

# UniversITy Service Catalogue – User Guide

## Introduction

U of T [Information Technology Services \(ITS\)](#) completed a full review and update of the UniversITy Service Catalogue (USC), an online directory where University of Toronto staff, faculty and students can find IT programs and services provided by ITS:  
<https://usc.utoronto.ca/>

ITS has improved how service information is managed. Content is now clearly organized, regularly updated by service owners, and easier to search—so we can quickly find what we need with more confidence.

These updates also prepare ITS for future service management in ServiceNow, part of the IT@UofT Strategic Plan.

# Getting Started

1. Visit <https://usc.utoronto.ca/>
2. Scroll to the lower portion of the homepage:
  - a. Use the search bar to look up information by keywords.
  - b. Browse information by category, alphabetical order, or audience.
  - c. Contact the help desk if you have a specific request.

UNIVERSITY OF TORONTO | UniversITy Service Catalogue

Home Search ITS System Status

Welcome to the UniversITy Service Catalogue!

Here, you'll find a comprehensive listing of the applications, IT services and technology solutions offered by Information Technology Services.

Whether you're a student, faculty member or staff, the catalogue is organized by category and audience to help you quickly find the services that are most relevant to your needs. From core academic tools to behind-the-scenes infrastructure, explore the full range of services that support our university community.

**Our services**

Search...

By category By A-Z By audience

- Administrative and Business 7
- Communication and Collaboration 19
- Device Services 4
- Information Security 12
- Infrastructure Services 11
- IT Professional Services 6
- Research Computing Services 1
- Teaching and Learning 7

Need help?

esc

Report an incident, find self-service articles, request access to systems, password resets or eTokens.

Contact the help desk

Propose a new IT service for the catalogue

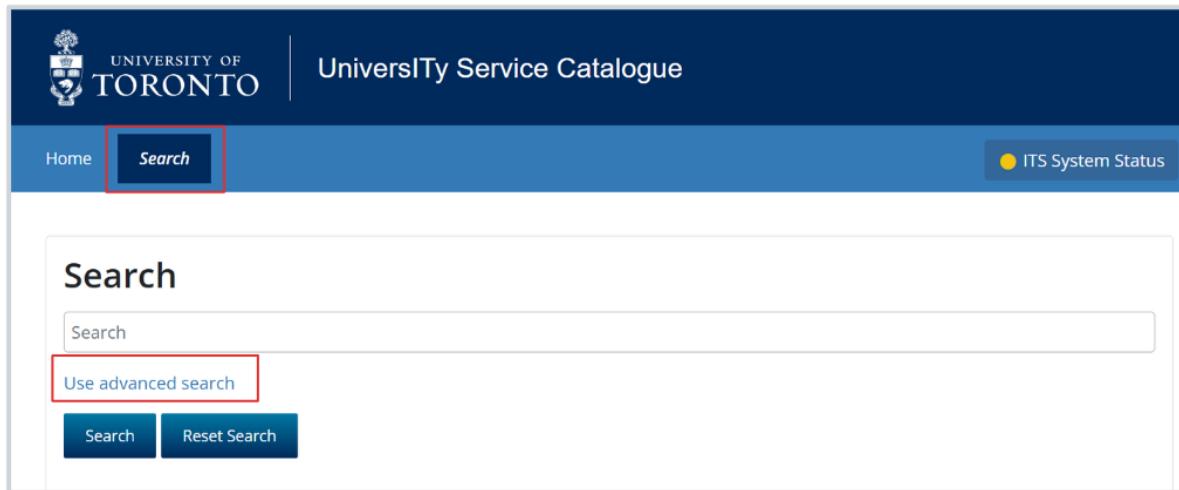
Report an article error

Back to top

## Advanced Search

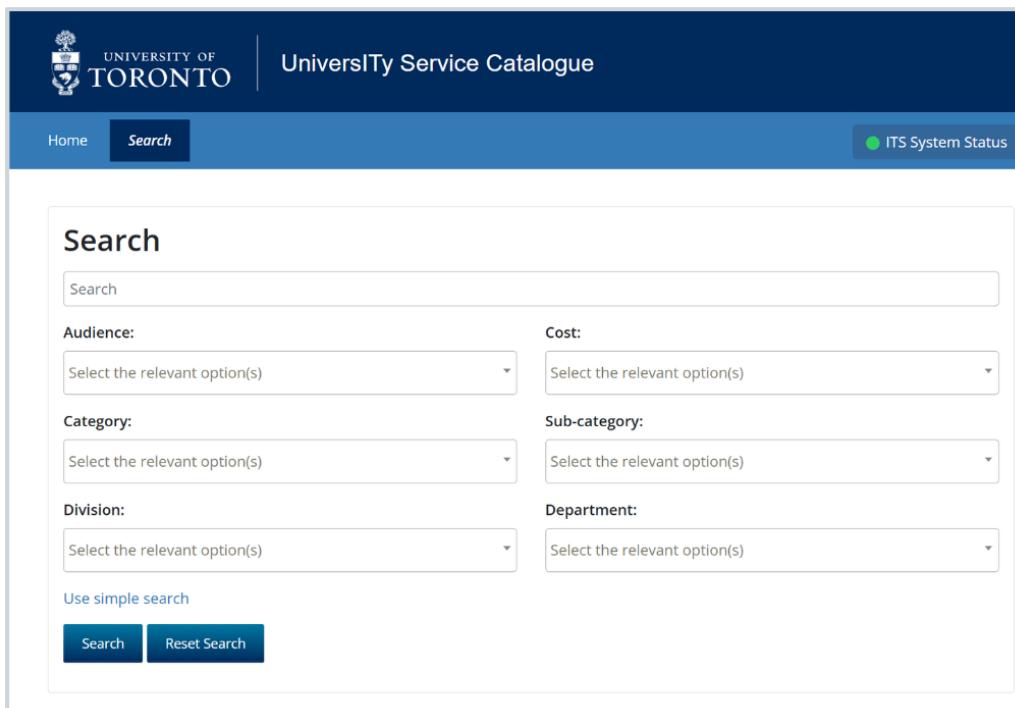
If you prefer a more filtered search, you can access the advanced search page.

1. Scroll to the top of the home page and select **Search** from the global navigation menu and select **Use advanced search**.



The screenshot shows the University of Toronto Service Catalogue homepage. The top navigation bar is dark blue with the university's crest and name on the left, and 'UniversITy Service Catalogue' on the right. Below this is a lighter blue header bar with 'Home', a 'Search' button (which is highlighted with a red box), and 'ITS System Status'. The main content area is titled 'Search' and contains a search bar, a 'Use advanced search' link (which is also highlighted with a red box), and 'Search' and 'Reset Search' buttons.

2. Apply filters to help streamline your search results.



The screenshot shows the same service catalogue homepage, but the 'Use advanced search' link has been clicked, revealing a detailed search form. This form includes dropdown menus for 'Audience', 'Cost', 'Category', 'Sub-category', 'Division', and 'Department', each with the placeholder 'Select the relevant option(s)'. Below this is a link 'Use simple search' and the original 'Search' and 'Reset Search' buttons.

# Reviewing Search Results – Workflow Example

Let's say you're preparing to teach a class and need details about Quercus. Here's how to quickly find what you need:

1. Search for “Quercus”
  - Type “Quercus” into the search bar and click Search (🔍). A list of relevant articles will appear.
2. Select a relevant article.
  - Browse the results and choose the article that best matches your needs. Each article includes helpful information and links to related resources.
3. Review Key Service Details
  - Scroll to the bottom of the article page to find important service metadata and a link to the website of the service in question.

<b>SERVICE CATEGORY:</b>	Teaching and Learning > Academic Technology and Support
<b>SERVICE RUN BY:</b>	Office of the Chief Information Officer > Academic, Research & Collaborative technologies
<b>SERVICE FOR:</b>	faculty, staff, student
<b>SERVICE CHARGES:</b>	none
<b>LIFECYCLE STATUS:</b>	in operation
<b>STANDARD AVAILABILITY:</b>	24x7
<b>SCHEDULED DOWNTIME:</b>	Scheduled As Needed

**Service website**  
[Quercus - Home](#)

**Need help?**  
[Enterprise Service Centre](#)  
[Propose a new IT service for the catalogue](#)  
[Report an article error](#)

[Back to catalogue](#)

## Submit a Ticket (If Needed)

At the bottom of the article page, you'll find a quick link to the **Enterprise Service Centre ticket system**. When accessed from the article page, the ticket form is **pre-filled with relevant information**, making it easier to submit a request or report an issue.

The diagram illustrates the process of submitting a ticket. A red box highlights the 'Enterprise Service Centre' link on the left, which is connected by a red arrow to the 'Please indicate the area in which you are experiencing an issue' field on the right. The right side shows the ticket submission interface with various fields and options.

Get Help

Report a problem or ask a question.

If you want to report a problem, or ask a question then you're in the right place. Please provide as much detail as possible. Need something else? Search or browse the [Service Catalogue](#).

Service website  
Quercus - Home

Need help?

Enterprise Service Centre

Propose a new IT service for the catalogue

Report an article error

\* Indicates required

\* To submit this incident for yourself, leave your own name in the box. If you would like to submit this incident on behalf of another person, search for the person's name, verify that the email address is correct, and input the person in the box.

Hazel Hay

Quick Links ?

Use these Quick Links to auto-fill the drop-down fields below. If you do not see a Quick Link for the issue you're experiencing, please manually select values for the drop-down fields below.

Access to Administrative Management Systems (AMS)    Email/Outlook    Employee Self-Service (ESS)

UTime    SharePoint Online    Teams

\* Please indicate the area in which you are experiencing an issue:

Teaching and Learning (Including Course Evaluations, Quercus)