



Center for Information Technology

# Operations Management Services (OMS)

## KEEPING NIH SYSTEMS HEALTHY WITH COMPREHENSIVE MONITORING AND INCIDENT RESPONSE

With 24-hours-a-day, 365-days-a-year monitoring, CIT ensures services, applications, hardware, software, facilities, and infrastructure are operational and accessible to NIH employees when they need them.

## WHAT WE PROVIDE

### IT Monitoring & Management

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

We also perform a root-cause analysis for each incident to identify problem areas and recommend steps to prevent future outages.

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