Welcome to the School of Management IT 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

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Description</th>
</tr>
</thead>
</table>
| Support and Computing   | 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 is what you are looking for, visit the Support and Computing page directly |

**Support and Computing**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Service Desk (Help)</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>Desktops and Laptops Service</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>Mobile Devices and Desk Phones</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>Software Downloads</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>Printing</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>Public Kiosks</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>
</tr>
</tbody>
</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 is what you are looking for, visit the Media Services page directly

<table>
<thead>
<tr>
<th>Media Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lecture Capture</strong></td>
</tr>
<tr>
<td><strong>Classroom and Podium Support</strong></td>
</tr>
<tr>
<td><strong>Advanced Technical Video Support</strong></td>
</tr>
<tr>
<td><strong>Media Add-On Support</strong></td>
</tr>
<tr>
<td><strong>TV and Radio Broadcast Studio</strong></td>
</tr>
<tr>
<td><strong>WarpWire</strong></td>
</tr>
</tbody>
</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

<table>
<thead>
<tr>
<th>Accounts and Access</th>
<th></th>
</tr>
</thead>
<tbody>
<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 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>
<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 is what you are looking for, visit the Communications and Collaboration service page directly.

### Communication and Collaboration

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>eMail and Messaging</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>Room Reservations &amp; Event Registrations</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>Document Sharing and Storage</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>Personal Video Conferencing and Chat</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>Surveys with Qualtrics</td>
<td>Yale SOM has a subscription to Qualtrics, an online platform for creating, sending and managing surveys.</td>
</tr>
<tr>
<td>SOM Digital Displays and Conference Room Displays</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 is what you are looking for, visit the Research Computing Services page directly.

<table>
<thead>
<tr>
<th>Research Computing Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOM Research Cluster &amp; Statistics Support</td>
</tr>
<tr>
<td>Research Data and Governance</td>
</tr>
<tr>
<td>Center for Science and Social Science Information (CSSSI)</td>
</tr>
<tr>
<td>The Yale Center for Research Computing (YCRC)</td>
</tr>
<tr>
<td>Surveys with Qualtrics</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Teaching Services and Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvas</td>
</tr>
</tbody>
</table>
### Hosting Applications via Citrix

Citrix is the SOM application and desktop virtualization platform. If there is complex software that should be served to the SOM students and is challenging to install on desktops or laptops, it can be served to that community via Citrix virtual service. If a faculty member licenses a special set of software or applications for their course, you can request it being added to the Citrix virtual service platform by eMailing somit@yale.edu. Turnaround time to have the software installed on the Citrix platform is two weeks.

### WarpWire

Warpwire makes video organizing, capturing, sharing, and analytics simple. It also integrates with Canvas our Learning Management System (LMS).

### Attendance with Cardswipr

Attendance for an event can be taken with the swipe of a card, if the event is a Yale event and you expect all the attendees to have their Yale ID.

### Yale Center for Teaching and Learning

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.

### MobLab

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.

### Surveys with Qualtrics

Yale SOM has a subscription to Qualtrics, an online platform for creating, sending and managing surveys.

### Yale CoursePress

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.

### Classes*v2 (Legacy)

Classes*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*v2 will remain available for reference purposes until May 2019.

You can learn more about this [Yale legacy teaching platform here](#).

### Attendance with Sign Up Sheets

Simple sign up sheet attendance tracking for events that may be remote or mixed Yale and public audiences.
<table>
<thead>
<tr>
<th><strong>The Stock Market Game</strong></th>
<th>Created by Roger Ibbotson and Daniel Kim, The Stock Market game is played in specific SOM Courses and events.</th>
</tr>
</thead>
<tbody>
<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>
</tbody>
</table>

If this is what you are looking for, visit the Learning tools page directly

<table>
<thead>
<tr>
<th><strong>Learning Services and Tools</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Information</strong></td>
</tr>
<tr>
<td><strong>Course Auction</strong></td>
</tr>
<tr>
<td><strong>Non SOM Student Enrollment</strong></td>
</tr>
<tr>
<td><strong>Student Voting</strong></td>
</tr>
<tr>
<td><strong>YPF Case Studies</strong></td>
</tr>
<tr>
<td><strong>CASES</strong></td>
</tr>
<tr>
<td><strong>Lynda.com</strong></td>
</tr>
<tr>
<td><strong>TurningPoint</strong></td>
</tr>
<tr>
<td><strong>Turn it in (TurnItIn)</strong></td>
</tr>
<tr>
<td><strong>Mano Languages</strong></td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td><strong>Surveys with Qualtrics</strong></td>
</tr>
<tr>
<td><strong>Gartner Group</strong></td>
</tr>
<tr>
<td><strong>Morningstar</strong></td>
</tr>
<tr>
<td><strong>Subscription Journals</strong></td>
</tr>
<tr>
<td><strong>Bloomberg Terminals</strong></td>
</tr>
<tr>
<td><strong>MobLab</strong></td>
</tr>
<tr>
<td><strong>Hypothes.is</strong></td>
</tr>
<tr>
<td><strong>FactSet</strong></td>
</tr>
<tr>
<td><strong>Other Program Specific Software</strong></td>
</tr>
</tbody>
</table>
If this is what you are looking for, visit the Career Services page directly

### Career Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yale Career Network Support</strong></td>
<td>The YCN is a database of alumni who are interested in networking with fellow alums and current students. You can find information on this service here.</td>
</tr>
<tr>
<td><strong>12Twenty</strong></td>
<td>12Twenty is a career management system (CMS) used by the SOM community. You can read more about this offering here.</td>
</tr>
</tbody>
</table>

If this is what you are looking for, visit the Data and Reporting page directly

### Data and Reporting

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Data Management</strong></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><strong>Reporting and BusinessIntelligence</strong></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>

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

### Application and Web Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<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>
</tr>
</tbody>
</table>
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 is what you are looking for, visit the Technical Services for IT and Developers page directly.

### Technical Services for IT and Developers

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</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>
<tr>
<td>Web Service API's</td>
<td>Web Service Application Programming Interfaces describe collections of web accessible methods utilized by Developers to integrate systems. They are documented in this section of the service catalog.</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>
<tr>
<td>Media Solutions Design</td>
<td>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.</td>
</tr>
<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>
</tbody>
</table>

### Top 5 Services & Offerings

**Faculty**
- Canvas and other Teaching Tools
- Lecture Capture

**Students**
- Information for Students Commencing

**Staff**
- Desktop and Laptop Setup and Configuration
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 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
  • Desktops and Laptops Service
    • 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, Learning and Career Services
  • Career Services
    • 12Twenty
    • Yale Career Network Support
  • Learning Services and Tools
    • Bloomberg Terminals
    • CASES
    • 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 Program on Financial Stability (YPFS)

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

• Technical Services for IT and Developers