OVERVIEW

As the nation’s largest biomedical research facility, the National Institutes of Health (NIH) requires an array of systems and services to support scientific research and discovery programs and operational and business activities. To meet these needs, CIT offers Business Application Services (BAS) and expertise to develop and maintain enterprise-level software applications, develop websites, and deliver data and analytics that support research and business operations, allow NIH to make data-driven decisions, and support NIH in its overall mission to enhance human health.

SERVICES OFFERED TO NIH

CIT’s Business Application Services at NIH fall into two categories: Business Intelligence services and Enterprise Services. Business Intelligence provides administrative data and information delivery for NIH’s analytics and reporting needs. Enterprise Services support the development and maintenance of NIH-wide software applications (programs designed to help automate business processes and digitalize the way we do business).

Business Intelligence Services

CIT provides Business Intelligence services through the NIH Business Intelligence System (NBIS), commonly known as nVision. nVision aggregates finance, property, human resource, contract, and travel data to support IC administrative and management decision-making. It provides this information to multiple stakeholders across the NIH community as standard and custom reports, dashboards, and analytics that help achieve business objectives across NIH. nVision data is shared with over 185 Department and IC systems and is heavily used by over 4,000 people across all of NIH.

Enterprise Services

Enterprise Services include a variety of IT services that support critical day-to-day operations across NIH. BAS Enterprise Services include the following:

- **Enterprise Platforms**
  - ServiceNow, the robust platform that can be leveraged to support the core capabilities and work processes of NIH IC Service Desks.
  - NIH Enterprise Web Services, using Service Oriented Architecture, provides a shared superhighway for data, messages, and events for NIH systems.

- **Enterprise Applications**
  - Provides full lifecycle support, including operations, maintenance, and development activities, to key enterprise-level applications used by the NIH community (and other federal agencies), such as:
    - the NIH Enterprise Directory (NED), which serves as the central source for administrative information about NIH personnel.
    - the Integrated Time and Attendance System (ITAS), used to track time and attendance for all federal staff at NIH and throughout HHS as well.
    - the NIH Enterprise Ethics System (NEES), which assists NIH staff with meeting required statutes and regulations governing the ethical behavior of federal employees, i.e., completing, reviewing, and submitting confidential financial disclosure reports (OGE-450), outside activity requests (HHS-520), and the outside activity annual report (HHS-521).
    - the Director’s Document and Records Management System (DDRMS), used to electronically route and track NIH-controlled correspondence.
AT A GLANCE: SUPPORT FOR NIH SOFTWARE APPLICATIONS AND ANALYTICS

BENEFITS TO NIH

CIT business applications and services have provided measurable value to the NIH community:

- Creation of an Open Commitments Dashboard to improve the fiscal year-end process by providing a summarized visual dashboard of open commitments needing action.

- Development of the nSIGHT HR Off-Boarding toolkit, streamlining the separation process for federal employees, contractors, and fellows.

- Implementation of a major technology upgrade for NEES, resulting in increased system availability and performance, enhanced scalability, maintainability and reliability, as well as improved usability. Additionally, supporting Optimize NIH by digitizing previously manual forms for Special Government Employees serving on NIH Steering Committees.

- Enhanced usability and improvements in continuous DDRMS releases that offer an easier-to-use interface, improved reporting capabilities, and allow for extended use of DDRMS for each IC’s own correspondence.

- BAS Web Services maintains the infrastructure for over 98 million web service transactions, allowing data to flow to support mission-critical functions such as grants, travel, and the NIH financial system.

- With the creation of the enterprise application FOIAXpress, numerous, fragmented systems have been consolidated, resulting in improved compliance, automation, and user experience for NIH FOIA. Also, a new front-end portal accessible to the public has resulted in enhanced accountability and transparency.

- A new front-end portal for ITServiceDesk.nih.gov is being implemented to improve the user experience, enhance our security posture, and accelerate the delivery on customers’ requests. A thorough program assessment of the ServiceNow platform also resulted in an improved management approach and governance structure, ensuring alignment of this service to NIH mission needs focused on our customers’ business problems.

LEARN MORE

For more information, visit CIT’s Business Application Services (nVision and Business Intelligence services) page: https://www.cit.nih.gov/service/business-application-services.