



IT Support & Monitoring



Members of the NIH community can request a service such as receiving a Webex account or registering a mobile device, get help on technology problems such as connecting to email or personal desktop problem, and find numerous articles on IT topics.

OFFERINGS

NIH IT Service Desk

Via web or phone through the IT Service Desk, we provide customer-centric support 365 days a year for more than 19,000 mobile devices and 50,000 computers in facilities around the country.

- [NIH IT Service Desk](#)

IT Monitoring & Management

The Technology Operations Center (TOC) is a centralized hub staffed 24x7 to monitor the status of NIH IT operations and events and other services, oversee monitoring and notification services, and provide incident-management services in the event of an IT incident.

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.