to applications that may violate policies of the UPR System and the UPR Medical Sciences Campus, as well as applicable state and federal laws.

Service Priorities

1. Medical Sciences Campus RCMI Investigators and/or technicians
2. Other Medical Sciences Campus investigators, graduate students and/or technicians.

Hardware and Software

The use of software and hardware is limited only to CentIT2 personnel, with the exception of software installed specifically for other users in computers in other units of the Medical Sciences Campus. This is to avoid damage or misuse of the equipment. CentIT2 abides STRICTLY to software licensing agreements, and illegal copying or use of software is NOT permitted.

Applications Content

CentIT2 staff do not create content for applications. It is the responsibility of users to provide such content and to verify its correctness, including data, text, images, or any other content. CentIT2 staff will assist in applications development and implementation.

Reporting

Users are expected to provide information regarding their publications, research support, and awards for inclusion in CentIT2 annual progress report to NIH or other reports. They might be contacted by RCMI staff to provide additional information if necessary.

Acknowledgment of RCMI Support

All investigators using CentIT2 services or resources for their projects should acknowledge this support by including the following sentence in their publications, abstracts and presentations:

“Research reported in this publication was supported by the National Institute of Minority Health and Health Disparities of the National Institutes of Health under award number G12 MD007600. The content is solely the responsibility of the authors and does not necessarily represent the official views of the National Institutes of Health.”


Publications

Copies of publications acknowledging RCMI support should be sent to:

Emma Fernández-Repollet, PhD
Principal Investigator
RCMI Program
Office B-621-A, 6th floor
Guillermo Arbona Building
UPR Medical Sciences Campus
PO Box 365067
San Juan, PR 00936-5067
E-mail: e.fernandez@upr.edu
Telephone: (787) 758-2525 Exts: 1621, 1620

G. Approval of Guidelines

Approved by: 
José G. Conde Santiago, MD, MPH
Director
Center for Information Technology and Telecommunications (CentIT2)
RCMI Program, UPR Medical Sciences Campus

VoBo by: 
Emma Fernández-Repollet, PhD
Principal Investigator 12-13-2016
RCMI Program, UPR Medical Sciences Campus