

# INFORMATION TECHNOLOGY SERVICES (ITS)

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Omaha, NE 68198-5030  
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Fax 402-559-5579  
<https://info.unmc.edu/it/index.html> (<https://info.unmc.edu/it/>)

Information Technology (IT) designs and deploys innovative technology solutions for UNMC and provides comprehensive infrastructure services for UNMC and Nebraska Medicine. Contact the ITS Helpdesk at 9-7700 or by email at [helpdesk@unmc.edu](mailto:helpdesk@unmc.edu) for assistance with computers and phones.

**ITS Video Operations**  
**Room 2091 BSC (Annex 10)**  
**402-559-8090**

ITS Video Operations provides the following services to UNMC and the Nebraska Medical Center's faculty, staff, and students:

1. Video Conferencing Services (<https://info.unmc.edu/it/services/telecommunications/zoom/>). Our standard video conferencing service is centered around Zoom's cloud based application.
2. Support for room based H.323 IP video conferencing and desktop webinar applications
3. Conference and event recording
4. User training for classroom, conference room, and auditorium AV technology
5. Pre event setup and room technology checkout
6. Dedicated video operations helpdesk for internal and external customers to call for assistance
7. Dedicated room technology helpdesk for internal customers requiring assistance with a class, meeting or event

Contact Information:

- Video Services Main Number: 402-559-8090
- Classroom Assistance: 402-559-7665
- Video Operations Center: 402-559-8090

To request or reserve a room, please contact the Central Scheduling Office (<https://www.unmc.edu/services-resources/room-scheduling/>).