



# CIT Opens Integrated Technology Operations Center

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This winter, CIT completed the opening of an integrated Technology Operations Center (TOC). The opening is the culmination of more than a year of dedicated effort to modernize NIH's ability to monitor critical IT services and ensure rapid incident response and quality services for the NIH community.

The space houses a suite of unified communications and collaboration tools and a robust event monitoring system. These systems help staff to identify problems, issues, and outages across the NIH information technology (IT) enterprise. The TOC includes the co-location of essential operations staff and implementation of an integrated tool suite in the shared space.

This central hub provides real-time information on the status of NIH's IT operations and events, enabling NIH's IT infrastructure and security risks to be monitored 24 hours a day, 365 days a year.

This center is another way to prioritize the planning, delivery, and monitoring of high-quality IT services that meet the needs of NIH's biomedical research community. It fuels CIT's ability to improve operations, enhance security, and facilitate service delivery management today and in the future.

With the opening of this new integrated Technology Operations Center, NIH is better equipped to provide high-quality services in a dynamic biomedical technology environment, while maintaining control over complex physical, virtual, and cloud enterprise infrastructures.

For more information on the TOC or CIT's approach to operations management, contact the [NIH IT Service Desk](#).