Service Catalog
(Assumes there is Help Available for all of these services)

Services	Possible Categories
Accessibility	Web Services
Accounts	Accounts and Passwords
Adaptive Technologies (ATIC)	Educational Technologies
Adaptive Techonologies (ATIC)	Hardware
Android	Telephone and Mobile Devices
Athena Computing Environment – clusters and software	Educational Technologies
Audio Bridge (conference calling)	Collaboration and Conferencing
Awareness and Education (Securing Devices/Guarding Privacy/Protecting Data)	Security
Backup (also listed under backup)	Security
Backup (TSM)	Backup and Data Center Services
Blackberry	Telephone and Mobile Devices
Cable TV	Other IT Services
Calling Cards	Telephone and Mobile Devices
Cell Phone Services	Telephone and Mobile Devices
Certificates (MIT CA and Personal Certificate)	Accounts and Passwords
Co-location Services	Backup and Data Center Services
Consulting	Other IT Services
Course Management (Stellar/Blackboard)	Educational Technologies
Database Services (including development)	Web Services
Desktop Computers	Hardware
Distributed IT Resources (Desktop Support)	Web Services
Educational Software	Educational Technologies
Email Lists	Email and Calendaring
Email Software	Email and Calendaring
Exchange for Email and Calendaring	Email and Calendaring
Forwarding Email	Email and Calendaring
Hands-on courses for MIT applications	Training
Hardware Recommendations	Hardware
Image Management (Thalia/Other)	Educational Technologies
Incident Response	Security
Instant Messaging	Collaboration and Conferencing
IP Address/Hostname/Domain Name (getting connected)	Network and WiFi
iPhone	Telephone and Mobile Devices
Laptop Loaner Program (also in Hardware)	Educational Technologies
Laptop Loaner Program (for students)	Hardware
Laptops	Hardware
Managed Servers (Windows/Unix)	Backup and Data Center Services
Microsoft Campus Agreement	Software
MIT Stopit	Security
mitVoIP conference calls	Collaboration and Conferencing
mitVoIP phones services and web interface	Telephone and Mobile Devices
Name Connector	Telephone and Mobile Devices
Online Demos	Training
Outlook Web Access (OWA) for Calendaring	Email and Calendaring
Pagers	Telephone and Mobile Devices
Printers/Printing	Hardware
Purchasing Hardware	Hardware
Purchasing Software	Software
Remote Access	Network and WiFi
Repair and Maintenance	Hardware
Reporting – Data Warehouse	Business and Finance
Residential Networking	Network and WiFi
Roles and Authorizations	Business and Finance
SAPweb	Business and Finance
SAPweb Self-Service (Training/Money Matters – get a PO, etc)	Business and Finance
Self-Service How-tos (Hermes)	Collaboration and Conferencing
Server Hosting and Management	Backup and Data Center Services
Server Hosting and Management	Hardware
Server Hosting and Management	Web Services
Software (available to MIT community)	Software
Software Patches and OS Updates	Security
Stellar Course Websites	Web Services
Student Services (i.e. online grades, registration, etc)	Educational Technologies
Teaching and Learning Spaces (Athena Clusters/Other)	Educational Technologies
Touchstone Integration	Web Services
Ultra-Lights/Tablets	Hardware
Usability	Web Services
Video Conferencing	Collaboration and Conferencing
Virtual Private Network	Network and WiFi
Virus detection/protection	Security
Volume Site Licensed Software	Software
Web Conferencing (WebEx)	Collaboration and Conferencing
Web-based Training (lynda.com)	Training
Website/Application Development Services	Web Services
Whole Disk Encryption	Security
Wikis	Collaboration and Conferencing
Wikis	Web Services
Window Domain/win.mit.edu	Other IT Services
Windows Update Service	Software
Wireless Network Installation and Coverage	Network and WiFi