GIS Systems Support

Service Owner Robert Rice
YUL Service Domain [Geographic Information Services](#) [1]
Short Description: Library IT provides technical support for the GIS Services at Yale group for products such as ESRI ArcGIS.
Description
GIS is used for many purposes that range from calculating space, analyzing spatial relationships, patterns or trends, to cartography, visualization, and site management. At Yale, researchers from all disciplines embark in projects that require geospatial technologies to answer important questions and support learning and collaborative research initiatives. Library IT provides technical support for the GIS Services at Yale group for products such as ESRI ArcGIS.

Visibility No visibility restrictions
Who is elegible to use this service offering? Anyone in the Yale community with an active and valid NetID
Do you have specific Documentation and Support outside of the Knowledge Base?
[Geographic Information Systems at Yale: Getting Started with GIS](#) [2] guide

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 Add, Install, Move, Modify
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 [DevOps & Infrastructure](#) [4]