

Media Access Emulation Support

Service Owner Robert Rice

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

Short Description: Library IT provides technical support for the Media Access Emulation Service and associated integrations.

Description

The Media Access Emulation Service (MAES) enables simplified access to preserved digital assets, allowing users to interact with the original environments running on different emulators. The collection is currently comprised of media items (i.e. CD-ROMs, floppy disks) from the General Collection of Yale University Library. This service is accessed via a web browser.

Yale runs a local, on premises, instance on both virtual and dedicated infrastructures. This service is provided and managed by Yale University Library (YUL). Public access is provided through specific linked items that appear in catalog records that are searchable in ORBIS, the Yale University Library catalog. Once a user clicks on the embedded link, they are directed to the MAES public front end. Access is limited to Yale University networks only. Staff also manage the service through a staff access portal via the web.

Visibility No visibility restrictions

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.](#) [2]

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

Categories Add, Install, Move, Modify

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](#) [3]

Source URL: <https://web.library.yale.edu/lit/servicecatalog/165090>

Links

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

<https://yale.box.com/s/7m8c7va63cdpb2s941m4k5cnrsnzxxnk> [3] <https://web.library.yale.edu/service-support-groups/devops-infrastructure>