

ITS Knowledge Base

Information Technology Solutions works to provide the best technology infrastructure, support, development, procurement, services, and technology innovation management to the Wisconsin School of Business enterprise. Primary focus areas include multi-tier help desk support, data protection and security, LRM project management and development, event management software services, student evaluations, software and hardware procurement and maintenance, lab and podium systems management, and network infrastructure management.

We are committed to providing efficient and effective support services. During normal service hours, we will respond to support requests within one business day of receipt. After hours and weekend coverage is managed on a best effort basis. The most effective way to receive support during any period is to email your request to support@wsb.wisc.edu. Also, we happily receive voice calls to 608-262-6868. If you are greeted with our voice mail, please leave details about your request, when you called, and the best method to contact you. The ITS team is alerted through email of all received voice messages to 608-262-6868 and your voice message will be placed in our support queue and prioritized with our existing requests.

ITS knowledge base.

Services offered:

Hardware Services - Servers, workstations, laptops/notebooks, tablets, displays, & printers

Software Services - Operating systems, database management & reporting, office suites, media applications, anti-virus software

Audio/Visual Services - All Audio/Visual equipment management and support, Wisconsin School of Business Signage

Networking Services - Access, authorization, security, addressing, routing & connectivity (wired and wireless networks).

Application Services - LRM(Microsoft Dynamics CRM), Office 365 email, calendaring, EMS, Qualtrics Survey, Digital Measures, SIS, WISDM, Hyperion, Sitecore content management system, Student Evaluations, Jira, Confluence, PowerBI, Reporting Services and all other Microsoft Applications.

Support Services - Ticketing management, vendor management, resolution and repairs, computer lab and classroom software and hardware maintenance

Procurement Services - Purchasing many of the hardware, software, services & tools for research & learning

Browse by topic

Recently updated articles

[Intranet How-to Guide](#)

Feb 24, 2021 • updated by Jane Zhang • [view change](#)

[COVID-19 Events and Hosted Meals for WSB](#)

Feb 10, 2021 • updated by Jenny Lanzel • [view change](#)

[WSB WordPress Micro-Sites Process, Work Flow, and Best Practices](#)

Jan 20, 2021 • updated by Kassandra Swearingen • [view change](#)

[How-to use the Sitecore Email Builder](#)

Jan 20, 2021 • updated by Erica McConnaughey • [view change](#)

[Sitecore Email Builder: Example Controls](#)

Jan 20, 2021 • updated by Kassandra Swearingen • [view change](#)

[Media Library: How to Upload an Image or File](#)

Jan 20, 2021 • updated by Kassandra Swearingen • [view change](#)

[Sitecore Email Builder: Training](#)

A

[academic](#)
[academic-career](#)
[academic-history](#)
[accepted](#)
[accept-withdraw](#)
[access](#)
[accessibility](#)
[account](#)
[account-management](#)
[activities](#)
[activity](#)
[ad](#)
[ad-declined](#)
[address](#)
[admission](#)
[admissions](#)
[admissions-registration](#)
[admit](#)
[admit-pending](#)
[admitted](#)
[advanced](#)
[advisory](#)
[ae fis](#)
[alc](#)
[allow](#)
[alumni](#)
[alumni-relations](#)
[alumni-tracking](#)
[analysis](#)
[analytics](#)
[app](#)
[appconfig](#)
[applicant](#)
[applicant-demographics](#)
[application](#)
[applicationconfiguration](#)
[application-fees](#)
[applications](#)
[appointment](#)
[appointments](#)
[at](#)
[attach](#)
[attach-file-to-a-note](#)
[attachment](#)
[attendees](#)
[attributes](#)
[atw](#)
[authentication](#)
[authorizer](#)
[automation](#)
[azure](#)

B

[back](#)
[back-end](#)
[basic](#)
[bba](#)
[behalf](#)
[bel](#)
[best-practices](#)
[beyond-compare](#)
[blog](#)
[board](#)
[boards](#)
[box](#)
[brand-toolkit](#)
[broken-link-checker](#)
[browser](#)
[builder](#)
[bulk](#)

[Jan 20, 2021](#) • updated by [Kassandra Swearingen](#) • [view change](#)

[How to Use iContact](#)

[Jan 20, 2021](#) • updated by [Kassandra Swearingen](#) • [view change](#)

[iContact Basic Overview](#)

[Jan 20, 2021](#) • updated by [Kassandra Swearingen](#) • [view change](#)

[Sitecore Email Builder: Training](#)

[Jan 20, 2021](#) • updated by [Erica McConnaughey](#) • [view change](#)

[iContact](#)

[Jan 20, 2021](#) • updated by [Kassandra Swearingen](#) • [view change](#)

[Training: Sitecore Email Builder](#)

[Jan 20, 2021](#) • updated by [Kassandra Swearingen](#) • [view change](#)

[How to Use iContact](#)

[Jan 20, 2021](#) • updated by [Erica McConnaughey](#) • [view change](#)

[Blog Tag and Category Standards](#)

[Jan 13, 2021](#) • updated by [Erica McConnaughey](#) • [view change](#)

[Blog Tag and Category Standards](#)

[Jan 13, 2021](#) • updated by [Kassandra Swearingen](#) • [view change](#)

C

calendar
call
campaign
campaign_automation
campaign-name
campus
campus-visit
career
case
cd
cer
cfa
check-list
choppy-video
cisco
citizenship
classroom
click
clickdimensions
client
close
closed
code
code-review
communication-and-notes
communications
competition
config
configuration
confirmation
confluence
connector
consortium
constituent
constituent
contact
contacts
content-designers
content-support-position
controls
copying
cped-fbc
cr
create
crm
ctr-acn
ctr-cbpm
ctr-cfib
ctr-graas
ctr-hawk
ctr-scm
ctr-shrm
customer
custom-fields

D

dashboard
data
deactivated
decision
declined
default
defer-accept
deferral
deferred
denied
deny
deploy
details
detection
digital-style-guide
digit-style-guide
dimensions
direct-admit
directory
distributed-authorship
do
doctoral
document
documentation
documents
dpt-hrm
dpt-risk
dsg
duo
duplicate
dynamic
dynamics

E

editing
electronic
email
email-builder
email-history
emails
email-sends
employee
employer
employment
employment-history
engagement
engagement-level
essays
evaluations
event
event-email
events
exams
excel
executive
exercise
experience-editor
expire
export
expression
expressions
external

H

hardware
hide-lead-sections
hire
history
how-to
how-to-documents

F-G

factor
fal
fee
fes
file
files
find
first-time-user
fmo
form
forms
ftmba
full-time-mba
functionality
general
gitlab
global
glossary
gmass
gmat
google
google-analytics
gre
group
guide

I

icon-library
icons
icontact
id
image
image-editing
image-resizing
images
import
in
inactive
incomplete
info
in-progress
inquiries
inquiry
insights
installation
instructions
interest
interested
interests
internal
interview
intranet
issuu

J-K

jabber
jira-service-desk
jz
kb
knowledge-base

L

last-interest-change
lastpass
layouts
lead
lead-demographics
lead-documents
lead-initial-source
lead-interests
lead-last-activity
leads
lead-status
learningcommons
leaving
letter
level
links
list
listing
lists
load
login
lrm
lrm-event
lrm-kb

M

management
management-and-human-resources
marketing
marketing-activity
marketing-research
mashup
matriculation
media-library
meeting
members
mentor
merge
mersive
meta-description
meta-title
metrics
mfa
microsoft
mock
months
move
ms-programs
multi
mvc

N-O

name
naming-conventions
navigation
navigation-links
new
new-user
non-resident
non-responsive
not
note
notes
number
nurture
off-boarding
office
office365
official
offline
open
optimizing-images
options
orientation
outlook

P

page
pages
pane
parking
password-keeper
pasting
pdf
pdfs
pending
people
person
person-record
phone
phone-call
photo
photo-gallery
photos
placeholder
placeholders
planning
podcast
powerbi
pre-applicant
pre-business
preview
prioritization
process
profile
program
program-department
program-type
prospect
prospective
prospective-student-view
publication
publish
pull-items-by-id
purchase

Q

qa
qualification
qualtrics
query
question
questions

R

readmit
ready
reason-lead-inactive
recipient
recommedation
recommendation
recommendations
recommender
recommenders
record
recruit
recruiting
recurring
re-entry
regarding
regex
region
registration
regular
relations
relationship
reminder
remove
report
resend
residency
resident
resources
resume
retiring
returning
review
role
roles

S

score
scores
screensharing
scripts
scrum
search
secondary
secure
segments
send
send-reports
seo
series
servicedesk
service-requests
services
setup
set-up
share
share-diskspace
shared-links
short-links
show-lead-sections
show-leads-section
shutdown-redirect
sis
site
sitecore
sitecore-email-builder
social
software
solstice
source
spam
speakers
specialization
speed-dial
sponsorship
spotlight
stage
stages
staging
standard
standard-issues
standard-response
state
status
storage
student
student-profile
student-profiles
style-guides-standards
sublayouts
submit
submitted
sub-role
subsequent
summary
support
surveys
suspend
syntax

T

tab
tabular
tagging
task
tasks
teams
tech
techtips
templates
term
test
testing
test-score
thumbnails
tips
training
training-exercise
transcript
transcripts
transfer
trip
troubleshoot

U-V

unblock
underrepresented-minority
undetermined
unlock-page-item
unsubscribe
update
updates
upload
uploading
urm
user
uses
utm-codes
validated
validation
verify
video
view
vision
visit
visual-studio
voice
voicemail
voip
vpn

0-9

2011
2016

W-Z

wait
waiting
waiver
web
website
website-pages
webstie
web-team
wharton
wireless
withdrawn
word
wordpress
worked
workflow
workplace
wp
wrds
wsb-do
wsb-insights
youtube