UC Berkeley
Haas School of Business
Technology Solutions

Customer Service Catalog

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1.0 Introduction

This document describes the Service Catalog for the Haas School of Business Technology Solutions (HTS) department within the University of California, Berkeley.

Service Catalog

The Service Catalog describes the Services that the Haas Technology Solutions (TS) provides to the various departments within the Haas School of Business.

The purpose of the Service Catalog is to provide information about available IT Services for Haas TS. The Service Catalog is used to support the delivery of IT Service to Haas customers.

The Service Catalog provides the following key benefits:

- A listing of the standardized set of services that TS provides to the customers of Haas with a brief description of the services provided
- A communications vehicle for customers of TS and Haas leadership to facilitate a common view of the work performed within HTS
- A starting point for discussions with TS customers about the services provided to either add, adjust, modify or eliminate services if required

Catalog Management

The External Service Catalog should be reviewed for updates on a periodic basis to determine if new services should be added, modified, or removed or if revisions to the standards should be updated from the current set of Service Offerings. The details for these activities will be outlined in the Service Catalog Management process.

Service Level Objectives

The Service Level Objectives document the service measurements in place for the services TS provides. The objectives are intended to provide a basis for measuring and managing of the quality of the services between TS and the departments who receive services.

The Service Level Objectives record a common understanding about services, priorities, and responsibilities for services provided by TS. The Service Level Objectives cover areas, such as: availability, serviceability, performance, operation, or other attributes of the service. The level of service is specified as the expected level of service which allows customers to be informed what to expect at a minimum for service assuming the service levels are achieved.

Each service will typically have Service Level Metric Targets associated with:

- **Service Fulfillment / Provisioning**: This metric specifies the time to fulfill a service request (provision a service) once a request is received from an authorized requestor. The targets for this metric will be unique for each service and based on service request type.
- **Service Availability and Performance**: This metric specifies the expected uptime and performance for a service and enables TS to set service standards and expectations. This metric applies to services where TS hosts infrastructure or applications. Availability of systems is monitored at the service and component levels and could have different target options for the same service (i.e. good, better, best). Systems are available to customers 24/7, excluding planned outage maintenance windows and unavoidable events. Maintenance windows are used only when needed for planned changes that have gone through an appropriate change management process. In addition to the standard maintenance window, site-specific changes may be coordinated with customers at non-standard times.
- **Incident Response and Resolution**: This metric specifies the time to restore service after an incident has been recorded. The targets for this metric will be defined through the Incident Management process and determined by both impact and urgency.
- **Change Implementation**: This metric specifies the time required to implement system type changes. Targets for this service will be aligned to the Change Management processes.
- **Customer Satisfaction**: Customers using services through TS will periodically be given the opportunity to respond to on-line satisfaction survey. Responses to the survey will help TS understand satisfaction levels and pin point areas for improvements. (i.e. through surveys, etc.).

The Service Level Metrics will be reported in regular intervals according to the guidelines below. The table below will be superseded once a standard Service Level Management / Reporting process by Service Level Management Process is put in place.

Metric	Type	Example	Reporting Interval
Service Fulfillment / Provisioning	Unique for each service	Approved hosting request fulfilled within X business days	Monthly
Service Availability and Performance	Unique for each service	24/7/365 operation with 99.9% uptime	Monthly
Incident Response and Resolution	Common across all services – Refer to Incident Management		Monthly
Change Implementation	Common across all services – Refer to Change Management		Monthly
Customer Satisfaction	TBD		Monthly

Ordering and Provisioning

Service typically can be procured, modified, or cancelled by departments directly contacting the Haas Technology Solutions Service Desk via web or by phone at during regular business hours.

The standard service desk hours of operation are listed here: Mon–Fri: 8:00 a.m. – 5:00 p.m. The Service Desk is accessible 24x7 via telephone and the Web. Ordering and Provisioning is covered in the "*How Do I Get the Service*" section of the service descriptions in this document.

Cost Structure

The Service Catalog will communicate the proposed cost structure to customers for each of the services provided. These cost structures allow the customers an understanding for how they will be charged when utilizing the various services offered by TS. The cost structure is covered in the "*How Much Does the Service Cost*" section of services descriptions in this document for services that are charged back to the departments.

Audience

The users of the Services for the External Service Catalog are the Departments of Haas and all Haas TS customers.

2.0 Accounts and Access

2.1 Access and Authorizations to Services or Data

What is this Service?

Access and Authorizations to Services or Data provides users access to necessary services or data, and provides them ability to control access to services or data. This service includes users that are requesting access to a computing account (add, modify or delete). This service also includes the ability to control the level of access granted to individuals, groups, or the organization for shared drives, folders & directories, websites, and databases. The types of access include creating password access to applications, providing single sign-on for applications or restricting or providing access to data.

- **How I can benefit from the Service?**

The service allows the user to define who has access to specific applications, systems, information and data and makes certain users have the proper access for their role. The Service also restricts access so users do not have access to information or systems that they are not authorized to access.

- **Why I might want the Service?**

Access controls enable only those people, groups, or organizations to work with data at the level required to fulfill their roles and functional duties. Access controls ensure compliance with Information Security policy and Regulatory Law.

How Do I Get Started?

- **How do I get the Service?**

Ask your Manager-Supervisor to contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com). All requests for changes to access and authorizations to Services and Data are subject to review and approval by the Service or Data Owner.

For new computing accounts follow the instructions below:

New students -- go to the following form and enter their student's ID:

https://bpr-p1.calnet.berkeley.edu/account-manager/start/campusSolutions/

New faculty and staff employees -- go to following form and enter their employee or affiliate ID: https://calnet.berkeley.edu/activate/employee(CAM)

New CalMail account -- after you create your CalNet ID, visit:

https://bconnected.berkeley.edu/and click on "Account Information"-> "Create Accounts" -> "create a bConnected Google account"

New Research Computing or Research Data accounts -- contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

Special Purpose accounts (for collaboration & communications) -- visit https://bconnected.berkeley.edu/ and click on "Account Information" -> "Create Accounts" ->"Submit Request to Create SPA"

Other types of accounts and Getting Help -- contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

2.2 Onboarding Orientation

What is this Service?

Onboarding orientations can consist of informational workshops, presentations, and/or configuration sessions to orient new Haas Faculty, students (degree programs), and staff to the IT and technology resources available within Haas and the greater UC Berkeley campus. It supports documentation (knowledge base) instructions, web available FAQs and videos.

- **How I can benefit from the Service?**

The service can help you educate yourself or your student constituents on the available IT resources they can make use of and which are recommended.

- **Why I might want the Service?**

The service seeks to proactively answer common questions about IT resources at Haas for community members when they initially enter Haas. This increases productivity and reduces support requests.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How much does the Service cost?**

All consulting, negotiation, and staff time for orientation training or device configurations is free of charge. The custom development of mobile applications, video production, or customized web sites/apps may incur licensing or external developer costs.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I use the Service?**

Schedule an appointment with a subject matter expert by contacting the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com). Please plan ahead and include TS in the earliest stages of orientation planning

3.0 Data and Reporting

3.1 Database Design and Development

What is this Service?

Database Design and Development provides design, implementation, management and support of databases. Haas TS will develop and design databases to support applications and assist with application tuning to gain the best performance from the database.

- **How I can benefit from the Service?**

The service provides a method to store information using structured and unstructured databases to provide secure access to data for analysis and reporting.

- **Why I might want the Service?**

The service is used by users of applications to store data and provide interoperability between data sources.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

3.2 Transforming Data into Insights

What is this Service?

Transforming Data into Insights includes the evaluation of data collection, storage, integration, analysis and reporting. Technology Solutions provides consultation services that help customers understand the options available for data services and how data can provide valuable insight into your business. In addition to the consultative services, Haas TS also can customize reporting to show the most valuable information to a customer.

- **How I can benefit from the Service?**

The service provides a method to retrieve valuable information from data sources and report insightful information that can be used to help make decisions.

- **Why I might want the Service?**

The service can optimize data collection and analysis and improve reporting by generating valuable dashboards that will help analyze data from multiple data sources to generate insights.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

3.3 Data Visualization and Dashboards

What is this Service?

Data Visualization and Dashboards includes the development and implementation of visual dashboards that display valuable metrics. Technology Solutions provides consultation services to understand the needs of the

customer and requirements of the dashboard. Users are able to access a full range of reporting capabilities including interactive dashboards, financial reports and ad-hoc queries.

- **How I can benefit from the Service?**

The service provides a method to retrieve valuable information from data and report insightful information that can be used to help make decisions.

- **Why I might want the Service?**

The service can improve reporting by generating valuable dashboards that will help analyze data from multiple data sources and provide insights to help make decisions.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

4.0 Classroom and Online Learning Services

4.1 Classroom Audio/Visual Assistance and Content Capture

What is this Service?

Classroom Audio/Visual Assistance and Content Capture is a service that is provided to enhance the meeting or lecture experience. Classroom Audio/Visual (A/V) is available for all Berkeley-Haas classrooms. Technology Solutions will assist with using the display, teleconferencing and classroom computer systems.

This service is best provided by appointment, but is also available on-demand in special circumstances. A member of the Technology Solutions team will be available in-person to guide you through all the AV technology in the classroom.

Classroom Capture is available for all Berkeley-Haas classrooms. Technology Solutions will record the class session and provide the resulting recording via the "Media Library" inside bCourses (or private location upon request). Technology Solutions also maintains the "Media Library" service ensuring access to videos for students and others.

- **How I can benefit from the Service?**

This service teaches the user to use the AV technology in Berkeley-Haas facilities. Also, this service creates video recordings of class sessions and conveniently adds them to the bCourses page of the course (or private location upon request).

- **Why I might want the Service?**

The service helps to display presentation content quickly and easily. This service also provides video recordings of class sessions that are useful tool for self-evaluation, creating supplementary content for future classes, or when permitted by the degree program, as a study-aid for students.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

For content capture, submit a ticket at least one week prior to the class session you wish to record. There are certain restrictions on sharing recorded class sessions with students that vary by degree program. Please confirm your request is eligible by contacting the appropriate degree program office.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com). If you are currently in a classroom, call 510-643-4217 for immediate support.

4.2 Video Teleconferencing and Online Meetings

What is this Service?

Video Teleconferencing & Online Meetings support is available for all Haas faculty, staff and graduate students. Technology Solutions will provide consultation on choice of platform and proper equipment. For teleconferences or online meetings with a location on the Haas campus, TS will provide required equipment and support.

Blue Jeans is the preferred provider for video teleconference supporting small groups. All UC Berkeley faculty, students and staff have access to free accounts and service at ucberkeley.bluejeans.com.

Adobe Connect is the preferred platform for supplementary class sessions, review sessions or webinars of up to 100 attendees.

- **How I can benefit from the Service?**

Video teleconferencing allows the user to host and record meetings with participants from around the world.

Why I might want the Service?

Video teleconferencing allows participate remotely in important meetings, extend invitations to other remote attendees or share a classroom with a guest speaker who would otherwise be unable to attend.

How Do I Get Started?

- **How do I get the Service?**

Visit ucberkeley.bluejeans.com to start using Blue Jeans immediately. Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com) at least 2 days prior to the intended meeting date if additional assistance is needed.

- **How much does the Service cost?**

There is no fee for Blue Jeans. Due to the cost of the service, Adobe Connect is available for Academic Support to Faculty only.

- **How do I get help?**

Visit tinyurl.com/bluejeansforhaas for tutorials and 24/7 phone support. Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com) with additional questions or for equipment reservations.

- **How do I use the Service?**

Schedule an appointment with a subject matter expert by contacting the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

4.3   HTS Computer Classroom

What is this Service?

HTS Computer Classroom is a service that allows users to schedule the Haas Computer Classroom in the HTS Computer Center. Located in the Haas TS computer center (S300T) the computer classroom is equipped with 60+ computers and specialized software to be used by large groups for training or technology instruction.

- **How I can benefit from the Service?**

This service provides access to the HTS Computer Classroom for training and technology education.

- **Why I might want the Service?**

The service helps to coordinate large meetings, workshops or trainings in S300T.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com). If you are currently in a classroom, call 510-643-4217 for immediate support.

4.4   bCourses Support & Training

What is this Service?

bCourses is Berkeley's official campus Learning Management System. It is a web-based tool that provides a learning hub and resource for instructors and students. bCourses features include enhanced site design and customization, which allows both instructors and students to maximize course engagement.

bCourses Training is available by request and via onsite workshops led by professionally trained Educational Technology Services (ETS) staff members.

bCourses Support includes: accounts and and permissions management, technical troubleshooting, and one-on-one site consultations.

- **How I can benefit from the Service?**

The service engages faculty and students in a full learning experience without leaving Haas. Starting from a standardized Haas site design, instructors are able to collaborate with Haas Technology Solutions to further tailor bCourses to their needs. This includes automatic site setup and integration of third-party applications, such as Study.net and BlueJeans, which help enrich instructor-student interaction.

- **Why I might want the Service?**

The service allows Instructors to create new or upload existing course materials and build graded activities within bCourses, while also using it to communicate with and provide feedback to students. It offers a variety of built-in assessment tools, as well as an opportunity to integrate external tools to customize the course experience.

How Do I Get Started?

- **How do I get the Service?**

To access bCourses, visit http://bcourses.berkeley.edu.

For assistance with bCourses Training and Support, contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

4.5   Anti-Plagiarism Support

What is this Service?

***Anti-Plagiarism Support** (a.k.a. Academic Integrity)* services at Berkeley provides students and instructors tools to review documents for originality via *TurnItIn* and *iThenticate*. These tools check writing against an extensive database of books, journal articles, websites and other student papers. This generates an interactive report showing the percentage of material that overlaps with sources from *TurnItIn's* database, with matching passages highlighted for further analysis.

- **How can I benefit from the Service?**

The service can help instructors to identify possible instances of plagiarism and students to improve their writing by ensuring that they are properly citing and attributing the work of other authors.

- **Why I might want the Service?**

The service helps minimize the chances of plagiarism among students.

How Do I Get Started?

- **How do I get the Service?**

TurnItIn is available in bCourses as an add-on to the Grading tool, and in the Assignments tool SpeedGrader.

iThenticate is available by request for instructors, graduate students, and staff directly supporting instructors or academic programs. To request access, please visit the Educational Technology Services webpage.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone (510-642-0434), or Service-Now web site (https://berkeley.service-now.com).

4.6   Online-Hybrid Learning Content Development/Support

What is this Service?

Online –Hybrid Learning Content Development/Support provides consultation, development and support to faculty and staff that are interested in developing Online or Online-Hybrid learning content. The purpose of hybrid course is to take advantage of the traditional in person learning and online learning. A hybrid course is designed to integrate the two types of learning so that they reinforce and complement each other. A Haas TS staff member works one-on-one with faculty to align technology to the goals of their department and course.

- **How I can benefit from the Service?**

The service allows the user to publish content related to a course or learning online and helps them integrate classroom teaching with online instruction.

- **Why I might want the Service?**

The service enhances the educational experience for students and meeting attendees through technology.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

4.7   Experiment/Simulation/Game Development and Support

What is this Service?

Experiments/Simulation/Game Development and Support includes the consultation, development and implementation of experiments, solutions and games at Haas. Experiments and simulations can provide a dilemma or environment that tests the participant's reactions and behavior.

Game-based interactions include instant rewards, clear feedback and challenging goals that allow the experimenter to understand behaviors of participants. Experiments, simulations and games can be enhanced by technology and unveil new insight to experiences and behaviors.

- **How I can benefit from the Service?**

The service provides innovative methods to teaching and learning. Games can be developed to teach core concepts and experiments and simulations can aid in research or understanding participants. Experiments, simulations and games can also be used as part of an online or hybrid course curriculum.

- **Why I might want the Service?**

The service creates new and exciting ways to collect data and understand the participants of the study.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

5.0 Business Process & Performance Consulting

5.1 Business Process and Workflow Optimization

What is this Service?

Business Process and Workflow Optimization includes an assessment, evaluation and documentation of current state business processes and workflows as well as future state design of the business processes. Additionally, the service includes analysis to support a change in the business process and possibly a change in the supporting technology.

- **How I can benefit from the Service?**

The service provides insight to business processes from an external point of view with expertise conducting business process optimization. Through business process optimization, Units can save time through simple and innovative business process design methods.

- **Why I might want the Service?**

The service can improve the efficiency of processes by reducing steps and streamlining processes. Business Process Optimization can be a cost-effective way to solve many problems. The service supports questioning the status quo to achieve better results, outcomes, and decisions.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

5.2   Project Management/Coordination

What is this Service?

Project Management and Coordination includes the planning and execution of a project. The service will coordinate resources, time and budget to deliver a successful project with the quality expected. The service provides the project processes, methods, skills and experience to achieve your objectives. Project Management may be for TS projects or other projects for Haas School of Business.

- **How I can benefit from the Service?**

The service allows for increased efficiency in delivering projects and improved customer satisfaction when deadlines are met within budget. Additionally, the project team will be broader and more diverse, which will enable them to consider all constraints to deliver on the agreed upon scope.

- **Why I might want the Service?**

The service provides a technology expert for a project. Although not all projects are technology focused, several rely on technology for success and initiating the Project Management and Coordination service at the start of a project could be beneficial.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

5.3   Survey/Feedback Design and Development

What is this Service?

Survey/Feedback Design and Development includes the design and development of surveys to be distributed internally to Berkeley Haas staff, students and faculty or guests. The service includes optimized templates, expert question logic, custom formatting and in depth reports. Haas TS staff members are able to meet for consultative services on Survey design and development. Typically Qualtrics is used as the survey tool, but there can be other technologies used depending on the requirements.

- **How I can benefit from the Service?**

The service provides assistance with a tool that allows users to gain valuable insight into customer satisfaction, student/employee engagement, event planning, market research and instructor evaluation.

- **Why I might want the Service?**

To gain insight into a question or service provided.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

6.0 Solution Delivery

6.1   Application/Integration Development

What is this Service?

Application/Integration Development includes the development, testing and integration of applications used at Haas. The service uses requirements, as determined by the customer and Haas TS, to create an application, an enhancement to an application or an application integration that meets the needs of the customer. The service includes the design, development and testing of the application or integration as well.

- **How I can benefit from the Service?**

The service provides a technology solution that can save time and resources, reduce manual work, or enhance the look and feel of an old application. The technology can collect valuable information and conduct analysis that supports the vision of the school.

- **Why I might want the Service?**

The service ensures the needs of the customer are met through a new or enhanced application or integration. The application or integration typically provides automation or improved technological capabilities to reduce manual efforts or improve access to data.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

6.2   Application/Integration Support

What is this Service?

Application/Integration Support includes the maintenance and continuous improvement of applications used at Haas. Technology Solutions uses knowledge from the development of the application and the needs of Haas to find the core problem and resolution to both application and integration issues. In addition to maintenance, the service proactively looks for ways to reduce issues through continuous improvement. Once the service is initiated the Haas TS staff will recommend and implement solutions to resolve the application or integration issue.

- **How I can benefit from the Service?**

The service provides support to a technology solution that can save time and resources, reduce manual work, or enhance the look and feel of an old application. Ensuring that the applications and integrations are maintained is critical to the success of the application and satisfaction of users.

- **Why I might want the Service?**

The service resolves issues and preventively resolves issues for an application or integration. This is beneficial so the application or integration continues to function and users are able to use it to the fullest capability.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

7.0 Device Support

7.1 Mobile Device Services

What is this Service?

Mobile Device Services provides support for university owned Mobile and Tablet devices. This includes setup, troubleshooting, issue resolution and training for the standard operation of mobile devices.

- **How I can benefit from the Service?**

The service provides the user with mobile access to Haas systems and network.

- **Why I might want the Service?**

The service provides the user to access the systems and network through their phone or tablet.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

7.2   Desktop Services

What is this Service?

Desktop Services includes new computer setup, software installation and computer troubleshooting for Haas faculty and staff. New computer setup configures a desktop as a standard computer with the useful Haas and Berkeley applications. Software installation adds additional software that was not installed during the new computer setup. Computer troubleshooting provides assistance to identify a resolution to a problem related to the desktop.

- **How I can benefit from the Service?**

The service assists with needs related to a desktop including the initial set up and troubleshooting, if needed.

- **Why I might want the Service?**

The service enables users to have a secure and standard desktop and maintain stability and security on their desktops.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

7.3   Laptop Services

What is this Service?

Laptop Services includes new computer setup, software installation and computer troubleshooting for Haas faculty and staff. New computer setup configures a laptop as a standard computer with the useful Haas and Berkeley applications. Software installation adds additional software that was not installed during the new computer setup. Computer troubleshooting provides assistance to identify a resolution to a problem related to the laptop.

- **How I can benefit from the Service?**

The service assists with needs related to a laptop including the initial set up and troubleshooting, if needed.

- **Why I might want the Service?**

The service enables users to have a reliable laptop computer and maintain stability and security on their laptops.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

7.4   Purchase Consultation

What is this Service?

Purchase Consultation includes interaction with a Haas TS staff member to assess technology needs and review options with the customer. Hardware available for purchase includes desktops, laptops, printers, tablets and mobile phones. Software purchase consultation includes software to assist with Classrooms, Students, Faculty and the Administration of Haas.

- **How I can benefit from the Service?**

The service assists the decision making process for customers who are looking to make a purchase and provides TS with the information to help users implement their technology solutions.

- **Why I might want the Service?**

The Haas TS representative discusses pros and cons of the purchase and additional options that the customer may not be aware of. Additionally, the Haas TS representative can optimize the solution to reduce costs or suggest alternatives.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

7.5   Printer Services

What is this Service?

Printing Services provides printing services for Desktop Workstations, personal laptops (PC and Mac) and departmental printers (outside of the Berkeley Haas copy center which is currently outsourced). Departmental printers can also be accessed in the Haas library and computer lab.

- **How I can benefit from the Service?**

This service provides access to network printers located across the Haas School of Business Computer Labs as well as desktop printers for staff and administrators who require local printer access.

- **Why I might want the Service?**

Access to printers allows users to documents that may be required for projects, teamwork, homework assignments, research or final exams.

How Do I Get Started?

- **How do I get the Service?**

Once a Haas Network Account has been created, simply login to Haas Desktop Computers, or add the Haas Printers to a personal laptop. There are many printers located across the Haas School of Business: Main Computing Lab, S300T Classroom, MBA Graduate Lounge, and Undergraduate Lounge.

- **How do I get help?**

A $200 Print Credit is automatically given to each user upon creating their Haas Network Accounts, and is reset to another $200 per semester (print credits do not roll over).

B&W = 2,400 pages/semester (.05cents/page)

Color = 240 pages/semester (.50cents/page)

If you have exhausted your semester print credit, you may approach our front desk for an additional credit in $10 increments. You may also send an email to helpdesk@haas.berkeley.edu

7.6 Drop-In/Front Desk Support

What is this Service?

Drop-In / Front Desk Support provides end-user device support during <u>regular hours</u> of operation of the Computer Center. The front desk is staffed with trained personnel who can address basic helpdesk needs including: install and configure software on personal laptops, map printers, reset Haas passwords, check out laptops, provide classroom assistance, check the status/enter a helpdesk request, provide laptop and mobile devise troubleshooting, assist with issues related to the lab and services, offer directions and information about Haas or campus resources, and answer any general questions.

- **How I can benefit from the Service?**

The Haas Computer center is conveniently staffed 7 days a week with trained personnel who can assist with basic computing needs by providing services directly or by referral.

- **Why I might want the Service?**

The services are offered any time the lab is open, in a convenient and popular space where students meet work and collaborate. The Front Desk provides drop-in technology services at a convenient location for all Haas end-users.

How Do I Get Started?

- **How do I get the Service?**

Stop by the Computer Center's Front desk during hours of operation.

- **How do I get help?**

Stop by the Haas Computer Center's Front desk, or contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

8.0 Voice and Data Networking

8.1 Telecom & Network Billing Resolution

What is this Service?

Telecom & Billing Problem Resolution is the management of Bear Buy requests and purchases. The service includes working with Central Campus and CSS to ensure accurate billing of telecom services. The service provides forecasting, consulting, negotiation, procurement, and distribution of telecom equipment purchases supporting research, teaching.

- **How I can benefit from the Service?**

The service can help to quickly identify issues with telecom billing along with avoiding duplication of payments and equipment.

- **Why I might want the Service?**

The service provides quality assurance of telecom bills to make sure customers are only paying for what they use.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

8.2   Desktop Phone (New, Change, Terminate)

What is this Service?

Desktop Phone Service allows you to order a new desktop phone, make changes to your existing phone service, or terminate your service and cancel billing. The service includes phone lines, telephone handsets, and special features including voicemail. This service also provides recommendations on how to conserve funds while getting the most features from your phone service. The service tracks all changes and terminations to avoid duplication of payments and costs of phone numbers not being used.

- **How I can benefit from the Service?**

The service provides users with desktop phones for their telecommunications needs.

- **Why I might want the Service?**

If you are an administrator, faculty or staff who has a desk and will be using a phone to complete your work.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How much does the Service cost?**

New, changes and terminations vary in price. Before purchasing phone services or equipment, send a request ticket with a valid chartstring to the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com)

8.3   Remote Access & Connectivity Support

What is this Service?

Remote Access is the ability to connect to a computer or a network system from a remote location. The service provides remote access to a virtual desktop and to storage. The Haas community can use this service to access applications, University Systems, and information from a computer that is not connected to the Haas network.

Connectivity is the ability to connect to the Haas Terminal server through the Virtual Private Network (VPN) connection.

Haas Terminal Server is a cluster of physical servers that provides access to applications and storage from remote locations. Users need to login to U. C. Berkeley's Virtual Private Network (VPN) connection before connecting to the Haas Terminal Server.

VPN connection provides a secure and reliable connection between a computer and the Haas Terminal Server and other protected resources. Users can login to the VPN with their CalNet ID and passphrase. Users can download VPN software from Central software depot (https://software.berkeley.edu/security-software#CiscoVPN)

- **How can I benefit from the Service?**

The service provides easy access to computing resources and information for research, learning, administrative use, or other computing needs.

- **Why I might want the Service?**

The service provides reliable and secure access to computing resources from any location.

How Do Users Get Started?

- **How do I get the Service?**

Login to *ts.haas.berkeley.edu* with your Haas login and password through a Remote Desktop connection program. If you need help with remote access, contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

8.4   Wired Network Service (New, Change, Terminate)

What is this Service?

Wired Network Service (New/Change/Terminate) provides a new wired service or change/termination of an existing network service. The service coordinates efforts with Haas Facilities department, Cal Voice, CSS IT and IST contacts while researching policies and procedures to summarize best practices for TS Wired Network. This service proposes, leads and/or participates on planning committees and projects on room configurations, moves, telecommunications and data requirements.

- **How I can benefit from the Service?**

The service helps to add, change or terminate wired network service at Haas.

- **Why I might want the Service?**

The service provides network service so users can access the internet and Haas systems.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

8.5   Wireless Network Service Support

What is this Service?

Wireless Network Support provides wireless network support services for the Haas community. Haas TS provide support for issues with connecting to the wireless network if issues arise. Haas TS provides and manages all wireless access points within the school. The service also supports firewalls management and configurations of networks to support routing of wireless networking.

- **How I can benefit from the Service?**

The service allows the user add or modify the wireless network in their area and improve service as needed or resolve connections to the wireless network if they exist.

- **Why I might want the Service?**

The service enhances the experience and ability to connect to the internet and Haas systems.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

9.0 Email, Calendar and Collaboration

9.1   bConnected (Email, Calendar, and Collaboration)

What is this Service?

bConnected (Email, Calendar, and Collaboration) is a service for the campus Google Apps suite, AKA bConnected. http://bconnected.berkeley.edu. bConnected connects UC Berkeley with campus collaboration and productivity services and provides guidance on appropriate services for campus needs. bConnected is the service provider for Berkeley Box, Google Apps for Education, Email and Mailing lists and provides consulting for these and other campus services provided by other teams (e.g. CalShare and bCourses Project sites). Includes working with campus partners to vet, and provide tuning where possible to aid in email distribution assurance for services like Convio and MailChimp.

- **How I can benefit from the Service?**

Using bConnected provides communications and collaboration capabilities.

- **Why I might want the Service?**

Using bConnected for Email, Calendar, online collaboration, and a full range of productivity applications provides communications and collaboration services.

How Do I Get Started?

- **How do I get the Service?**

Go to http://bconnected.berkeley.edu or contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I use the Service?**

 Go to http://bconnected.berkeley.edu or contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com) for assistance.

9.2   Group & Project Collaboration Services

What is this Service?

Group and Project Collaboration Services includes consultation on how to most effectively work on projects as a group using available or custom technology tools. Haas TS offers solutions that can increase efficiencies through the use of technology including awareness and training of collaboration tools and access to shared servers or secure data.

These options include Smartsheets, and bCourses Project Sites for Project Management; Trello for Meeting Management and light-weight projects; and Box, Google Drive, and hcs-groups for storage and sharing of data. CalShare is also available when there is a need for protecting sensitive and restricted data (i.e., data classified as sensitive or restricted according to University Policy or Regulatory Law).

- **How I can benefit from the Service?**

The service improves the ability to work with colleagues (internal and external to Haas) and supports best practices and methods for efficient group work.

- **Why I might want the Service?**

The service makes it easier for people to collaborate in groups, physically together or distributed across multiple locations.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

9.3   Event Support & Logistics

What is this Service?

Event Support is the process of planning and coordinating special events that require Technology Solution support. Haas TS will contact vendors, order supplies, communicate with facilities and notify guests of the event. After the event, Haas TS will submit invoices and close out the event.

Event Logistics is primarily scheduling that is done through Event Media Services (EMS) (*https://ems.haas.berkeley.edu/*). This process will allow users to be able to reserve classrooms, event space, or meeting rooms based upon availability. The media resources are also available through EMS and can be scheduled for the room that is reserved.

- **How I can benefit from the Service?**

The service can help by providing space for meetings, interviews, events, and trainings. This service also provides necessary media equipment to faculty, staff and students.

- **Why I might want the Service?**

The service is important for requesting space and equipment for meetings and events. This resource is important to avoid conflicts for meeting room and classroom space.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

9.4   Video Teleconferencing & Online Meetings

What is this Service?

Video Teleconferencing & Online Meetings support is available for all Haas faculty, staff and graduate students. Technology Solutions will provide consultation on choice of platform and proper equipment. For teleconferences or online meetings with a location on the Haas campus, TS will provide required equipment and support.

Blue Jeans is the preferred provider for video teleconferences supporting small groups. All UC Berkeley faculty, students and staff have access to free accounts and service at ucberkeley.bluejeans.com.

Adobe Connect is the preferred platform for supplementary class sessions, review sessions or webinars of up to 100 attendees.

- **How I can benefit from the Service?**

Video teleconferencing allows the user to host and record meetings with participants from around the world.

Why I might want the Service?

Video teleconferencing allows participate remotely in important meetings, extend invitations to other remote attendees or share a classroom with a guest speaker who would otherwise be unable to attend.

How Do I Get Started?

- **How do I get the Service?**

Visit ucberkeley.bluejeans.com to start using Blue Jeans immediately. Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com) at least 2 days prior to the intended meeting date if additional assistance is needed.

- **How much does the Service cost?**

There is no fee for Blue Jeans. Due to the cost of the service, Adobe Connect is available for Academic Support to Faculty only.

- **How do I get help?**

Visit tinyurl.com/bluejeansforhaas for tutorials and 24/7 phone support. Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com) with additional questions or for equipment reservations.

- **How do I use the Service?**

Schedule an appointment with a subject matter expert by contacting the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

9.5   Email Marketing & Campaigns

What is this Service?

Email Marketing & Campaigns is the process by which a marketing message is sent to a targeted audience using email. The message may be created to disseminate information, build relationships or to help generate donations. It is a frequently-used method for communicating and promoting campaigns to a wide variety of audiences at Haas.

This service assists customers with the creation and delivery of email marketing and campaigns to Haas stakeholders. It includes consultation for campaign building and communication creation (both written and visual) as well as recommendations for media channels which best convey the customer's message.

- **How I can benefit from the Service?**

An effective Email Marketing Strategy, Campaigns, and Service can dramatically improve the relationship with prospective and current students, donors and patrons of the School.

- **Why I might want the Service?**

The service has the potential to reach out to a greater number of people, improve communications effectiveness, efficiency, and campaign response rate or yield.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How much does the Service cost?**

Most bConnected add-ons are free. Commercial Email and Social Marketing tools and campaign management systems (e.g., MailChimp, HubSpot, and Salesforce) have annual license costs.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

9.6   Alumni Email Services

What is this Service?

Alumni Email Services allows for the continued use of the campus email suite after graduation. This service provides the ability for alumni to keep their Berkeley Haas email for life.

- **How I can benefit from the Service?**

The service offers uninterrupted continual use of the Berkeley Haas email alumni so they can maintain their contacts and continue to receive email communications.

- **Why I might want the Service?**

The service allows alumni to retain their @mba, or @berkeley email address within bConnected to maintain communications after graduation.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com)

- **How do I use the Service?**

Go to http://bconnected.berkeley.edu or contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

10.0 Research Computing

10.1 Research Consultation & Publication

What is this Service?

Research Consultation provides a connection to resources, data, and expertise for high performance computing, storage, data acquisition, migration, analytics, visualization, and preservation services.

Publication provides a connection to Berkeley-Haas Marketing & Communications to find venues for disseminating research outcomes to the public.

- **How I can benefit from the Service?**

The service helps to identify and understand various alternatives for computational research and publication. Associated costs and timeframes for each alternative are included, along with a high-level risk analysis.

- **Why I might want the Service?**

The service makes it easier to identify and obtain the best resources for computational research, allowing the user to focus on the exploration, analysis, communication, and publication of information that comprises their research.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How much does the Service cost?**

All consulting, negotiation, comparative assessment, proposal support are free. Commercial Cloud services such as Amazon Web Service or Microsoft Azure vary in price. Before purchasing any research resources, be sure to open a request ticket to find out what data services are already available at Haas, U. C. Berkeley, UCOP, San Diego Supercomputer Center, XSEDE, and other collaborating institutions.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I use the Service?**

Schedule an appointment with a subject matter expert by contacting the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

10.2 Data Acquisition, Analysis, Visualization, and Archiving

What is this Service?

Data Acquisition provides consulting, negotiation, procurement, and distribution of data sets supporting research and teaching. Data acquisition services can also provide resources to capture information from the Internet and real-world physical conditions.

Data Analysis supports the process of inspecting, cleaning, transforming, and modeling information with the goal of creating useful insights or conclusions. Data Analysis also supports the creation of data relationships and integration of data elements.

Data Visualization supports creating visual communication with information. The goal is to support clear and concise communication via graphics, plots, and information graphics.

Data Archiving provides a secure and reliable place to store data, analysis methods, and outcomes for long-term access.

- **How I can benefit from the Service?**

The service can help to quickly and safely acquire data, transform it into meaningful insights or assertions, make better decisions, and to clearly reveal and communicate outcomes.

- **Why I might want the Service?**

The service streamlines the lifecycle of working with data and provides the ability to focus on the exploration, analysis, communication, and preservation of information.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

10.3 Research Computing (Server, Storage, Network)

What is this Service?

Research Computing service provides high performance computing resources and expertise to support research and teaching. This includes servers and compute clusters, information storage, and high-speed network services, as well as math applications, statistical applications, databases, geo-spatial applications, tools and utilities software.

- **How I can benefit from the Service?**

The service provides the servers, storage, network, and application resources that are catered to customers' research needs. The service coordinates all steps in obtaining the resources needed, performs capacity planning and sizing, configures and implements the service, and assists with transferring and securing data. Additionally, the Research Computing service will manage the licensing of data and applications and coordinate access with subject matter experts in research from across the Berkeley campus.

- **Why I might want the Service?**

The service aligns the research project with the best resources available to meet the requirements, whether the research resources are located at Haas, U. C. Berkeley, San Diego Supercomputer Center, or in the Cloud. This allows customers to focus on academic research rather than the technology that supports the research initiative.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How much does the Service cost?**

Cloud and external computing, storage, and network services and commercial software vary in price. Before purchasing software, be sure to open a request ticket to find out what hardware and software is already available at Haas, U. C. Berkeley, UCOP, and collaborating institutions.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

10.4 Data Science/ Big Data Consultation

What is this Service?

Big Data refers to a category of information that possess at least one of these characteristics:

- *Extreme size*: the data set is so large that it cannot be processed or analyzed using database traditional methods and tools
- *Diversity/Complexity*: the data is disparate, comes from multiple unrelated sources, and is a challenge to assimilate, match up, or link together
- *High velocity*: the data arrives so quickly that it overwhelms traditional computing resources (social network data, data from environmental sensors often fit this definition)

Data Science is a cross-disciplinary study of data to extract knowledge and insights in various forms, either structured of unstructured. It often is a combination of data mining, statistics, and predictive analytics.

The service provides advice and support by leveraging a network of subject matter experts and IT professionals to plan, design, configure, install, and maintain Big Data and Data Science projects.

- **How I can benefit from the Service?**

The service can help you to obtain the most appropriate resources to:

- support your work involving Big Data,
- acquire, clean, and package data,
- house your data using Big Data infrastructure,
- select the most effective data management and analytics tools,
- transform Big Data into meaningful insights or assertions,
- make better decisions, and
- clearly reveal and visualize research results.

- **Why I might want the Service?**

The service optimizes the work effort involved with Big Data and Data Science projects, allowing you the user to focus on the exploration, analysis, communication, and publication of information that comprises their research.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How much does the Service cost?**

All consulting, negotiation, and distribution, data analysis and visualization support are free. The Data Science infrastructure varies in price, depending on the size and scope of the project. Grants are available from the Berkeley campus, High Performance/Supercomputer Centers, and from Cloud computing providers. Before entering into a Big Data or Data Science engagement, be sure to open a request ticket to find out what services are already available at Haas, U. C. Berkeley, UCOP, San Diego Supercomputer Center, XSEDE, and other collaborating institutions.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I use the Service?**

Schedule an appointment with a subject matter expert by contacting the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

10.5 Grant Proposal Development / Support

What is this Service?

Grant Proposal Development Support provides support for outlining and developing proposed plans for research projects that require Information Technology resources or funding. Proposals are usually discipline and funding-source specific, and often describe the level of compliance or reporting requirements to satisfy the terms of the grant.

- **How I can benefit from the Service?**

The service can help to more easily connect to resources and subject matter experts to improve the outcomes of grant proposals and applications. It also facilitates achieving compliance and reporting requirements, and ensures that any Information Security requirements are addressed.

- **Why I might want the Service?**

The service streamlines the lifecycle of developing, proposing, and reporting compliance of research grants.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

11.0 Information Security

11.1 IT Security Assessment and Vulnerability Assessment

What is this Service?

Information Security Assessment, Planning and Compliance provides consultative services to Haas faculty and staff to sustain high standards in the protection of data and information technology resources that support the University. The Haas TS Information Security Assessment determines vulnerabilities and risks of a system and reviews security controls. The Information Security Planning and Compliance service works to create a plan that minimizes risk and vulnerability and ensures that proper security controls are in place.

- **How I can benefit from the Service?**

The service provides the user with an assessment of their current security levels, a plan to improve security and advise to help with compliance of security standards.

- **Why I might want the Service?**

The service helps prevent security breaches and compliance violations.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

11.2 Security Awareness

What is this Service?

Security Awareness provides consultation and training on Information Security. Haas TS staff provide one-on-one security training as well as access to tools for self-training.

- **How I can benefit from the Service?**

The service provides training and knowledge around security to ensure data is safe and empower the user to conduct best practices when using computing services.

- **Why I might want the Service?**

The service enhances the user's understanding of Information Security and increases their ability and confidence to use technology in a beneficial way.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

12.0 Storage

12.1 Data Storage Services

What is this Service?

Data Storage is the process of storing information on variety of devices located on and off campus. The Data Storage services include consulting, negotiation, procurement, and allocation of storage that provides the safest, fastest and most cost effective solution that supports the customer.

- **How I can benefit from the Service?**

The service helps to quickly provision storage so customers can concentrate on using information to transform it into meaningful insights, make better decisions, and to clearly communicate outcomes.

- **Why I might want the Service?**

The service streamlines the lifecycle of storing information which includes procuring, securing, backing up, recovering and updating the storage systems.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How much does the Service cost?**

The cost will vary depending on the size of storage needed, the speed of the storage, the backup requirements, and the retention policy required by the customer.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

12.2 End-User Device Backup/Sync

What is this Service?

End User Device Backup/Sync is a safe and secure method for backing up data from end-user devices. Backups are set up to run automatically on a continuous-basis. Customers can also control which of their files/directories are backed up. (UC Berkeley policy states that only UC Berkeley files should be backed up. Personal files such as pictures and music should be excluded from backup selection).

- **How I can benefit from the Service?**

The service increases safety and availability of the customer's data, so if it is lost for any reason, it can be retrieved.

- **Why I might want the Service?**

The service ensures customers area always able to access data that they back up and have the flexibility to control when and how often back-ups occur.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How much does the Service cost?**

The cost of the service is ~$100/user/year

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

13.0 Support and Training

13.1 End-User Device Support

What is this Service?

End-user Device Support: Haas Technology Solutions provides assistance with new device set-ups and support for the following:

- Desktops (Windows and Mac)
- Laptops (Windows and Mac)
- Smart Phones (Android and iOS)
- Tablets (Android and iOS)

Support for the devices includes, but is not limited to: setting up bConnected, printing, storage, email, calendar, contacts, and installing software. Support includes attempting to resolve issues with end-user devices that are not working as originally planned (i.e. OS issues or memory issues).

- **How I can benefit from the Service?**

This provides assistance for setting up bConnected, printing, and shared storage services on your device(s), along with some standard software installations/configurations (software.berkeley.edu). If you have a laptop, desktop, or tablet that is not working properly, you should also use this service to resolve your issues.

- **Why I might want the Service?**

Setting up your printing, shared storage, email, calendar and contacts on your mobile device(s) will be an integral part of your academic experience here at Haas. You might also want this service if you have purchased a new desktop/laptop and would like assistance installing the Microsoft Office Suite, along with other standard software installations (software.berkeley.edu).

How Do I Get Started?

- **How do I get the Service?**

Simply approach our Haas Computing Center's Front Desk, located on the 3rd floor (S300) across the Economics Library, and one of our Lab Technicians will be more than happy to assist you. Or, you may also email helpdesk@haas.berkeley.edu

13.2 End-User Training

What is this Service?

End User Training provides training to members of the Haas community that are interested in learning about end user technology including student computing centers, specialized software and hardware, desktop workstations, remote wireless printing, and multi-function devices.

- **How I can benefit from the Service?**

The service teaches the user how to provide basic end user device support.

- **Why I might want the Service?**

The service enhances the technology experience and understanding for users.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

14.0 Video and Media Services

14.1 Event Support and Logistics

What is this Service?

Event Support is the process of planning and coordinating special events that require Technology Solution support. Haas TS will contact vendors, order supplies, communicate with facilities and notify guests of the event. After the event, Haas TS will submit invoices and close out the event.

Event Logistics is primarily scheduling that is done through Event Media Services (EMS) (*https://ems.haas.berkeley.edu/*). This process will allow users to be able to reserve classrooms, event space, or meeting rooms based upon availability. The media resources are also available through EMS and can be scheduled for the room that is reserved.

- **How I can benefit from the Service?**

The service can help by providing space for meetings, interviews, events, and trainings. This service also provides necessary media equipment to faculty, staff and students.

- **Why I might want the Service?**

The service is important for requesting space and equipment for meetings and events. This resource is important to avoid conflicts for meeting room and classroom space.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

14.2 Course Content Production

What is this Service?

Course Content Production is the creation of supplementary video content for use in instruction. This includes video interviews, lectures ("flipped class content") and screencasts (recorded video of presentation

content). The Technology Solutions team will create, edit, consolidate or reformat the content to supplement your classroom instruction. Haas TS will then distribute the content via bCourses or other avenues.

- **How I can benefit from the Service?**

This service allows the user to create content for material they are unable to address in the classroom or to shift your pedagogy to focus on discussion over lecture during their class sessions. The content may also be useful as part of an online or hybrid course curriculum.

- **Why I might want the Service?**

To cover content that the users are unable to cover in class. To provide a make-up lecture due to an unexpected cancellation of a class.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com). Please note that creation of course content may take considerable time, depending on the material.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

14.3 Equipment Checkout

What is this Service?

Equipment Checkout is a service that provides a wide variety of media-related items available for loan. This service is available to the Haas community.

What items are available with this Service?

Items include laptop computers, video projectors, presentation remotes, still and video cameras, webcams, headsets, and computer display adapters.

Who can benefit from the Service?

Members of the Haas community, including Haas Students, Faculty and Staff, may borrow Haas equipment on short-term loan. Undergraduate Students require a Faculty sponsor.   Requests for long-term loan are considered by need and availability.

- **How I can benefit from the Service?**

This service can facilitate many of your teaching, learning and support program technology needs.

- **Why I might want the Service?**

Connect your laptop or tablet to various display devices. Control your presentation from across the room. Bring a projector to an offsite meeting. There are many solutions available to borrow.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Reserve Desk by email (resi@haas.berkeley.edu), phone 510-643-0431, or Service-Now web site (https://berkeley.service-now.com).

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

14.4 Classroom Audio / Visual Assistance & Content Capture

What is this Service?

Classroom Audio/Visual Assistance and Content Capture is a service that is provided to enhance the meeting or lecture experience. Classroom Audio/Visual (A/V) is available for all Berkeley-Haas classrooms. Technology Solutions will assist with using the display, teleconferencing and classroom computer systems. This service is best provided by appointment, but is also available on-demand in special circumstances. A member of the Technology Solutions team will be available in-person to guide you through all the AV technology in the classroom.

Classroom Capture is available for all Berkeley-Haas classrooms. Technology Solutions will record the class session and provide the resulting recording via the "Media Library" inside bCourses (or private location upon request). Technology Solutions also maintains the "Media Library" service ensuring access to videos for students and others.

- **How I can benefit from the Service?**

This service teaches the user to use the AV technology in Berkeley-Haas facilities. Also, this service creates video recordings of class sessions and conveniently adds them to the bCourses page of the course (or private location upon request).

- **Why I might want the Service?**

The service helps to display presentation content quickly and easily. This service also provides video recordings of class sessions that are useful tool for self-evaluation, creating supplementary content for future classes, or when permitted by the degree program, as a study-aid for students.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

For content capture, submit a ticket at least one week prior to the class session you wish to record. There are certain restrictions on sharing recorded class sessions with students that vary by degree program. Please confirm your request is eligible by contacting the appropriate degree program office.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com). If you are currently in a classroom, call 510-643-4217 for immediate support.

15.0 Web Design, Development & Content Management

15.1 Web Services

What is this Service?

Web Services includes all of the services needed to create and support your web needs including Publishing Services, Content Management, Design and Development and Web Traffic Analysis.

Web Publishing Services provides a development, test/quality assurance, and production environments (DEV/QA/PROD) for each web site. The production environment is supported on two load balanced servers.

Web Site Content Management provides powerful, easy-to-use tools for building and maintain Content Management System (CMS)-based websites and applications.

Web Design & Development works closely with Marketing & Communications along with a preferred vendor to design and develop a website for a Haas business unit.

Web Traffic Analysis measures, collects, and analyzes web data for the purposes of understanding and optimizing web usage. Web analytics can then be used for business and market research.

- **How I can benefit from the Service?**

The service can help you to quickly and securely set up, configure, publish, and effectively measure a web site.

- **Why I might want the Service?**

The service provides design and development support for your web needs, including standards and templates to speed the implementation and provide and stand look and feel to websites.

How Do I Get Started?

- **How do I get the Service?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How much does the Service cost?**

All web site hosting services from Berkeley-Haas are free. Berkeley campus and commercial web hosting and design services vary in price. Before purchasing a web site hosting provider or engaging a design firm, be sure to open a request ticket to find out what services are already available at Haas, U. C. Berkeley, UCOP, and collaborating institutions.

- **How do I get help?**

Contact the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).

- **How do I use the Service?**

Schedule an appointment with a subject matter expert by contacting the Technology Solutions Help Desk by email (helpdesk@haas.berkeley.edu), phone, or Service-Now web site (https://berkeley.service-now.com).