CITES’ Information Management and Technology Services department provides customized information-communication products and services using leading technologies. As part of Florida State University’s research mission, our staff of information managers and engineers are committed to providing and developing products and services using current applied research. We are committed to remaining at the vanguard of the information industry. A detailed description of our services follows.
Information Management

Access to comprehensive information organized in a meaningful way is pivotal to making good decisions and policies. The Information Management section provides comprehensive services for the identification, acquisition, organization, development, and dissemination of information and resources for any industry or initiative. The services we offer include the following:

Clearinghouse and Information Center Development and Operations

- Designing and operating a customized clearinghouse has been a cornerstone of CITES since 1972. We’re a leading supplier of clearinghouse services for state government and nonprofit organizations, focusing on a diversity of issues that include
  - Florida Educational Information Services
  - Florida School-to-Work Clearinghouse
  - Florida Tech Prep Clearinghouse
  - Florida Adult Literacy Resource Center
  - Florida Tobacco Control Clearinghouse
  - Florida Workforce Education Clearinghouse
  - Florida Clearinghouse for Applied Research and Public Service

- With CITES’ decades of experience in developing and implementing comprehensive information centers/clearinghouses, we have developed a full range of products and services that can meet your needs strategically and operationally. The major components of a typical clearinghouse or information center are
  - Information-Communication Systems
  - Research Services
  - Technical Services
  - Publications

  Each component is composed of services and products that are described individually throughout this document.

Information Collection and Analysis

- Our experienced information managers can conduct a comprehensive search of existing resources (online and manually) to identify and acquire all items related to your research topic. With subscriptions to major online database vendors such as Dialog, we literally have access to hundreds of databases that contain full text documents not readily available on the Web.
• After we’ve identified and acquired all the relevant materials, the review/select process can begin. We can help you coordinate and conduct the review/select process (via the Web or face-to-face) using your team of subject matter experts and our field-validated systems and procedures.

• The final products resulting from this process may include an annotated bibliography of selected items, indexes (subject, format, etc.), a resource guide, and a matrix.

Information Audits

• Using industry standards, we provide information audit services that evaluate the effectiveness of an existing information system or network within an organization. The end product is an information audit report that provides the evaluation of current information processes and identifies needs within an organization and recommendations for future development.

Best Practices

• A critical component of any research and development project is the identification of best or effective practices. We can help you design and manage a system for collecting, evaluating, and publishing best practices for your initiative.

Library Planning and Development

• If you are thinking of creating a library or have a room full of materials that need organizing, we can customize a collection development management plan that provides policies needed to establish and maintain a collection, i.e., mission, purpose, priority subject areas, selection policies, maintenance, classification, cataloging, indexing, and circulation policies.

• After the plan is established, then we can assist you in the implementation by creating an electronic system that integrates collection development, management, and circulation.

Library Automation and Hosting Services

• We have the expertise and the tools to help you implement any library automation strategy you choose.

• As one of its many tools, CITES has used InMagic products to automate some of its library and clearinghouse functions since 1986. If you are considering using the InMagic suite of products as your library automation and Web publishing software, then let us save you time and money by providing you with database and Web hosting services that allow you to use our software and our staff expertise (library and information managers, database/Web developers, network administrators).

Information-Communication Systems

• Let us help you connect your stakeholders with each other and critical information by designing and developing a customized information-communication system that standardizes the collection and tracking of information and provides a communication mechanism for the sharing of information and collaboration in real time.
Material Development

- Using a team of information managers, writer/editors, and visual designers, we have the ability to develop a broad range of high quality materials (in multiple languages), i.e., research reports, hot topics, research digests, resource guides, best practices, brochures, directories, catalogs, handbooks, identity packages, Web articles, newsletters, videos, DVDs, posters, and exhibits.

Material Distribution

- Using our customized Web-based inventory management system, CITES staff can help you distribute your materials by providing the following services: distribution plan development, e-commerce, inventory management, order processing and fulfillment, and mailing.

Web-Based Inventory Management

- If you are distributing large quantities of materials from one site or many, then let us design and configure a customized Web-based inventory management system that will provide the following components: inventory maintenance, invoicing, reports, customer management, and product management.

Information System Design and Management

- Our information managers specialize in analyzing, organizing, and translating your information into a customized system. Our systems are designed to provide the optimum flexibility in collecting, storing, retrieving, and managing information. CITES’ information management and technology staffs are experts in designing, developing, and managing information systems using leading edge technology. No system is too small or too large to customize for you. The following is a list of the types of systems we can design and manage:
  - Knowledge Management Systems
  - Portals
  - Web Sites (dynamic, interactive, or static)
  - Database Management System

Conference Exhibit Management

- CITES’ experienced staff can manage the scheduling, registration, display design, shipping, delivery, and set up of conference exhibits.

Training Development and Delivery

- For any of your information-based initiatives, we can develop training materials and deliver training face-to-face or via the Web (using our locally hosted Web meeting software).
Outreach and Networking

- CITES can develop and conduct a customized outreach campaign for your initiative that will include
  - Identifying targeted audiences
  - Developing an information-communication system
  - Establishing linkages with selected organizations and individuals
  - Coordinating workshops, information-sharing sessions, and Web meetings
  - Training and technical assistance
  - Conference presentations and exhibits

Needs Assessment (Web-Based Surveys)

- We have been in the forefront of developing Web-based surveys to identify and assess needs in real-time. We can assist you in developing and implementing a Web-based survey customized specifically to meet your needs.

Information Technology

CITES’ wide range of information technology services is backed by years of experience developing leading edge information systems. Using our highly skilled team of information managers, Web application engineers, network administrators, and visual designers, we provide our clients with solutions using the most up-to-date technology that they can use. From Web-based portal and knowledge management systems to stand-alone databases, CITES’ staff has the skills and experience necessary to manage, develop, and operate efficient and reliable information systems. California’s Department of Health trusted the quality of our management and development processes so much that they were willing to award us a four-year contract to develop a statewide portal for their tobacco control program.

The services we offer include the following:

Information Technology Strategic Planning

- Our network administration team can help you develop a strategic plan for building a Web network infrastructure by assessing your current network and the capability you desire or need to run certain applications efficiently and securely. A plan will be provided that outlines the hardware, software, infrastructure, and staff requirement needed.
Technology Feasibility Studies

- We can help you identify appropriate technologies needed in order to provide a particular information solution. Let us conduct the research to answer these questions and provide you the results in a report that contains the recommended solutions and how to implement them.

Business Process Analysis

- Using industry standards and project experience, we have developed proven tools and systems to help our clients decide on the content, design, and functional requirements for creating customized systems. Using field validated procedures, we will guide you through a structured process to determine the detailed requirement of the proposed system. The result of this process is a workflow and process model, data flow diagrams, full prototype, and entity-relationship diagrams.

Information Systems Design, Development, and Operation

- CITES can provide turnkey solutions for your information system needs. We can take an information technology (IT) solution from concept to implementation and hosting. We also can provide user documentation development and help desk support.

- CITES Web application designers and developers are highly skilled in the latest technologies and have been on the vanguard of Web development since 1993. Based on our broad range of capabilities, we can develop the IT solution that best meets the needs of your goals and objectives. No matter how small or large the solution may be, we employ the same industry standards for needs assessment, design, prototyping, application engineering, quality assurance, implementation, training, documentation, and follow-up support. The following is a list of the types of systems we can develop to meet your needs:
  - Knowledge Management Systems
  - Web Portals
  - Web Sites (dynamic, interactive, and static)
  - Database Management Systems

E-Gov Solutions

- CITES is committed to incorporating government technology standards (American Disability Act, Electronic Act of 2002) in the systems it designs and develops. We are proactive in staying abreast of new developments that will provide customized solutions in the areas of e-signatures, e-forms, and e-grants that meet government standards.

Web Support and Hosting

- CITES provides comprehensive Web support and hosting services to create a seamless transition from development to operation for the products we develop. We maintain a high level network of computers and services that meet the IT standards and recommendations for optimum services and security. We also provide Help Desk support and user documentation development services.
• Our servers are located at our office location in Innovation Park and are in a locked area with 24-hour security. We provide high-speed access at T-1 bandwidth or better. We have a Watchguard Firebox 700 firewall for protection from outside sources and use a suite of Norton antivirus software for additional protection. Our data is backed up daily, weekly, and monthly with the weekly backup stored at an off-site location.

• We can also provide you with a comprehensive data report in real time that tracks who and how individuals are using your site.

Web-Based Surveys

• We have been in the forefront of developing Web-based surveys to identify and assess needs in real-time. We can assist you in developing and implementing a Web-based survey customized specifically to meet your needs.

Quality Assurance

• CITES’ IT development and implementation cycle includes comprehensive quality assurance using standard methodology.

Communication-Collaboration Tools

• It can be very costly for individual organizations to host one and especially a suite of communication-collaboration tools. We can provide you with all the tools you need for creating e-forums, chat rooms, and blogs and for conducting meetings or workshops via the Web.