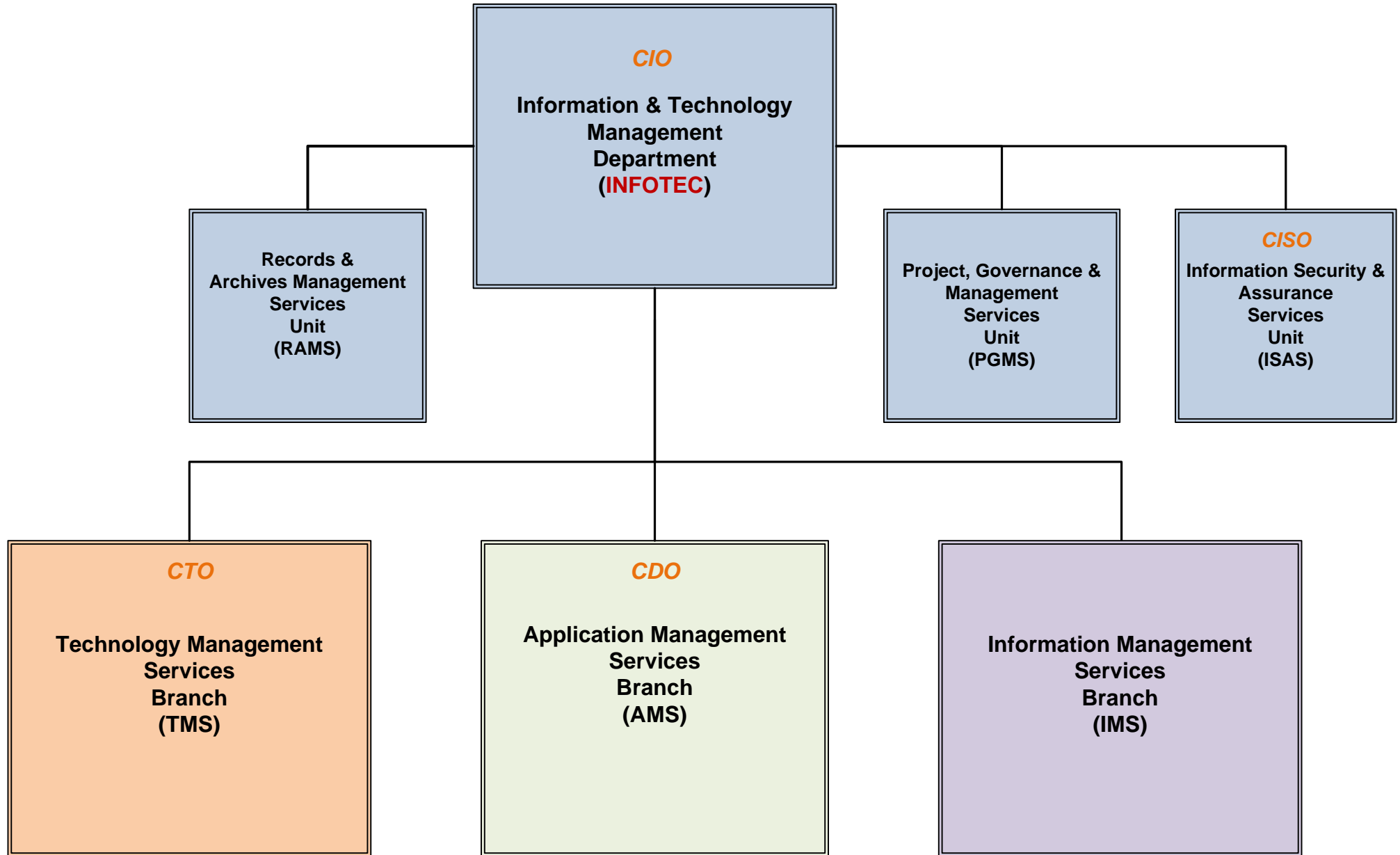
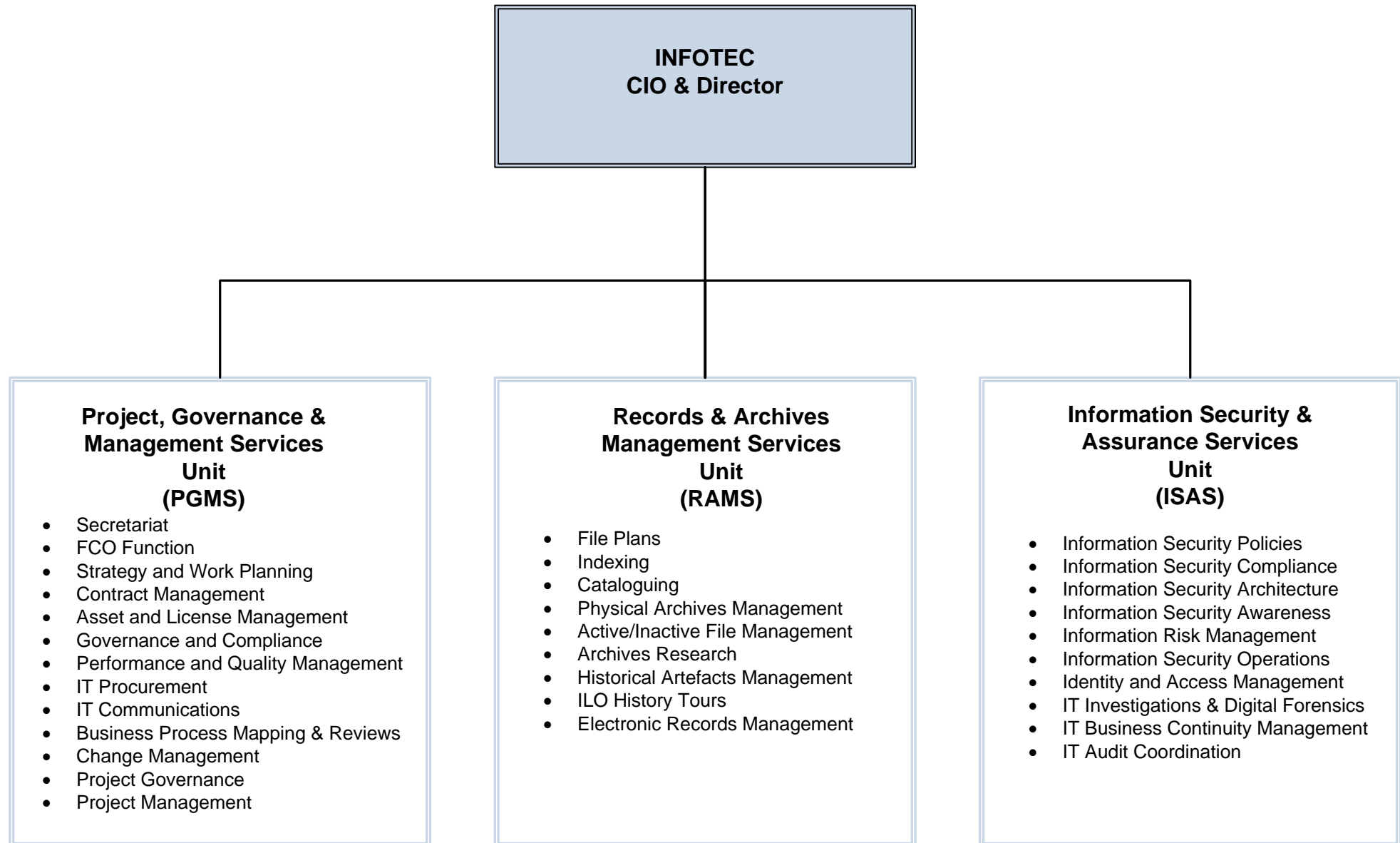


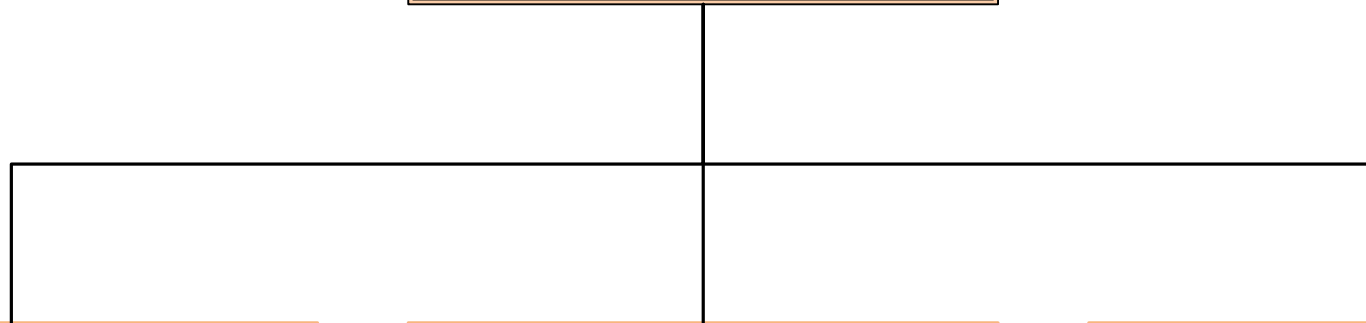
INFOTEC Org Chart



Information & Technology Management Department (INFOTEC)



**Technology Management Services
Branch
(TMS)**



Infrastructure Services

- Data Centre Management
- Operating Systems
- Network & Wifi
- Proxies & Firewalls
- Email & Messaging
- Web Services
- Database Administration
- Disaster Recovery
- Application Hosting

User Support Services

- Mobile Devices
- Desktop Applications
- User Support Technicians
- File and Directory Services

Service Desk

- IT Service Desk
 - IRIS Service Desk
-

**Application Management Services
Branch
(AMS)**

**Enterprise Content
Applications**

Solution Areas

- Collaborative/Team Working Methods
- Document/Records Management
- Internal/External Communications
- Social and Digital Media

Services

- Application Design, Implementation and Support
- Digital Workplace Process Analysis and Design
- Document Lifecycle Automation

**BI, Mobile & Custom Web
Applications**

Solution Areas

- Business Intelligence and Analytics
- Custom Labor Policy Applications
- Dashboards and Information Visualization

Services

- Application Architecture
- Application Design, Implementation and Support
- Data Analysis and Information Structuring
- Software Development

**ERP & Administrative
Applications**

Solution Areas

- Custom Administrative Applications
- Enterprise Resource Planning

Services

- Application Design, Implementation and Support
- Digital Operations and Process Automation, Design and Transformation

**Information Management Services
Branch
(IMS)**

**Digital Research &
Information Services**

- Research Support Services
- Inter Library Loans
- Document Delivery Services
- Digital Library Services
- Information Products
- Discovery
- Electronic Journals
- Library Archives

Library Operations

- Client Services
- Reference Desk Services
- Inter Library Loans
- Acquisitions
- Resource Management
- Fulfilment
- Reporting
- Meeting Room Management
- Print Management
- Digitization

**Information Governance &
Management**

- Information Governance & Standards
- Information Classification & Taxonomy
- Information Architecture & Access
- Information Lifecycle Management
- Data Governance
- Master Data Management
- ILO Taxonomy
- ILO Thesaurus