UniversITy Service Catalogue – User Guide

Introduction

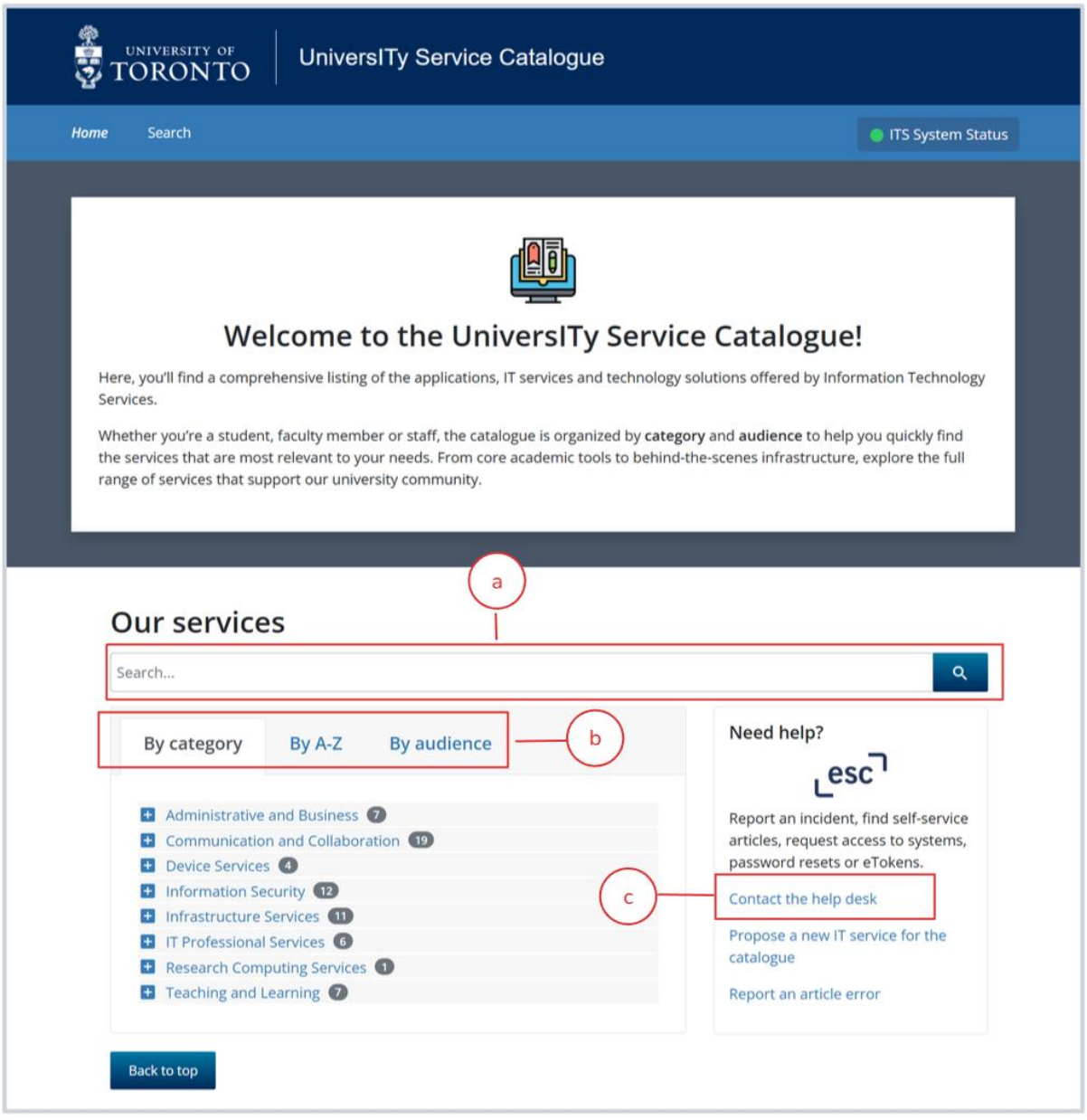
U of T Information Technology Services (ITS) completed a full review and update of the UniversITy Service Catalogue (USC), an online directory where University of Toronto staff, faculty and students can find IT programs and services provided by ITS: https://usc.utoronto.ca/

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

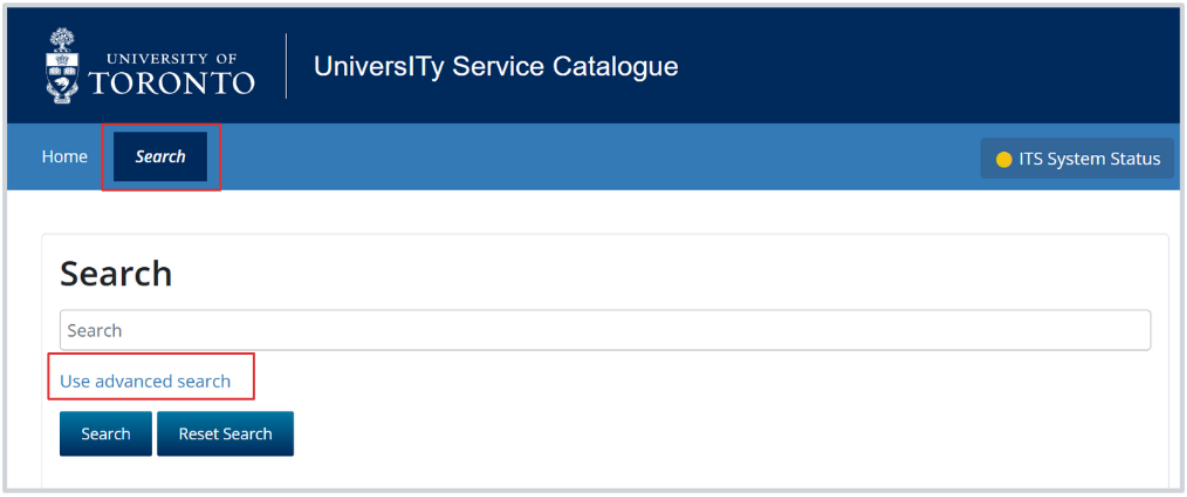
1. Visit https://usc.utoronto.ca/
2. Scroll to the lower portion of the homepage:
    a. Use the search bar to look up information by keywords.
    b. Browse information by category, alphabetical order, or audience.
    c. Contact the help desk if you have a specific request.



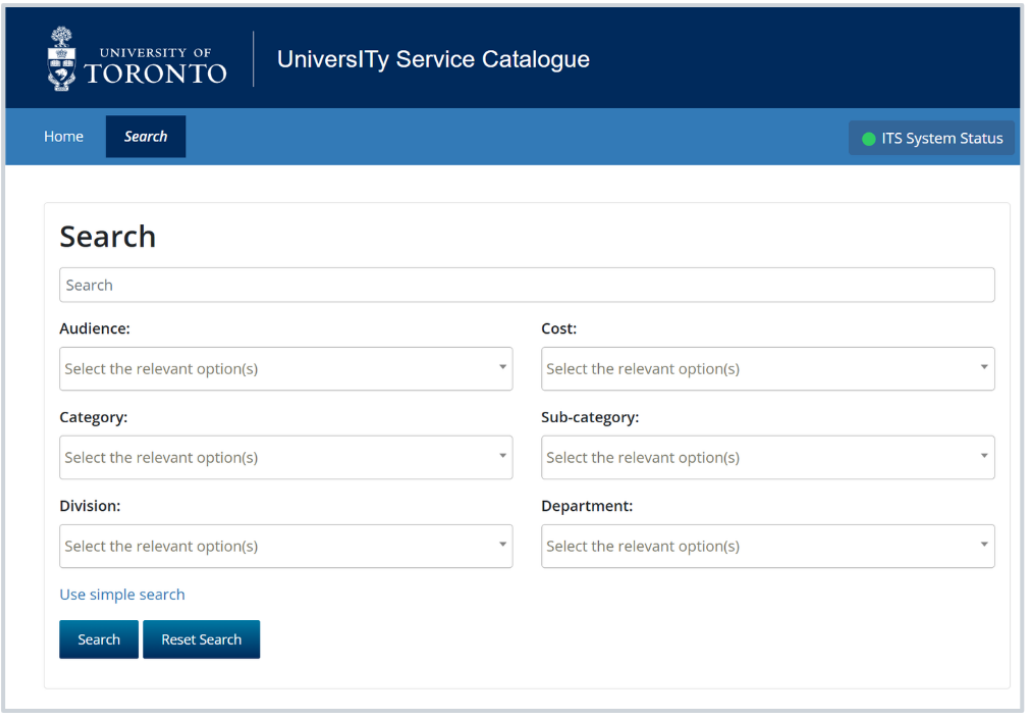
Advanced Search

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**.



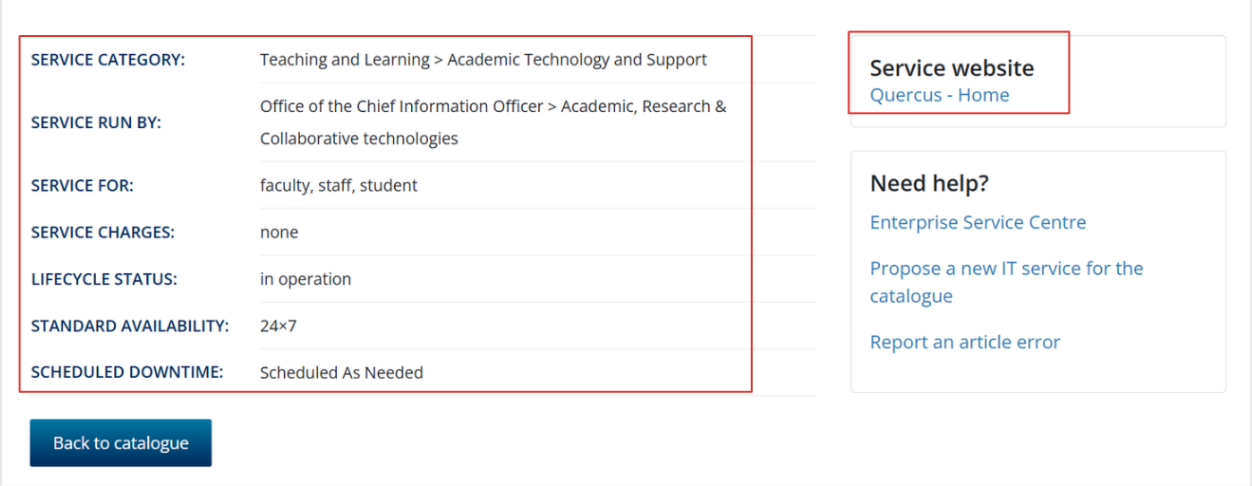
2. Apply filters to help streamline your search results.

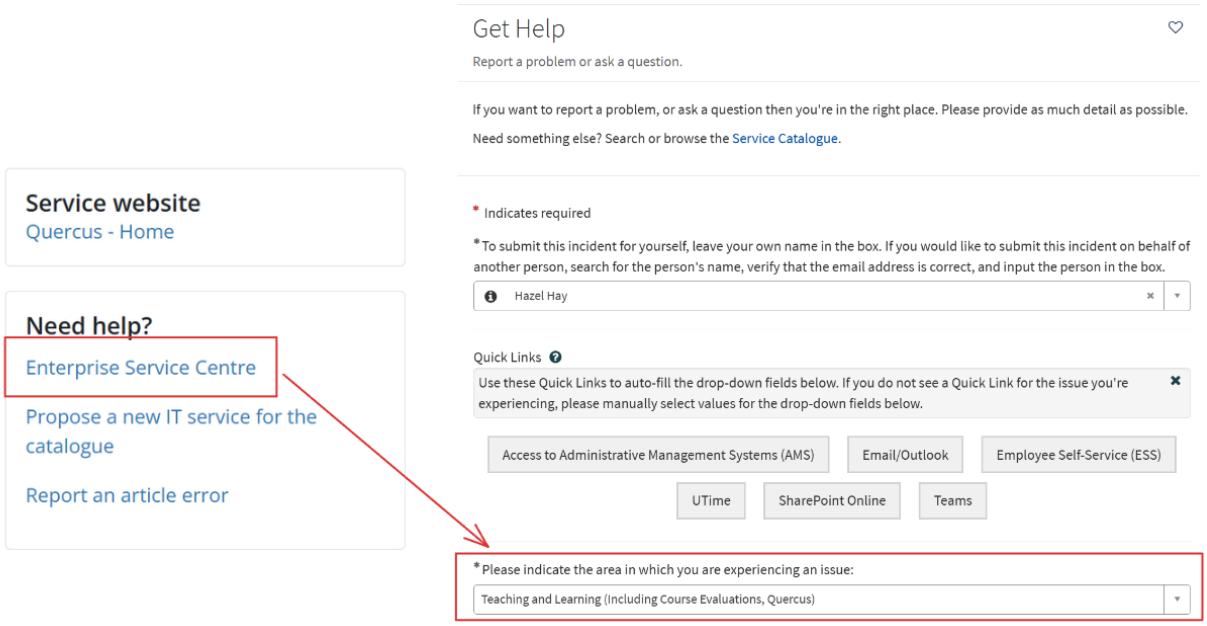


Reviewing Search Results – Workflow Example

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.



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.