New DGIT IT Merger Digest

In October of last year, the School of Nursing merged their IT services and support under DGIT. To ensure you are kept up-to-date with IT merger related information, we will begin circulating a quarterly digest to keep you informed every step of the way. The digest will focus on current and upcoming projects and highlight other improvements we’ve made to technology at the School of Nursing.

What has occurred?

We completed visiting School spaces to learn about the technology being used and provided new ways to contact IT for support. In January, DGIT switched the Virtual Private Network to Global Protect as the first step towards improving security in Nursing. We have also been working towards being able to offer more of our services and upgrading the computing environment.

What’s upcoming?

DGIT is excited to announce that in the next few months our teams will begin replacing older computers or upgrading current devices to DGIT’s Windows 10 system with preinstalled software and security standards. We’ll work with you to set a date and time for a technician stop by and assist you in the replacement/upgrade.

As you are aware, we began working closely with Nursing’s HR team to get all faculty and staff Mednet accounts. On May 31, our teams found discrepancies in the contact information provided and decided to place a hold on any further distribution until the information could be verified. As of this week, both teams have verified all contact information and we have resumed distribution of all Mednet usernames and passwords as of July 29. Mednet accounts will allow you to gradually obtain access to services and tools within our Service Catalog, with immediate access to Qualtrics and UCLA Health Zoom.
Need IT support?

We are here to help all needs with your computer, laptop, printer, mobile device, applications, network access, and much more. Call Customer Care at 310-267-CARE (x7-2273) and press 3 or email DGITSupport@mednet.ucla.edu. You can also get in-person support by visiting IT Connect, our walk-up desk in CHS west of Café Med. The team there is available M – Thu from 8:00 a.m. – 5 p.m. and Fri. 8:00 a.m. – 3:00 p.m. For more merger-related information, please visit the School of Nursing’s merger homepage.