

## DB/Text Hosting and Administration

**Service Owner** Trip Kirkpatrick

**YUL Service Domain** [Productivity & Collaborative Services](#) [1]

**Alias** DB/Text, DB/TextWorks, uncat, uncat acq, acq

**Short Description:** The DB/Text Hosting and Administration service provide installation, management, and support for DB/Text databases required by Beinecke Library.

**Description**

The DB/Text Hosting and Administration service provides installation, management, and support for DB/Text databases required by Beinecke Library. This service provides a variety of administrative services including, installation, configuration of database instances and associated shares used to access the application, patching, troubleshooting, and backups. This service is currently focused on Lucidea's InMagic DB/TextWorks.

**Visibility** No visibility restrictions

**Who is eligible to use this service offering?** Yale Library Staff Only

**Affiliations that can use this service offering** Staff

**How do I get it?**

Database users interact with the service through a desktop application provided to them through a network share.

**Do you have specific Documentation and Support outside of the Knowledge Base?**

No

**Are there any specific policies and procedures outlined for your service offering?**

No

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

**Categories** Access

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](#) [2]

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**Source URL:** <https://web.library.yale.edu/lit/servicecatalog/166829>

**Links**

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

<https://web.library.yale.edu/service-support-groups/client-services-it-operations>