Project Management

Service Owner Cindy Greenspun
YUL Service Domain Professional Services [1]
Offering Snippet Project management consultation and assistance
Short Description: Project management consultation provides YUL staff with best practices for planning, executing, and closing YUL projects.

Description
Library IT offers YUL staff consultation in managing projects, from simple two-week implementations to complex multi-year organization-wide efforts. Consultation includes providing best-practice advice on project planning, executing and monitoring; stakeholder management; communications planning; and building realistic timelines.

This service **does not include** access to project management software.

Visibility No visibility restrictions
Who is elegible to use this service offering? Yale Library Staff Only
Affiliations that can use this service offering Staff
How do I get it?
Requests for project management assistance should be requested using the Library IT Service Request form available at https://web.library.yale.edu/form/service-request [2].

How do I access it?
Once your request has been received, you will be contacted by Library IT to schedule an initial appointment.

Is there a specific area that your user can go to for help?
Project charter templates and other documentation is available in Box.

Do you have specific Documentation and Support outside of the Knowledge Base?
A portfolio of current and future Library IT projects can be found here. [3]

Are there any specific policies and procedures outlined for your service offering?
Project management consultation is available on a first-come first-served basis. The consultation service does not include the distribution of project management software, and does not guarantee that a Library IT project manager will be assigned to your project.

Are there Rates & Charges Associated to this Service Offering? No
Categories Inquiry
Scheduling and Support
Tier 1 Support YUL Support Group (listed above)
Sub-category needed? No
Generic Request? No
Can users request access to your service offering? Yes
Support Group Client Services & IT Operations [4]

Source URL: https://web.library.yale.edu/lit/servicecatalog/161575

Links
[1] https://web.library.yale.edu/service-domains/professional-services [2] https://web.library.yale.edu/form/service-request [3] https://tasks.office.com/yale.edu/en-us/Home/PlanViews/Ffo4NVCSZ0uK1m3o7Hytk2QADw2w?Type=PlanLink&Channel=Link&CreatedTime=637062289839740000 [4] https://web.library.yale.edu/service-support-groups/client-services-it-operations