ArchivesSpace Support

Service Owner Trip Kirkpatrick
YUL Service Domain Archival Management Services [1]
Short Description: Library IT provides technical support for ArchivesSpace and selected associated integrations.
Description
ArchivesSpace is an open source archives information management application for managing and providing web access to archives, manuscripts, and digital objects.

The ArchivesSpace application is hosted externally by LYRASIS. There are three addressable components of the application: staff interface, public interface, and API web service. This service catalog entry applies substantially to the staff interface and the API.

The core ArchivesSpace application code is maintained by the ArchivesSpace community with active involvement from Yale. Custom add-ons and peripheral applications are supported by Yale, LYRASIS, and/or other third party vendors.

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Visibility No visibility restrictions
Who is elegible to use this service offering? Staff
Researchers
How do I get it?
For more information visit the Yale Archival Management Systems Committee [2] guide.

Are there any specific policies and procedures outlined for your service offering?
An operating agreement, known in Yale Library IT 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. The document is available in Yale's Box share at https://yale.box.com/s/n3jt5ice9nmtt70m9cck6zsxezq4jyrc. [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
URL to service application (if any) https://archives.yale.edu/ [4]
Can users request access to your service offering? Yes
Support Group Client Services & IT Operations [5]

Source URL:https://web.library.yale.edu/lit/servicecatalog/165091

Links
[1] https://web.library.yale.edu/service-domains/archival-management-services [2] https://guides.library.yale.edu/archivesspace [3] https://yale.box.com/s/n3jt5ice9nmtt70m9cck6zsxezq4jyrc [4] https://archives.yale.edu/ [5] https://web.library.yale.edu/service-support-groups/client-services-it-operations