# 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

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<thead>
<tr>
<th>Service Category</th>
<th>Description</th>
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<tbody>
<tr>
<td>Support and Computing</td>
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## Support and Computing

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<th>Service</th>
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<tbody>
<tr>
<td><strong>The SOM IT 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>
</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.

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

<table>
<thead>
<tr>
<th><strong>Communication and Collaboration</strong></th>
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<tr>
<td><strong>eMail and Messaging</strong></td>
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<tr>
<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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<tr>
<td><strong>Personal Video Conferencing and Chat</strong></td>
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<tr>
<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 Computing Services

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<tr>
<th>Service</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>SOM Research Computing Services</strong></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><strong>Research Data and Governance</strong></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><strong>Center for Science and Social Science Information (CSSSI)</strong></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><strong>The Yale Center for Research Computing (YCRC)</strong></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><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>
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### Teaching Services and Tools

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description</th>
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<tbody>
<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>Service</td>
<td>Description</td>
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<tr>
<td>Hosting Applications via Citrix</td>
<td>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 <a href="mailto:somit@yale.edu">somit@yale.edu</a>. Turnaround time to have the software installed on the Citrix platform is two weeks.</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>
<tr>
<td>Attendance with Cardswip</td>
<td>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.</td>
</tr>
<tr>
<td>Yale Center for Teaching and Learning</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>Moblab</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>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>Yale CoursePress</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](<a href="https://www.yale">https://www.yale</a> SOM.edu).</td>
</tr>
<tr>
<td>Classes*v2 (Legacy)</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](<a href="https://www.yale">https://www.yale</a> SOM.edu).</td>
</tr>
<tr>
<td>Attendance with Sign up Sheets</td>
<td>Simple sign up sheet attendance tracking for events that may be remote or mixed Yale and public audiences.</td>
</tr>
</tbody>
</table>
The Stock Market Game

Created by Roger Ibbotson and Daniel Kim, The Stock Market game is played in specific SOM Courses and events.

Z-Tree

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.

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

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<th>Learning Services and Tools</th>
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<td><strong>Course Auction</strong></td>
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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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<tr>
<td><strong>YPF Case Studies</strong></td>
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<td><strong>CASES</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>TurnItIn</strong></td>
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<tr>
<td><strong>Mango Languages</strong></td>
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<tr>
<td><strong>Surveys with Qualtrics</strong></td>
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<tr>
<td><strong>Gartner Group</strong></td>
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<td><strong>Morningstar</strong></td>
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<tr>
<td><strong>Subscription Journals</strong></td>
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<tr>
<td><strong>Bloomberg Terminals</strong></td>
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<tr>
<td><strong>Moblab</strong></td>
</tr>
<tr>
<td><strong>Hypothes.is</strong></td>
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<tr>
<td><strong>FactSet</strong></td>
</tr>
<tr>
<td><strong>Other Program Specific Software</strong></td>
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</table>
If this is what you are looking for, visit the Career Services page directly

### Career Services

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<th>Service</th>
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<tbody>
<tr>
<td>Yale Career Network Support</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>12Twenty</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

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<tr>
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<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 Business Intelligence</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 Application and Web Services page directly

### Application and Web Services

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<tr>
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<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>
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

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<th>Service</th>
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<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>
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**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)

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    • Ethernet Wired Connections
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    • Network Registration (NetReg)
    • Yale Secure Wireless (Wifi)
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    • 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

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    • Request for Application Consultation and Support
    • Salesforce Platform Support
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    • Website Support

• Communication and Collaboration
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    • 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
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Data and Process Support for Faculty and Staff
Data and Process Support for Student Lifecycle
Data Management Consulting

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    • Media 911
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    • 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

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    • Wharton Research Data Services
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    • Onboarding for Research Computing
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• The Service Desk
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  • Support via Email
  • Support via Phone
  • Walk In Center

• Teaching, Learning and Career Services
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• 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
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  • Warpwire
  • Yale Center for Teaching and Learning
  • Z-Tree
• Technical Services for IT and Developers