

# IT Support Services (ITSS)

## FEWER TECHNICAL DISRUPTIONS MEANS NIH EMPLOYEES CAN FOCUS ON THEIR WORK

CIT implements innovative technology solutions for smaller ICs and individual program or staff offices with limited or no IT support resources. We provide a full complement of customer-centric desktop support services that reach more than 1,900 staff and 2,500 devices.

## WHAT WE PROVIDE

### Engineering & Deskside Support

CIT provides a full complement of support services on a fee-for-service basis to ICs to allow them to focus on research and not IT problems. Our services include desktop engineering, security, Tier 2 desktop support, printer management, and service-delivery management. We also offer acquisition support and software management and license management.

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### Office Productivity Training

NIH employees can sign up for a course to learn how to effectively use your computer, applications, network, and other IT systems. The program currently offers 35 information technology courses that help NIH staff leverage computers and information systems in their work.

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