

## Digital Preservation Support

**Service Owner** Robert Rice

**YUL Service Domain** [Preservation Support Services](#) [1]

**Short Description:** This service enables the Yale University Library Preservation department to provide client-facing digital preservation services for sustainable, long-term preservation and access for digital content.

### Description

This service allows the Digital Preservation unit within the Preservation department, and customers of the Digital Preservation Service (DPS), to request changes to the infrastructure that enables and underpins the DPS. This includes application configuration and support, authentication and authorization, integrations, and infrastructure (systems, storage, and databases).

**Visibility** No visibility restrictions

**Who is eligible to use this service offering?** Anyone in the Yale community with an active and valid NetID

**Affiliations that can use this service offering** Staff

**How do I get it?**

Link: <https://guides.library.yale.edu/digitalpreservation/services> [2]

Link Text: Inquire about Library Digital Preservation Services

**Is there a specific area that your user can go to for help?**

<https://guides.library.yale.edu/digitalpreservation/welcome> [3]

**Are there any specific policies and procedures outlined for your service offering?**

An operating agreement, known locally as a service overview, is available for this service. A service overview is a document that defines expectations and resources required to provide ongoing operational support for the service. [You can view it here.](#) [4]

**Are there Rates & Charges Associated to this Service Offering?** No

**Categories** Access

Add, Install, Move, Modify

Enhancement

Inquiry

Outage

Performance Issue

**Tier 1 Support** YUL Support Group (listed above)

**Escalation Group** Client Services & IT Operations (?)

**Sub-category needed?** No

**Generic Request?** No

**URL to service application (if any)** <https://preservica.library.yale.edu> [5]

**Can users request access to your service offering?** Yes

**Support Group** [DevOps & Infrastructure](#) [6]

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**Source URL:** <https://web.library.yale.edu/lit/servicecatalog/161577>

### Links

[1] <https://web.library.yale.edu/service-domains/preservation-support-services> [2]

<https://guides.library.yale.edu/digitalpreservation/services> [3]

<https://guides.library.yale.edu/digitalpreservation/welcome> [4]

<https://yale.box.com/s/a1lw8rvaqxdooy5e44th5t5bsxpep31t> [5] <https://preservica.library.yale.edu> [6]

<https://web.library.yale.edu/service-support-groups/devops-infrastructure>