



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.

[View details >](#)

CONTACT US

If you want more information about our services, including how to acquire or implement them, contact CIT.

[Contact NIH IT Service Desk](#)