

## 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.

## CONTACT

[CIT Engineering & Deskside Support Team](#)