

Services we provide

- As University providers of technical and functional application support, we field an average of 7,100 calls per month.
- We work with and support all University IT support staff to resolve issues using and appropriate resources and standards.
- We assist with account information for email, calendaring and e-Business applications.
- We have a proven record of high customer satisfaction, and we are able to resolve 88% of issues on the first call.

Supported applications & services

- Email & calendaring
- Network troubleshooting
- ITS Backup Service
- Windows & Macintosh operating systems
- Microsoft Office & other desktop productivity applications

Support for University business applications

- E-Ship Global
- I-Expense
- SciQuest
- STARS
- E-Business Suite

See our site for additional details on the applications and levels of support we offer: www.yale.edu/its/helpdesk/hd_homesupport_sla.html

Contact information & schedules

Regular hours

Phone: 203.432.9000
Hours: Monday–Friday 7:00 a.m. - 6:00p.m.
Email: helpdesk@yale.edu

After hours, for emergency problem reporting

Support after business hours is limited to security intrusions and mission critical, university-wide outages.

To report a security intrusion or a mission critical University-wide outage call [203 432-9000](tel:2034329000) and [press 2](#). You will be transferred to Data Center Operations personnel. Please be sure this is not a known issue posted on the ITS Systems Status web page at www.yale.edu/its/status.

If your ITS issue is of routine nature you have the option to [press 1](#) to leave a message. You will receive a response within one business day.

Developing Help Desk support for your application or service

If your department is developing a new application or service that requires ITS Help Desk support, please contact Dawn Colonese at dawn.colonese@yale.edu or [203.737.5211](tel:2037375211).

For the [ITS Help Desk Operational Level Agreement \(OLA\)](#), support levels, operational information, metrics, and reporting, see: www.yale.edu/its/helpdesk/