# Service Catalog

Welcome to the School of Management Information Technology Services Catalog

The IT Service catalog has information about our IT services and offerings, as well as our knowledge articles. You can find information about service features, the intended audience, and how to access it as well as related SOM or University policies and procedures.

## Explore the SOM IT Service Catalog by category

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<tr>
<th>Service Category</th>
<th>Description</th>
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<tr>
<td><strong>Support and Computing</strong></td>
<td>Support and Computing category includes the ITS Service Desk, and all the support you may need for desktops, laptops, mobile devices, printers, and software downloads. If this what you are looking for, visit the Support and Computing page directly</td>
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### Support and Computing

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<th>Service Category</th>
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<tr>
<td><strong>The Service Desk (Help)</strong></td>
<td>The SOM IT Service Desk maintains a wide variety of knowledge articles and is the first place to start when you need assistance with any of the IT Services. Their offerings include a walk-in center, support via phone, email and you can also schedule assistance directly to your desk side if needed.</td>
</tr>
<tr>
<td><strong>Desktops and Laptops Service</strong></td>
<td>The Desktop and Laptops service helps you order, setup, configure, install software and back-up your devices. In addition, you can find the device loaner program here as well.</td>
</tr>
<tr>
<td><strong>Mobile Devices and Desk Phones</strong></td>
<td>The Mobile Device service will provide purchase support, setup and configuration assistance, and general help with your mobile device. You can also use this service if you are expecting to travel internationally and need your plan modified to support your communication needs.</td>
</tr>
<tr>
<td><strong>Software Downloads</strong></td>
<td>The ITS Software Library provides the Yale community with a simple way to download software that is already licensed for use. You can find the Yale Software Library here. In addition, SOM provides downloads for courses specific to incoming student classes. You will find links to those here</td>
</tr>
<tr>
<td><strong>Printing</strong></td>
<td>The Printing Service is designed to help you with all your printing needs. We provide assistance in ordering and setup of personal printers in addition to supporting the SOM shared printing service, and the University high volume print services.</td>
</tr>
<tr>
<td><strong>Public Kiosks</strong></td>
<td>There are computing stations available for use throughout Evans Hall for public use on a first come first served basis. Here you will find the information on their use and location.</td>
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The Media services offerings cover the podium support for faculty and lectures, panel discussions, live conferences, webinars, as well as television network and radio broadcast.

If this what you are looking for, visit the Media Services page directly

### Media Services

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<td>Lecture Capture</td>
<td>Many of the SOM auditoriums and classrooms are designed for capturing the lectures given by faculty. The standard static shot recording is available, or if you have a special presentation with complex media or multiple speakers, we can arrange a follow-shot recording with notice.</td>
</tr>
<tr>
<td>Classroom and Podium Support</td>
<td>Classroom podium supports the faculty and lecture teaching experience. Whether its a quick start to check equipment before the start of a class, a special setup for a panel discussion or a dedicated technician needed for complex media presentations, SOM IT Media Services can help.</td>
</tr>
<tr>
<td>Advanced Technical Video Support</td>
<td>SOM often hosts or participates in live conferences. Whether you have a need to broadcast out as a live stream, or accepting incoming comments via chat in a webinar, or need support for a full two-way conference, our live conference support team has the technology ready. These service offerings support our mission to engage globally</td>
</tr>
<tr>
<td>Media Add-On Support</td>
<td>When one of your events call for Translation technology, or you expect an event to overflow, or simply need background music during an event opening, we have those additional supporting offerings here.</td>
</tr>
<tr>
<td>TV and Radio Broadcast Studio</td>
<td>The esteemed faculty of SOM are often called upon to participate in live network broadcasts. We have a live broadcast studio in addition to the ability to participate in live or recorded radio broadcasts. These service offerings support our ability to join the global discussion.</td>
</tr>
<tr>
<td>WarpWire</td>
<td>Warpwire makes video organizing, capturing, sharing, and analytics simple. It also integrates with Canvas our Learning Management System (LMS).</td>
</tr>
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</table>
You will find all the things you need for getting started with your Yale NetID, password, and network access (both wired and wireless). We also have services for accessing the network from off campus through Virtual Private Network software (VPN) and using Multi-factor authentication (MFA). You will also find the University and SOM directories listings here.

If this is what you are looking for, visit the Accounts and Access page directly

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<tr>
<td><strong>Yale NetID, Passwords &amp; Multi-Factor Authentication</strong></td>
</tr>
<tr>
<td>Your NetID and password grant access to the campus network and many University systems, such as YaleSecure wifi, VPN, and printers. Multifactor Authentication (MFA) is an additional security measure to protect your intellectual property, personal information, and Yale’s data. Learn all about these important authentication services here</td>
</tr>
<tr>
<td><strong>Connecting to the Network on Campus</strong></td>
</tr>
<tr>
<td>Members of the University must ensure they are connecting to Yale network resources securely. Connecting through the network, whether you are off-campus or on campus, wired or wireless, requires you to select a secure solution. The services in this group will ensure you are connecting securely with all your devices</td>
</tr>
<tr>
<td><strong>University and SOM Directories</strong></td>
</tr>
<tr>
<td>The University and SOM directories will assist you in finding your colleagues and department contacts. You can find them all here</td>
</tr>
</tbody>
</table>
This suite of services includes eMail, messaging, file sharing, file transfer, room reservations, personal conferencing solutions and specialty tools for projects and teams.

If this what you are looking for, visit the Communications and Collaboration service page directly.

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<th>Communication and Collaboration</th>
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<tr>
<td><strong>eMail and Messaging</strong></td>
<td>Email and messaging services are available to anyone in the SOM community. E-mail lists and advice for students commencing or those in transition with joint degrees are some included topics.</td>
</tr>
<tr>
<td><strong>Room Reservations &amp; Event Registrations</strong></td>
<td>If you need to book space in any of the SOM facilities, you can use our room reservation system.</td>
</tr>
<tr>
<td><strong>Document Sharing and Storage</strong></td>
<td>The document sharing and storage service allows you to store your documents in a location that is backed-up and available to more than one device. You can also use these services to share your content to collaborate with a group or team. There are several solutions that will meet your needs, check them out and select the one that is right for you and your team.</td>
</tr>
<tr>
<td><strong>Personal Video Conferencing and Chat</strong></td>
<td>Individuals who are looking for personal video conference solutions so they can attend meetings remotely or have point to point remote sessions can use the Yale ITS University Zoom service. Skype for business is also available.</td>
</tr>
<tr>
<td><strong>Surveys with Qualtrics</strong></td>
<td>Yale SOM has a subscription to Qualtrics, an online platform for creating, sending and managing surveys.</td>
</tr>
<tr>
<td><strong>SOM Digital Displays and Conference Room Displays</strong></td>
<td>The SOM digital displays enable SOM community to help keep everyone abreast of current information. There are also conference room displays in use throughout the SOM campus that use Solstice Wireless Screen Sharing. You can learn about those services here.</td>
</tr>
</tbody>
</table>
SOM IT provides research computing needs for complex and computational analysis and statistics, including cluster computing. If this what you are looking for, visit the Research Computing Services page directly.

### Research Computing Services

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<tr>
<td>SOM Research and Statistics Support</td>
<td>You will find the SOM Research and Statistics support services here, including on-boarding information, general support and frequently asked questions</td>
</tr>
<tr>
<td>Research Computing Data and Governance</td>
<td>The SOM Research Computing committee governs the purchase of data for the SOM Community so that the benefit is maximized to the entire school. You can also find the list of data sets SOM already has access to for research purposes.</td>
</tr>
<tr>
<td>Center for Science and Social Science Information (CSSSI)</td>
<td>A service outside of SOM at Yale is The Center for Science and Social Science Information (CSSSI). CSSSI is located in the Kline Biology Tower and provides Yale faculty, students, and staff with state-of-the-art information services in a technology-rich environment. It is designed to provide easily accessible support for science, social science and interdisciplinary researchers. This is part of the University Library System, they provide tutoring and workshops which may be useful to the SOM research community.</td>
</tr>
<tr>
<td>The Yale Center for Research Computing (YCRC)</td>
<td>Another resource available to the research community is The Yale Center for Research Computing (YCRC), a component of the Provost's Office, which supports an interdisciplinary approach to the development and application of advanced computing and data processing technology throughout the research community. It offers High Performance Computing as well for which you would need an additional account, and jobs are queued. Contact us for a discussion on whether your project would be suitable for this environment.</td>
</tr>
<tr>
<td>Survey with Qualtrics</td>
<td>Yale SOM has a subscription to Qualtrics, an online platform for creating, sending and managing surveys.</td>
</tr>
</tbody>
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The SOM Information Technology provides access to a variety of teaching services and tools, available to members of the SOM teaching faculty. Including access to Canvas, Moblab, links to the Yale Center for Teaching and Learning as well technology for to take attendance. Learning services for students include Mango Languages, Bloomberg, Gartner, TurnItIn, Morningstar, financial subscription journals and more. If this what you are looking for, visit the Teaching tools page directly.
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<tr>
<td><strong>Canvas</strong></td>
<td>Instructors have a variety of options for creating an online presence for their courses at Canvas@Yale, a cloud-based learning management system (LMS) designed to support teaching and learning. This is the standard for course management at Yale.</td>
</tr>
<tr>
<td><strong>Warpwire</strong></td>
<td>Warpwire makes video organizing, capturing, sharing, and analytics simple. It also integrates with Canvas our Learning Management System (LMS)</td>
</tr>
<tr>
<td><strong>Yale Center for Teaching and Learning</strong></td>
<td>The Yale Center for Teaching and Learning promotes equitable and engaged teaching throughout the University, and supports students across the curriculum as they take ownership of their learning.</td>
</tr>
<tr>
<td><strong>Moblab</strong></td>
<td>MobLab brings interactive games and experiment-based learning to economics, management, and the social sciences in general. Moblab can be added to your Canvas course as well.</td>
</tr>
<tr>
<td><strong>Qualtrics</strong></td>
<td>Yale SOM has a subscription to Qualtrics, an online platform for creating, sending and managing surveys.</td>
</tr>
<tr>
<td><strong>Yale CoursePress</strong></td>
<td>Yale CoursePress is a WordPress platform offered by Center for Teaching and Learning. It is for students and faculty who need a flexible, online platform to help them with their academic work. You can learn more about this service here</td>
</tr>
<tr>
<td><strong>Classes*v2 (Legacy)</strong></td>
<td>Classes<em>v2 is a locally hosted and managed learning management system. In Fall 2017, Yale began the transition to Canvas as the new learning management system. Classes</em>v2 will remain available for reference purposes until May 2019. You can learn more about this Yale legacy teaching platform here.</td>
</tr>
<tr>
<td><strong>Signup Sheets</strong></td>
<td>Simple sign up sheet attendance tracking for events that may be remote or mixed Yale and public audiences.</td>
</tr>
<tr>
<td><strong>The Stock Market Game</strong></td>
<td>Created by Roger Ibbotson and Daniel Kim, The Stock Market game is played in specific SOM Courses and events.</td>
</tr>
<tr>
<td><strong>Z-Tree</strong></td>
<td>Z-Tree (Zurich Toolbox for Ready made Economic Experiments) was designed by Urs Fischbacher, it is an easy to learn programming language for experiments, and is used at SOM. In a computerized experiment, an experimenter and a number of subjects need to communicate with one another, Z-tree allow for this in a teaching environment.</td>
</tr>
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</table>
If this what you are looking for, visit the Learning tools page directly

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<td><strong>Non SOM Student Enrolment</strong></td>
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<td><strong>Student Voting</strong></td>
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<td><strong>YPFS Case Studies</strong></td>
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<td><strong>Lynda.com</strong></td>
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<tr>
<td><strong>TurningPoint</strong></td>
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<tr>
<td><strong>Turn it in (Turn It In)</strong></td>
</tr>
<tr>
<td><strong>Mango Languages</strong></td>
</tr>
<tr>
<td><strong>Surveys with Qualtrics</strong></td>
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<tr>
<td><strong>Gartner Group</strong></td>
</tr>
<tr>
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<td>-------------------------------</td>
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<tr>
<td>Morningstar</td>
</tr>
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<td>Subscription Journals</td>
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<td>FactSet</td>
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<tr>
<td>Other Program Specific Software</td>
</tr>
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**Data and Reporting**

SOM provides data and reporting tools to meet your business intelligence needs, whether you need access to data sources, or support with reporting, we can assist!

If this what you are looking for, visit the [Data and Reporting](#) page directly.

### Data and Reporting

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<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Data Management</td>
<td>SOM and the data generated throughout the University and SOM is one of its most valuable assets. SOM maintains data management policies, procedures, and processes to ensure it remains accurate, secure, accessible, and usable for a variety of SOM community services.</td>
</tr>
<tr>
<td>Reporting and BusinessIntelligence</td>
<td>Business Intelligence (BI) refers to the tools, technologies, applications and practices used to collect, integrate, analyze, and present an organization’s raw data in order to create insightful and actionable business information. SOM IT provides support for this function</td>
</tr>
</tbody>
</table>
### Application and Web Services

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</thead>
<tbody>
<tr>
<td>Application Support</td>
<td>If you have a custom application need to support teaching and learning which requires integration with SOM data and services, look here to get started.</td>
</tr>
<tr>
<td>Website Hosting and Support</td>
<td>Services are available for person web site, club web sites, and alumni chapter web sites. You can request a site and get support for websites here.</td>
</tr>
</tbody>
</table>

If this what you are looking for, visit the [Applications and Web Services](#) page directly.

### Technical Services for Developers

Technical Services for Developers are the infrastructure services not commonly requested by the end user community, but by those setting up new services, managing a current service and its capacity, or assisting a faculty member of installing a custom developed solution.

If this what you are looking for, visit the [Technical Services for Developers](#) page directly.

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</thead>
<tbody>
<tr>
<td>Server Management</td>
<td>For consultation on sizing and setting up news servers, and managing server backups as well as support, see our Infrastructure server management services.</td>
</tr>
<tr>
<td>Storage Management</td>
<td>For consultation on storage sizing and storage capacity planning, you can review our Infrastructure storage management services.</td>
</tr>
<tr>
<td>Managing Services with Technology</td>
<td>SOM uses the Atlassian suite of products every day for improving software development, project management, collaboration, and code quality. It is the heart of the ticket system used by all SOM IT service teams, and a variety of departments who participate in projects.</td>
</tr>
<tr>
<td>Project Management Tools</td>
<td>The SOM Information Technology Department provides a variety of project collaboration tools available to members of the SOM community.</td>
</tr>
</tbody>
</table>

### Web Service API's

They are documented in this section of the service catalog.
Technical Services for Developers are the infrastructure services not requested by the community, but by those used internally within SOM IT. These services are protected pages, which are not visible to the majority of the community.

If this what you are looking for, visit the IT Strategic Planning page directly

### IT Strategic Planning

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<tr>
<th>Media Solutions Design</th>
<th>Guiding classroom designs and keeping the SOM media services state of the art and on the leading edge is a priority for SOM and its learning and conference spaces</th>
</tr>
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<tbody>
<tr>
<td>Enterprise Architecture</td>
<td>The SOM enterprise architecture links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.</td>
</tr>
<tr>
<td>Supplies, Contracts, and Licensing</td>
<td>SOM has processes and procedures for purchasing, vendor management, contracts, and licensing. All the information for these functions is available here.</td>
</tr>
</tbody>
</table>

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### Top 5 Services & Offerings

#### Faculty
- Canvas and other Teaching Tools
- Lecture Capture
- Research Computing Services
- Document Sharing and Storage
- Office 365 web

#### Students
- Information for Students Commencing
- Support for Productivity and Other Applications
- Printing with Papercut
- YaleSecure Wireless (WiFi Network at SOM)
- Yale VPN Off Campus Access with Cisco AnyConnect
- Multi-Factor Authentication (MFA) with DuoMobile

#### Staff
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- Desktop/Laptop Purchasing and Support
- EMS Room Reservations
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- Media Services Support

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    - Network Registration (NetReg)
    - Yale Secure Wireless (WiFi)
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