Service Catalog

Welcome to the School of Management Services Catalog
The SOM Service Catalog has information about our SOM 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 Service Catalog by category

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<tr>
<th>Service Category</th>
<th>Description</th>
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<tr>
<td>Support and Computing</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>
</tr>
<tr>
<td>Support and Computing</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>Support and Computing</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>Support and Computing</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>Support and Computing</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>Support and Computing</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>Support and Computing</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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</table>
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 | Lecture Capture | Classroom podium supports the faculty and lecture teaching experience. Whether it's 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. | Advanced Technical Video Support | 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 | Media Add-On Support | 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. | TV and Radio Broadcast Studio | 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. | WarpWire | Warpwire makes video organizing, capturing, sharing, and analytics simple. It also integrates with Canvas our Learning Management System (LMS). |

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**Lecture Capture**

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. *If you are requesting a lecture capture for a course that request must go through Faculty Support in order to be processed. Email: facultysupport@yale.edu*
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 what you are looking for, visit the Accounts and Access page directly

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<th>Accounts and Access</th>
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<tr>
<td><strong>Yale NetID, Passwords &amp; Multi-Factor Authentication</strong></td>
<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>
<td>Members of the University must use ensure they are connecting to Yale network resources securely. Connecting through the network, whether you are off-campus on 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>
<td>The University and SOM directories will assist you in finding your colleagues and department contacts. You can find them all here</td>
</tr>
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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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<td><strong>eMail and Messaging</strong></td>
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<td><strong>Room Reservations &amp; Event Registrations</strong></td>
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<td><strong>Document Sharing and Storage</strong></td>
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<td><strong>Personal Video Conferencing and Chat</strong></td>
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<td><strong>Surveys with Qualtrics</strong></td>
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<tr>
<td><strong>SOM Digital Displays and Conference Room Displays</strong></td>
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Research Services

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

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<td>SOM Research Computing &amp; Statistics Support</td>
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<td>Research Data and Governance</td>
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<td>Center for Science and Social Science Information (CSSSI)</td>
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<td>The Yale Center for Research Computing (YCRC)</td>
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<tr>
<td>Surveys with Qualtrics</td>
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Teaching and Learning

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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<th>Teaching Services and Tools</th>
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<td><strong>Canvas</strong></td>
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<td><strong>Warpwire</strong></td>
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<td><strong>Yale Center for Teaching and Learning</strong></td>
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<td><strong>Moblab</strong></td>
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<td><strong>Yale CoursePress</strong></td>
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<td><strong>Classes*v2 (Legacy)</strong></td>
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<td><strong>Attendance with Signup Sheets</strong></td>
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<td><strong>The Stock Market Game</strong></td>
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<td><strong>Z-Tree</strong></td>
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# Learning Services and Tools

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<th>Service</th>
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<tr>
<td>Student Information</td>
<td>SOM IT has some advice for incoming students and those who have commenced. You can find the information here on Students Getting Started for those joining SOM, and information for Students Commencing for those who have completed their studies.</td>
</tr>
<tr>
<td>Course Auction</td>
<td>The Course Auction is an online bidding application that SOM Students use to select their electives.</td>
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<tr>
<td>Non SOM Student Enrolment</td>
<td>Feature of the Course Auction that allows Yale students to request shopper access to SOM Courses and feeds that information to Canvas.</td>
</tr>
<tr>
<td>Student Voting</td>
<td>The Yale SOM Student Government is the principal means by which students collectively shape their SOM experience and the experience of future classes and is the chief voice of the students to advise administration on student issues and develop thoughtful solutions.</td>
</tr>
<tr>
<td>YPF S Case Studies</td>
<td>The Yale Program on Financial Stability provides case studies as part of the Masters of Management (MAM) in Systemic Risk. Once registered for this service, you can access the directory of case studies.</td>
</tr>
<tr>
<td>Lynda.com</td>
<td>Lynda.com is an online subscription library that teaches the latest software tools and skills through high-quality instructional videos taught by recognized industry experts.</td>
</tr>
<tr>
<td>TurningPoint</td>
<td>TurningPoint is a student response system for polling and engaging students in the classroom.</td>
</tr>
<tr>
<td>Turnitin (TurnItIn)</td>
<td>Turnitin is an anti-plagurism reporting system to help ensure your work is original.</td>
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<tr>
<td>Mango Languages</td>
<td>Learn to speak new languages and meet new cultures through Yale SOM's Mango Language platform.</td>
</tr>
<tr>
<td>Surveys with Qualtrics</td>
<td>Yale SOM has a subscription to Qualtrics, an online platform for creating, sending and managing surveys.</td>
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<tr>
<td>Gartner Group</td>
<td>Yale University has a NetID based subscription to The Gartner Group industry research and magic quadrants.</td>
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<tr>
<td><strong>Morningstar</strong></td>
<td>Fund ratings, financial research and portfolio management in one stop.</td>
</tr>
<tr>
<td><strong>Subscriptions to Journals</strong></td>
<td>Subscriptions to the Wall Street Journal, New York Times, Financial Times, and The Economist are all available through SOM. These are provided by Academic Affairs and Student Life.</td>
</tr>
<tr>
<td><strong>Bloomberg Terminals</strong></td>
<td>Bloomberg terminals provide real-time and historical financial market &amp; economic data, with international coverage of all sectors. Use it to find company financials, stock market indices, news, analyst reports, and much more. Terminals are in specified locations and are free to use.</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.</td>
</tr>
<tr>
<td><strong>Hypothes.is</strong></td>
<td>Hypothes.is is an open-source software project that aims to collect comments about statements made in any web-accessible content, and filter and rank those comments to assess each statement’s credibility.</td>
</tr>
<tr>
<td><strong>FactSet</strong></td>
<td>FactSet is a tool which provides investors with the tools needed to convert financial raw data into information that can be used in financial analysis and financial reporting. Common uses of FactSet applications are: debt &amp; equity analysis, real-time market observation &amp; tracking, industry analysis, and portfolio tracking. This is managed by the Library but paid for by SOM.</td>
</tr>
<tr>
<td><strong>Other Program Specific Software</strong></td>
<td>There are many SOM Program Specific applications that are made available. Students are notified about the need to use them or enroll in them as part of their program studies.</td>
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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 Management** | 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. |
| **Reporting and Business Intelligence** | 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. |
Web support can be found here whether it's alumni pages, club pages, personal pages or general support along with custom application services for faculty if their teaching requirements bring new computing applications into the SOM landscape.

If this what you are looking for, visit the Applications and Web Services page directly.

### Application and Web Services

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<th>Service</th>
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<tr>
<td><strong>Application Support</strong></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><strong>Website Hosting and Support</strong></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>
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</tbody>
</table>
Technical Services for IT and 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 IT and Developers page directly

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<th>Technical Services for IT and Developers</th>
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<td><strong>Managing Services with Technology</strong></td>
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<td><strong>Project Management Tools</strong></td>
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<td><strong>Web Service API's</strong></td>
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<td><strong>Supplies, Contracts, and Licensing</strong></td>
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<td><strong>Media Solutions Design</strong></td>
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<tr>
<td><strong>Enterprise Architecture</strong></td>
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Top 5 Services & Offerings

**Faculty**
- Canvas and other Teaching Tools

**Students**
- Information for Students Commencing

**Staff**
- Office 365 web
SOM IT Service Catalog (Full Listing Alpha Order)

Index of Categories > Services > Offerings

• Accounts and Access
  • Network Access
    • Ethernet Wired Connections
    • Guest Wireless (WiFi)
    • Network Registration (NetReg)
    • Yale Secure Wireless (WiFi)
    • Yale VPN Off Campus Access
  • University and SOM Directories
    • SOM Alumni Directory
    • SOM Faculty Directory
    • SOM Staff Directory
    • SOM Student Directory
    • SOM Student Profile Initiative
    • Yale University Online Directory
  • Yale NetID, Passwords & Multi-Factor Authentication
    • Multi-Factor Authentication (MFA)
    • Yale NetID

• Application and Web Services
  • Application Support
    • Integration Support for Applications
    • Programs for Executive Education
    • Request for Application Consultation and Support
    • Salesforce Platform Support
  • Website Hosting and Support
    • Alumni Chapter Web Pages
    • Club Pages
    • Personal Pages
    • Website Support

• Communication and Collaboration
  • Document Sharing and Storage
    • Basecamp
    • Box@Yale
    • Confluence
    • Department and Group Storage
    • OneDrive
    • Yale Secure File Transfer
  • eMail and Messaging
    • eMail and other Information for Students Commencing
    • Email for Faculty, Staff and Students
    • eMail for Students in Transition (Joint Degrees)
    • GroupMail
  • Personal Video Conferencing and Chat
    • Skype for Business
    • Slack
    • SOM HipChat
    • Yale Audio and Video Conferencing - Zoom
  • Room Reservations & Event Registrations
    • Breakout Rooms
    • Event Management & Visitor Database (EMVD)
    • Event Management System (EMS)
  • SOM Displays and Digital Signage
    • Classroom Agenda and Video Displays
    • Digital Signage at SOM
    • Solstice Wireless Screen Sharing
    • Wired Screen Sharing for Breakout/Conference Rooms
- Data and Reporting
  - Data Management
    - Data and Process Support for Alumni
    - Data and Process Support for Faculty and Staff
    - Data and Process Support for Student Lifecycle
    - Data Management Consulting
  - Reporting and Business Intelligence
    - Getting Started with Reporting
    - Support for Business Intelligence
- Media Services
  - Advanced Technical Video Support
    - Enable Guest Wifi
    - Live Stream Setup and Support
    - Speakers Consent Form
    - Video Conferencing Setup and Support
    - Webinar Setup and Support
  - Classroom and Podium Support
    - Advanced Setup Support
    - Dedicated Technical Support
    - Kick Off Support
    - Media 911
  - Lecture Capture
    - Follow Shot Lecture Recording
    - Static Shot Lecture Recording
  - Media Add-On Support
    - Background Music Only
    - Event Overflow
    - Media Specialty Editing
    - Translation Technology Support
  - TV and Radio Broadcast Studio
    - Live Network Broadcast
    - Live Radio Broadcast
    - Recorded Radio Broadcast
    - Studio Pre-Records
- Research Computing Services
  - Research Data & Governance
    - Data Governance and the Research Committee
    - Research Data at SOM
    - Wharton Research Data Services
  - SOM Research Cluster & Statistics Support
    - Cluster Management
    - Onboarding for Research Computing
    - Research Consultation & Statistics Support
    - SOM Research Cluster - applications and tools
- Support and Computing
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    - Desktop and Laptop Purchase Support
    - Desktop and Laptop Setup and Configuration
    - Endpoint Backup
    - Loaner Equipment Program
    - Support for Productivity and Other Applications
    - Virtual and OS Support
  - Mobile Devices and Desk Phones
    - Desk Phones for Faculty and Staff
    - International Service Setup
    - Mobile Device Installation Support
    - Mobile Device Purchase
  - Printing Service
    - PaperCut Printing
    - Personal Printer Purchase Support
    - Yale Printing and Publishing High Volume Printing
  - Public Kiosks
    - Public Kiosk Locations
  - Software Downloads
    - Software Downloads for Incoming SOM Students
    - Yale Software Library
- The Service Desk
  - Desk Side Support
  - Support via Email
  - Support via Phone
  - Walk In Center
- Teaching and Learning
  - Learning Services and Tools
    - Bloomberg Terminals
    - Course Auction
    - FactSet
    - Gartner Group Research
    - Hypothes.is
    - Lynda.com
- Mango Languages
- Morningstar
- Other Program Specific Software
- Student Information
- Student Voting
- Subscription Journals
- TurningPoint
- TurnItIn
- Yale Career Network Support
- Yale Program on Financial Stability (YPFS) Case Studies

Teaching Services and Tools
- Attendance with CardSwip
- Attendance with SignUp Sheets
- Canvas
- CoursePress through CTL
- Moblab for Teaching and Learning
- Surveys
- The Stock Market Game
- Warpwire
- Yale Center for Teaching and Learning
- Z-Tree

Technical Services for IT and Developers
- Enterprise Architecture
- Information Security Forensics
- Reference Architecture
- Solution Architecture

Managing Services with Technology
- Automation Scripting Tools
- Boomi
- GitHub
- Insight
- Jenkins Continuous Integration
- JIRA
- OPSView

Media Solutions Design
- Media Service Solution Design
- Request for Media Consultation

Project Management Tools
- DevOps Service Delivery - Work Intake Process

Storage Management
- Request Storage
- Storage Consultation
- Storage Support

Supplies, Contracts, and Licensing