

IT Consulting Services

Service Owner Steven Wieda

YUL Service Domain [Professional Services](#) [1]

Alias consulting services, questions, help, security, information architecture, ia, itsm

Short Description: Library IT offers consulting services to YUL on best practices in technology, project management, security, and more.

Description

Library IT is available for consultation throughout YUL. Among the services offered are:

- Infrastructure monitoring,
- Infrastructure planning
- Information architecture
- Security
- Service management

Visibility No visibility restrictions

Who is eligible to use this service offering? Yale Library Staff Only

Affiliations that can use this service offering Staff

How do I access it?

To request consultation, please use the Library IT [service request form](#) [2]. Please use the **Long description** field to provide as much information regarding your inquiry as possible.

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

During the consultation, it may be discovered that the subject of the consultation requires resources beyond what the YUL already has. The consultation will not guarantee funding for those resources.

If the consultation results in the formation of a project or the introduction of a new Library IT service, the result of the consultation may have to go before the IT Steering Committee. The staff member is highly encouraged to speak with her or his supervisor prior to requesting a consultation.

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

Categories Inquiry

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](#) [3]

Source URL: <https://web.library.yale.edu/lit/servicecatalog/161700>

Links

[1] <https://web.library.yale.edu/service-domains/professional-services> [2] <https://web.library.yale.edu/form/service-request> [3] <https://web.library.yale.edu/service-support-groups/client-services-it-operations>