Microsoft 365 Service Administration and Support

Service Owner Lauren Biatowas
YUL Service Domain [Productivity & Collaborative Services](#) [1]
Alias teams, SharePoint, power automate, planner
Offering Snippet Utilize the full Suite of Microsoft Office applications to improve collaboration and workflows across the Library.
Short Description: Leveraging the Microsoft Office Suite to enhance collaboration and workflows across the Library.
Description

- Create Microsoft Teams/SharePoint environments for Departments, Working groups, staff, etc
- Utilize Power Automate to improve and automate workflows or tasks.
- Develop information architecture for the Teams and SharePoint environment
- Create and assigns specific permissions for the teams and SharePoint environments.
- Forms create for data gathering.
- Consultations for improvements and enhancements of existing SharePoint and Teams environments

Please note that Library IT **does not support** modifications or enhancements to the look and feel of SharePoint sites.

Visibility No visibility restrictions
Who is elegible to use this service offering? Faculty
Students
Staff
Affiliations that can use this service offering Faculty
Staff
Students
How do I get it?
All Yale staff have an Office 365 account.

How do I access it?
Navigate your web browser to

https://office.com [2]

Does your service offering require a user to have specific system configurations?
Microsoft 365 is a web-based application and only requires a modern web browser.

Is there a specific area that your user can go to for help?
Documentation is available at

- [ITS documentation](#) [3]
- [LinkedIn Learning](#) [4]

Are there Rates & Charges Associated to this Service Offering? No
Categories Access
Add, Install, Move, Modify
Enhancement
Inquiry
Something Broken
Tier 1 Support YUL Support Group (listed above)
Escalation Group ITS Office 365 Group
Sub-category needed? No

Generic Request? No
URL to service application (if any) https://office.com [2]
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/166717

Links
[1] https://web.library.yale.edu/service-domains/productivity-collaborative-services [2] https://office.com [3] https://yale.service-now.com/it?id=search_results&q=office%20365#gsc.tab=0&gsc.q=office%20365&gsc.page=1 [4] https://your.yale.edu/yale-link/linkedin-learning [5] https://web.library.yale.edu/service-support-groups/client-services-it-operations