NORTHWESTERN INFORMATION TECHNOLOGY

IT Service Catalog Proposal Version 4



Q

Services ~

Get Connected ~

Support ~

Security & Privacy ~

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System Logins

Related Topics

HOME > SERVICE-LINES

Administrative and Business

Communication and Collaboration

Computer and Device Management

Infrastructure

Professional Services

Research

Security

Teaching and Learning

Service Lines

Placeholder: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas interdum condimentum quam ut faucibus. Curabitur.

ADMINISTRATIVE AND BUSINESS

Enterprise and local services that support the administrative and business functions of an institution.

FIND SERVICES

COMPUTER AND DEVICE MANAGEMENT

Services that enable community members to do their day-to-day work, including providing access to enterprise services.

FIND SERVICES

PROFESSIONAL SERVICES

Services that are consultative in nature,in contrast to the other categories, which tend to be technology based; these may be a combination of customer-facing and noncustomer-facing services.

FIND SERVICES

SECURITY

Infrastructure and services that provide security, data integrity, and compliance for institutional activities.

FIND SERVICES

COMMUNICATION AND

COLLABORATION

IT services that facilitate institutional communication and collaboration needs.

FIND SERVICES



INFRASTRUCTURE

Enterprise-level hardware, software, systems, and network infrastructure that provide underlying support for institutional activities.

FIND SERVICES

RESEARCH

Services supporting the institution's research activities, including specialized storage and computation, high-performance computing (HPC), visualization, and lab-management systems.

FIND SERVICES

TEACHING AND LEARNING

Instructional technology, tools, and resources directly supporting teaching and learning.

FIND SERVICES

Last Updated: 22 June 2018

Northwestern University

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Campus Emergency Information University Policies

Information Technology Evanston, IL 60208

847-491-4357 (1-HELP)

consultant@northwestern.edu

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IT Community

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Related Topics

HOME > SERVICES-COMMUNICATION AND COLLABORATION

All Services

Administrative and Business

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Teaching and Learning

Communication and Collaboration

IT services that facilitate institutional communication and collaboration needs. Includes e-mail, calendaring, telephony/VoIP, video/web conferencing, unified communications, web content management system, web application development andhosting, and mediadevelopment.

Digital Signage

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Document Collaboration

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Email and Calendaring

Services associated with e-mail, calendaring, contacts, broadcast mail, enterprise-wide mailing list management, and messaging.

Instant Messaging

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Search Appliance

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Social Media

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Telephony

All services associated with telephony, including voice services, teleconferencing, etc.

Television

Broadcast services.

Video and Web Conferencing

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Web Publishing and Hosting

Services related to websites, including content management systems.

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Related Topics

HOME > ALL SERVICES > COMMUNICATION AND COLLABORATION > FILE SHARING

All Services

Communication and Collaboration

Northwestern Box

SharePoint

Research Data Storage Service

Northwestern File Servers

Google @u Applications

University Policies

File Sharing

Northwestern provides a variety of University-managed file sharing and collaboration options. To determine appropriate school and departmental file sharing strategies based on information sensitivity, the University community may consider the Service Guidelines.

√ Northwestern Box

Northwestern Box provides unlimited cloud storage to students, faculty, and staff. The individual upload file size maximum is 15 GB. Northwestern Box can synchronize documents across various devices and allows users to easily share folders or files.

- > Learn more about Northwestern Box
- > SharePoint
- > Research Data Storage Service
- > Northwestern File Servers
- > Google @u Applications

Data Types and Examples



Usage Guidelines

- When sharing files electronically, please follow all University Policies.
- For the purpose of these guidelines, all University data will be referred to as public, internal, or legally/contractually restricted, as outlined in the University Data Access Policy.
- References to sensitive data should be understood to mean any data which the compromise of, with respect to confidentiality, integrity, and/or availability, could adversely affect University interests or the privacy to which individuals are entitled.

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Related Topics

HOME > ALL SERVICES > SERVICE LINE > SERVICE OVERVIEW > SERVICE OFFERING



Northwestern Box

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Features and Benefits

- Feature
- Feature
- Benefit
- A table can also be used

Available to

- Audience 1
- Audience 2
- Audience 3

Request this Service

Automatically available...

or

Link to request form

How to Log in

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Cost

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Uses at Northwestern (optional header)

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Support Resources

- PDF
- Video
- How-to Guide

REQUEST SERVICE

Overview

- Eligibility: Faculty, Staff, and Students with active NetIDs; Schools; Departments
- Cost: N/A
- Request Service:
- Register for an Individual Account
- Request an Organizational/Group Account
- Completion Target:
- Individual Account: Self service
- Organizational Account: 2 Business Days
- Service Owner: Technology
 Support Services
- IT Support Center
- IT Service Catalog

Knowledge Base

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HOME > SERVICES-ADMINISTRATIVE AND BUSINESS

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Communication and Collaboration

Computer and Device Management

Infrastructure

Professional Services

Research

Security

Teaching and Learning

Administrative and Business

Enterprise and local services that support the administrative and business functions of an institution. Includes analytics, business intelligence, reporting, finance, human resources, studentinformation systems, advancement, research administration, andconference and event management.

Alumni and Advancement

Alumni portals and services that support university advancement and development.

Document Imaging and Management

Electronic document-management services.

Facility Systems

Services outside the core administrative systems that support auxiliary or ancillary campus systems, activities, and operations.

Faculty Information Systems

Services that support faculty administration, review, promotion, and tenure.

Finance and Procurement Systems

Administration and maintenance of enterprise systems (integrated or stand-alone) that support financial management, human capital management, and procurement.

Human Resource Systems

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Health Information Systems

Services that support clinical processes, including health-record management, pharmaceutical data, medical appointment scheduling, residency placements, and more.

Secure Check Printing

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Reporting and Analytics

Business intelligence platforms, o warehouse, dashboards, analytic tools, transactional reporting, and operational data stores.

Research Administration Systems

Services in support of systems used to secure funding, manage funding, conduct research, and facilitate compliance.

Student Information Systems

Services to support admissions, enrollment, registration, orientation, financial aid, student accounts and collections, advising, and career services.

Last Updated: 7 June 2018

GET HELP

Search this site

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Related Topics

HOME > ALL SERVICES > COMMUNICATION AND COLLABORATION > ENTERPRISE REPORTING AND ANALYTICS SERVICES

All Services

Administrative and Business

Business Intelligence Systems (Cognos)

Power BI

Tableau

Enterprise Reporting and Analytics Services

To address the need for accurate, consistent, and reliable data for informed decision making, Northwestern IT partners with University schools and central units to offer self-service reporting tools and an administrative enterprise data warehouse catalog.

Self-service Reporting Tools

The table below summarizes the self-service tools supported by Northwestern IT and provides guidance in choosing the right solution for your needs. To discuss these options in more detail, please request a consultation.

Name and Description	Strengths	Limitations	Cost	Training
Provides Northwestern with comprehensive reporting and analytics solutions for University schools and business units.	Lorem ipsum dolor sit amet	Nunc eu suscipit risusm	Lorem ipsum	Lorem ipsum
Power BI Provides faculty, and staff the ability to create personal dashboards with a 360 degree view of their data and securely share with colleagues for further discovery.	Dolor sit amet	Lorem ipsum	Lorem ipsum	Nunc eu suscipit risusm
Tableau An interactive, self-service reporting and analytics tool that enables faculty and staff to integrate and combine data from multiple	Lorem ipsum dolor sit amet	Nunc eu suscipit risusm	Lorem ipsum	Lorem ipsum

The Administrative Enterprise Data Warehouse

- Alumni
- Facility
- Faculty
- FAMIS
- InfoEd
- myHRNUCore
- NU Financial
- Parking
- Student

Request a Project

Need assistance with new, complex, or cross-system report or an integrated of data set for self-service reporting and analysis? Request a new project.

Consultation and Support

Reporting and analysis experts offer assistance for faculty and staff interested in using reporting tools and data sets, create custom data solutions, and develop analysis and reporting skills. <u>Learn more about</u> Consultation Services.

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Business Intelligence System (Cognos)

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Features and Benefits

- Feature
- Feature
- A table can also be used

Benefit

REQUEST SERVICE

Overview

- Eligibility: Staff
- Cost: N/A
- Request Service: Project Re-
- Log In: https://reporting.northwestern.edu
- Service Owner: Enterprise **Reporting and Analytics**
- Support: IT Support Center

Knowledge Base

Available to

- Audience 1
- Audience 2
- Audience 3

Request this Service

Automatically available..

Link to request form

How to Log in

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In in vulputate justo. Nam laoreet finibus mi, sit amet convallis magna molestie eu.

Cost

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Uses at Northwestern (optional header)

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Service Catalog

High level service line search box for service offerings

Service Line



Service line overview with list of related services

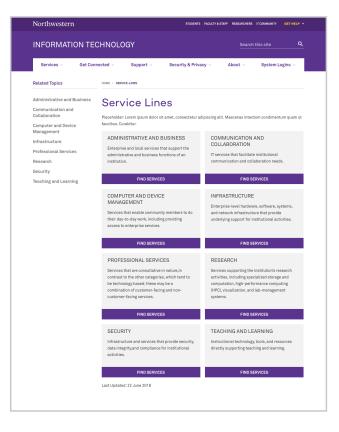
Service Overview

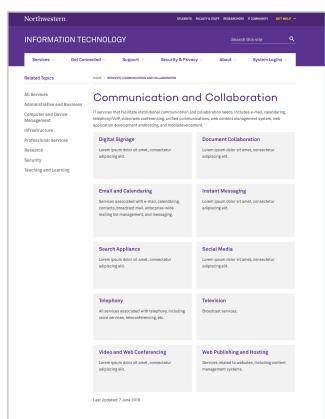


Service overview with list of related service offerings



Overview of individual service offerings includes: overview box, service request button, and Knowledge Base button









Service Catalog

High level service line search box for service offerings





Service line overview with list of related services

Service Overview



Service overview with list of related service offerings



Overview of individual service offerings includes: overview box, service request button, and Knowledge Base button

