Team Collaboration and Communication

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YUL Service Domain Productivity & Collaborative Services [1]
Alias sharepoint, box, asana, trello, collaboration, zoom
Short Description: Library IT provides access to and support for several communications and collaboration tools.
Description
Library IT provides access to and support for several team collaboration and communication tools. The tools currently include:

- Asana
- Basecamp
- Box
- SharePoint 2008
- SharePoint 365
- Trello; and
- Zoom

Library IT holds accounts in all of the above systems. Use of the Library IT accounts in the tools is fully supported by Library IT. Use of the tools in non-Library IT accounts (e.g., an individual department's account billed to that department), Library IT can provide consulting and a limited amount of support.

Visibility No visibility restrictions
Who is eligible to use this service offering? YUL only
Affiliations that can use this service offering Staff
How do I get it?
Library staff may request the use of YUL's team collaboration and communication tools by using the following form:

https://web.library.yale.edu/form/service-request [2]

Please note that this form requires CAS authentication.

How do I access it?
Each tool has its own access URL.

<table>
<thead>
<tr>
<th>Tool</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asana</td>
<td><a href="https://asana.com/#login">https://asana.com/#login</a> [3]</td>
</tr>
<tr>
<td>Box</td>
<td><a href="https://box.yale.edu">https://box.yale.edu</a> [5]</td>
</tr>
<tr>
<td>Trello</td>
<td><a href="https://trello.com">https://trello.com</a> [8]</td>
</tr>
<tr>
<td>Zoom</td>
<td><a href="https://yalelibrary.zoom.us">https://yalelibrary.zoom.us</a> [9]</td>
</tr>
</tbody>
</table>

Does your service offering require a user to have specific system configurations?
Collaboration and communication tools are Web-based and require only a computer or handheld device with a modern web browser. Please note that SharePoint 2008 is not mobile-friendly.

Is there a specific area that your user can go to for help?
Help is available via the Library IT Service Request [2] form.

Do you have specific Documentation and Support outside of the Knowledge Base?
Each tool has its own access URL.
Asana | Asana Quick Start Guide [10]
Box | Yale ITS' Box support page [12]
SharePoint 2008 | SharePoint for the YUL [13]
SharePoint 365 | Sign into SharePoint [14], then click the “?” icon in the upper right corner.
Trello | Trello help site [15]
Zoom | Getting started with Zoom [16]

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

Categories
Access
Enhancement
Inquiry
Outage
Something Broken

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 [17]

Source URL: https://web.library.yale.edu/lit/servicecatalog/161697

Links
[1] https://web.library.yale.edu/service-domains/productivity-collaborative-services
[2] https://web.library.yale.edu/form/service-request
[5] https://box.yale.edu
[6] https://collaborate.yale.edu
[8] https://trello.com
[9] https://yalelibrary.zoom.us
[12] https://yale.service-now.com/it?id=get_help
[13] https://collaborate.library.yale.edu/info/Pages/default.aspx
[14] https://web.library.yale.edu/yaleedu.sharepoint.com
[16] https://web.library.yale.edu/lit/zoom-get-started-library
[17] https://web.library.yale.edu/service-support-groups/client-services-it-operations