

**NORTHWESTERN
INFORMATION TECHNOLOGY**

IT Service Catalog Proposal
Version 4

Related Topics

- Administrative and Business
- Communication and Collaboration
- Computer and Device Management
- Infrastructure
- Professional Services
- Research
- Security
- Teaching and Learning

HOME > SERVICE-LINES

Service Lines

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

<p>ADMINISTRATIVE AND BUSINESS</p> <p>Enterprise and local services that support the administrative and business functions of an institution.</p> <p>FIND SERVICES</p>	<p>COMMUNICATION AND COLLABORATION</p> <p>IT services that facilitate institutional communication and collaboration needs.</p> <p>FIND SERVICES</p>
<p>COMPUTER AND DEVICE MANAGEMENT</p> <p>Services that enable community members to do their day-to-day work, including providing access to enterprise services.</p> <p>FIND SERVICES</p>	<p>INFRASTRUCTURE</p> <p>Enterprise-level hardware, software, systems, and network infrastructure that provide underlying support for institutional activities.</p> <p>FIND SERVICES</p>
<p>PROFESSIONAL SERVICES</p> <p>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 non-customer-facing services.</p> <p>FIND SERVICES</p>	<p>RESEARCH</p> <p>Services supporting the institution's research activities, including specialized storage and computation, high-performance computing (HPC), visualization, and lab-management systems.</p> <p>FIND SERVICES</p>
<p>SECURITY</p> <p>Infrastructure and services that provide security, data integrity, and compliance for institutional activities.</p> <p>FIND SERVICES</p>	<p>TEACHING AND LEARNING</p> <p>Instructional technology, tools, and resources directly supporting teaching and learning.</p> <p>FIND SERVICES</p>

Last Updated: 22 June 2018

Related Topics

- All Services
Administrative and Business
Computer and Device Management
Infrastructure
Professional Services
Research
Security
Teaching and Learning

HOME > SERVICES-COMMUNICATION AND COLLABORATION

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 and hosting, and media development.

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.

Last Updated: 7 June 2018

INFORMATION TECHNOLOGY

Search this site 

Services

Get Connected

Support

Security & Privacy

About

System Logins

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

Public	>
Internal	>
Legally/Contractually Restricted	>

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.

GET HELP

SERVICE OVERVIEW

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
MORE ON THIS TOPIC

Related Topics

HOME > SERVICES-ADMINISTRATIVE AND BUSINESS

- All Services
- 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, student information systems, advancement, research administration, and conference 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, data 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

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
<p>Business Intelligence System</p> <p>Provides Northwestern with possible and comprehensive reporting and analytics solutions for University schools and business units.</p>	<p>Lorem ipsum dolor sit amet</p>	<p>Nunc eu suscipit risum</p>	<p>Lorem ipsum</p>	<p>Lorem ipsum</p>
<p>Power BI</p> <p>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.</p>	<p>Dolor sit amet</p>	<p>Lorem ipsum</p>	<p>Lorem ipsum</p>	<p>Nunc eu suscipit risum</p>
<p>Tableau</p> <p>An interactive, self-service reporting and analytics tool that enables faculty and staff to integrate and combine data from multiple</p>	<p>Lorem ipsum dolor sit amet</p>	<p>Nunc eu suscipit risum</p>	<p>Lorem ipsum</p>	<p>Lorem ipsum</p>

The Administrative Enterprise Data Warehouse

- Alumni
- Facility
- Faculty
- FAMIS
- InfoEd
- myHR
- NUCore
- 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. [Learn more about Consultation Services](#).

Related Topics

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



Item 1

Item 2

Item 3

Business Intelligence System (Cognos)

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Cost

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Uses at Northwestern (optional header)

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REQUEST SERVICE

Overview

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

Knowledge Base
MORE ON THIS TOPIC

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



Service Offering

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

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Related Topics

HOME - SERVICE LINES

Service Lines

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Digital Signage Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Document Collaboration Lorem ipsum dolor sit amet, consectetur adipiscing elit.
Email and Calendaring Services associated with e-mail, calendaring, contacts, broadcast mail, enterprise-wide mailing list management, and messaging.	Instant Messaging Lorem ipsum dolor sit amet, consectetur adipiscing elit.
Search Appliance Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Social Media Lorem ipsum dolor sit amet, consectetur adipiscing elit.
Telephony All services associated with telephony, including voice services, teleconferencing, etc.	Television Broadcast services.
Video and Web Conferencing Lorem ipsum dolor sit amet, consectetur adipiscing elit.	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

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- Northwestern Box
- SharePoint
- Research Data Storage Service
- Northwestern File Servers
- Google @U Applications
- University Policies

Data Types and Examples

- Public
- Internal
- Legally/Contractually Restricted

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SERVICE OVERVIEW

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Services - Get Connected - Support - Security & Privacy - About - System Logins -

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Item 1
Item 2
Item 3

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INFORMATION TECHNOLOGY
Services - Get Connected - Support - Security & Privacy - About - System Logins -
HOME > SERVICE LINES
Service Lines
Administrative and Business
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Computer and Device Management
Infrastructure
Professional Services
Research
Security
Teaching and Learning
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Northwestern
INFORMATION TECHNOLOGY
Services - Get Connected - Support - Security & Privacy - About - System Logins -
HOME > SERVICES-ADMINISTRATIVE AND BUSINESS
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Finance and Procurement Systems
Health Information Systems
Reporting and Analytics
Student Information Systems

Northwestern
INFORMATION TECHNOLOGY
Services - Get Connected - Support - Security & Privacy - About - System Logins -
HOME > ALL SERVICES > COMMUNICATION AND COLLABORATION > ENTERPRISE REPORTING AND ANALYTICS SERVICES
Enterprise Reporting and Analytics Services
Self-service Reporting Tools
Name and Description
Strengths
Limitations
Cost
Training
Business Intelligence System
Power BI
Tableau
The Administrative Enterprise Data Warehouse
Request a Project
Consultation and Support
GET HELP

Northwestern
INFORMATION TECHNOLOGY
Services - Get Connected - Support - Security & Privacy - About - System Logins -
HOME > ALL SERVICES > SERVICE LINE > SERVICE OVERVIEW > SERVICE OFFERING
Business Intelligence System (Cognos)
Request Service
Overview
Features and Benefits
Available to
Request this Service
How to Log in
Cost
Uses at Northwestern
GET HELP