

WTS Service Catalogue : Quick User Guide

What Is the WTS Service Catalogue?

A central place to find and access the applications, services, and technology solutions offered by Western Technology Services to the Western community.

The catalogue is designed as a resource to help you find the services you need.

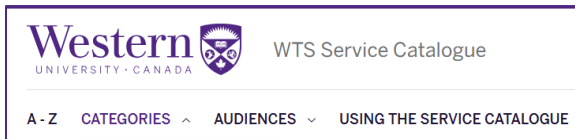


How the Catalogue Is Organized

The catalogue is organized by category, audience, and alphabetically to help you quickly find the services most relevant to your needs. Use these views to explore services ranging from core academic tools to behind-the-scenes infrastructure, explore the full range of services that support our Western community.

Services are grouped 3 different ways for flexibility: **alphabetical, categories, and audiences**

Use these views to quickly find services relevant to you and switch between views at any time, depending on how you prefer to search.



Audiences

Alumni
External
Faculty
Staff
Students

Categories

Administrative and Business
Communication and Collaboration
Desktop and Mobile Computing
Information Security
Infrastructure
IT Professional Services
Research
Teaching and Learning

Audience Descriptions

Staff	Active employees of Western University or Affiliates.
Faculty	Active employees appointed with a faculty role.
Students	Active students of Western University or Affiliates.
Alumni	Alumni of Western University or Affiliates.
External Individuals	Persons outside Western University. In some cases, restrictions may apply, such as sponsorship by a staff or faculty member to access a service.

Category Descriptions


- these standard definitions help ensure services are described consistently across the catalogue

Service Category	Service Description
Administrative and Business	Services that support the administrative and business functions of an institution. Includes business capability and process automation, financial and procurement systems, human resource systems, library systems, and student information systems.
Communication and Collaboration	Services that facilitate institutional communication and collaboration needs. Includes conferencing and telephones, email and collaboration services, media and audio/visual, and web services.
Desktop and Mobile Computing	Services that support access and use of community members' devices and related peripherals. Includes desktop and mobile device support, printing and related services, and software and applications distribution.
Infrastructure	Foundational services that support the operation and management of the enterprise IT environment. Includes data center services, database management, network and connectivity management, and server and storage management.
IT Professional Services	People-based services that support the management of IT for the institution. Comprises consulting services not related to specific services identified in other categories. Includes enterprise architecture, continuous improvement and innovation, digital accessibility, IT communication and documentation, IT service delivery and support, portfolio and project management, and training and outreach.
Research	Services supporting the institution's research activities, including advanced or specialized storage and applications, research data services and software, and lab management systems.
Information Security	Services that provide security, data integrity, and compliance for institutional activities. Includes identity and access management, security consulting and educations, incident response and investigation, and security policy and compliance.
Teaching and Learning	Services providing instructional technology and resources directly supporting teaching and learning. Includes learning management systems, instructional technology and design, assessment and learning analytics, lecture capture, and polling and surveys.


Viewing a Service

Each service page includes:

- a detailed description
- instructions for how to use or request access to the service



WTS Service Catalogue

A - Z CATEGORIES ▾ AUDIENCES ▾ USING THE SERVICE CATALOGUE 

Service Catalogue > Audiences > Staff > **Web Conferencing (Zoom)**

Web Conferencing (Zoom)

Web conferencing access and support for meetings, classes, and collaboration across Western.

Service Description

Zoom provides real-time communication tools for classes, meetings, and collaborative work. Features include AI Companion, cloud recording, live transcription, digital whiteboards, concurrent meetings, webinars, and large meeting support. This service enables faculty, staff, and students to participate in virtual instruction and campus activities.

Who can use this service:

How to Request or Use the Service

Visit the [Western Zoom website](#) and sign in with your Western username and password.

What you need to use the service

Must be an active student, staff, or faculty member to host a meeting. External guests can attend meetings hosted by Western community members.

Service Details

This section is especially helpful if you need details before submitting a request.

Under service details you will find:

- details about the service
- licensing fees that might apply for use of the service
- links to documentation
- a form to provide feedback on that service

Service Details

Status:	Active
Service Availability:	24x7: Excluding scheduled maintenance windows
Maintenance Window:	Vendor: Scheduled as needed by vendor.
Feedback:	Share feedback on this service
Service Charges:	<ul style="list-style-type: none">• No cost for basic use.• Additional pricing for extra licensing (webinar, large meeting, concurrent meeting)• Zoom Webinars Western Technology Services• Large Meetings Western Technology Services• Concurrent Meetings Western Technology Services
Support Contact:	WTS Helpdesk
Documentation:	<ul style="list-style-type: none">• Zoom at Western• Large Meetings Zoom at Western• Webinars Zoom at Western

Service Feedback Form

Please use this form to share any feedback you may have about the service you are inquiring about. Using this form ensures comments are routed to the appropriate service owners for review and improvement.

Service Specific Feedback ✕

This form collects feedback on services only. It is not for service requests or incident reporting.

Service Offering*

Department/Faculty

Feedback*
Please share your feedback on this service or its documentation to help us enhance service quality and user experience for the Western community.

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How to Provide Feedback for the Service Catalogue

Please use this form to share your feedback on the service catalogue to help us enhance user experience.

Service Catalogue Feedback ✕

This form collects feedback on service catalogue only. It is not for service requests or incident reporting.

Department/Faculty

Feedback*
Please share your feedback on the service catalogue to help us enhance user experience for the Western community.

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