ICE (Item Condition Evaluation)

Service Owner Steelsen Smith
YUL Service Domain [Preservation Support Services](#) [1]
Short Description: The ICE (Item Condition Evaluation) service is a solution that streamlines several workflows (e.g. item tracking, digitization quality assurance) for the Digital Reformatting and Microfilm Services unit within the Preservation department.

Description
The ICE (Item Condition Evaluation) service is a solution that streamlines several workflows (e.g. item tracking, digitization quality assurance) for the Digital Reformatting and Microfilm Services unit within the Preservation department. The solution is a vendor hosted SharePoint site that makes extensive use of InfoPath designed forms. Library IT provides integration support with upstream content management systems such as Voyager and ArchivesSpace.

Visibility No visibility restrictions
Who is elegible to use this service offering? Staff
Affiliations that can use this service offering Staff
How do I get it?
Link: https://web.library.yale.edu/departments/preservation/digital-reformating-microfilm-services [2]

Link Text: Inquire about ICE service

How do I access it?
https://web.library.yale.edu/departments/preservation/digital-reformating-microfilm-services [2]

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.](#) [3]

Are there Rates & Charges Associated to this Service Offering? No
Categories Enhancement
Inquiry
Outage
Performance Issue
Scheduling and Support
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](#) [4]

Source URL:https://web.library.yale.edu/lit/servicecatalog/164654

Links
[1] https://web.library.yale.edu/service-domains/preservation-support-services [2] https://web.library.yale.edu/departments/preservation/digital-reformating-microfilm-services [3] https://yale.box.com/s/5tcvviuxr4trbfuajto9pqhbdtjxwn9r [4] https://web.library.yale.edu/service-support-groups/client-services-it-operations