NCC ITS SERVICE PORTFOLIO

*ONSITE SERVICES DELIVERED ON CAMPUS UNLESS OTHERWISE NOTED

ACADEMIC TECHNOLOGY & LABS

PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
Academic Computer Labs - Configuration Management	Faculty	NCC standard hours
Academic Computer Labs - Faculty/Class Support	Faculty, Students	NCC standard hours
Academic Computer Labs - Patch Management	Faculty, Students	NCC standard hours
Academic Computer Labs - Procure and Distribute Hardware	Faculty	NCC standard hours
Academic Software	Student	NCC standard hours
Classroom Technology Support/Maintenance	Faculty, Students	NCC standard hours
Classroom Technology Upgrade Planning/Bidding	Faculty, Students	NCC standard hours
Insight (Monroe)	Employees	During location open hours
Ivanti	Employees, Students	During location open hours
Pearson Plugin	Employees, Students	NCC standard hours
	Academic Computer Labs - Configuration Management Academic Computer Labs - Faculty/Class Support Academic Computer Labs - Patch Management Academic Computer Labs - Procure and Distribute Hardware Academic Software Classroom Technology Support/Maintenance Classroom Technology Upgrade Planning/Bidding Insight (Monroe) Ivanti	Academic Computer Labs - Configuration Management Academic Computer Labs - Faculty/Class Support Academic Computer Labs - Patch Management Academic Computer Labs - Procure and Distribute Hardware Academic Software Classroom Technology Support/Maintenance Classroom Technology Upgrade Planning/Bidding Insight (Monroe) Ivanti Faculty, Students Faculty, Students Faculty, Students Employees, Students

APPLICATION SUPPORT

PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
25Live	Employees	NCC standard hours
AcademicWorks/Blackbaud Award Management	Employees, Students	NCC standard hours
Accommodate	Employees, Students	NCC standard hours
Adobe Products	Employees, Certain Students	NCC standard hours
ATS	Employees	NCC standard hours
Authorize.net/LifeLearn Payment Gateway	All NCC, Community	NCC standard hours
CashNet	All NCC	NCC standard hours
C-Cure	Employees, Students	NCC standard hours
CertiPhi	Employees, Students	NCC standard hours
Cognos	Employees	NCC standard hours
Comevo Authentication	Students	NCC standard hours

Feith - HR	Employees	NCC standard hours
Feith - Student	Employees	NCC standard hours
iForgot (Password Self-service)	Employees, Students	NCC standard hours
Maxient (Judicial Software)	Employees	NCC standard hours
Microsoft 365	Employees, Students	NCC standard hours
Microsoft Core Office Suite 2016	Employees, Students	NCC standard hours
Microsoft SharePoint	Employees, Students	NCC standard hours
Microsoft SSRS/Reporting for Non-Credit/LifeLearn	Employees	NCC standard hours
Microsoft Teams	Employees, Students	NCC standard hours
Non-credit Registration/Higher Reach/LifeLearn	Employees, Student, Community	NCC standard hours
PaperCut	Students	NCC standard hours
Parchment/Transcript Support	Employees	NCC standard hours
PERTS Authentication	Students	NCC standard hours
Raiser's Edge	Employees	NCC standard hours
SendBlaster	Employees	NCC standard hours
Signal Vine	Employees	NCC standard hours
Starfish	Employees, Students	NCC standard hours
StarRez	Employees, Students	NCC standard hours
Transact	All NCC	NCC standard hours
WaitWhile	Staff	NCC standard hours
WC Online	Employees, Students	NCC standard hours
Zoom	Employees, Students	NCC standard hours

AUDIO/VISUAL

PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
Large Scale A/V Events	Employees, Students	NCC standard hours
Small Scale A/V Events	Employees, Students	NCC standard hours
Video Production Requests	Employees	NCC standard hours
Zoom Administration/Support for Meetings	Employees	NCC standard hours

CLIENT SERVICES

PRODUCT/S	ERVICE USER	RS OF PRODUCT HO	DURS OF OPERATION

Classroom/AV event support - Bethlehem Employees, Students 9am-4pm M-F
Classroom/AV event support - Fowler Employees, Students 9am-4pm M-F
Classroom/AV event support - Monroe Employees, Students 9am-4pm M-F

College Supplied Cellular Telephone/Hotspot Service Staff, Students NCC standard hours College Supplied Mobile Device Management Employees, Students NCC standard hours

Email Helpdesk Support Employees, Students 9am-8pm M-F, 9am-3pm Sa, 1pm-4pm Su Phone Helpdesk Support Employees, Students 9am-8pm M-F, 9am-3pm Sa, 1pm-4pm Su

Walk-up Helpdesk Support - BethlehemEmployees, Students9am-4pm M-FWalk-up Helpdesk Support - FowlerEmployees, Students9am-4pm M-FWalk-up Helpdesk Support - MonroeEmployees, Students9am-4pm M-F

CYBERSECURITY

PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
-----------------	------------------	---------------------------

C-Cure Employees, Students NCC standard hours
Cognos Employees NCC standard hours

Cyber Security End User TrainingEmployees24/7/365Endpoint AntiVirus/AntiMalwareEmployees24/7/365

Endpoint Patch Management Employees NCC standard hours
Ezproxy Employees, Students NCC standard hours
Feith Employees NCC standard hours

Feith Employees NCC standard hours iForgot (Password Self-service) Employees, Students NCC standard hours Mainboss (Facilities work order system) All NCC NCC standard hours

PaperCut Students NCC standard hours

Server - Patch Management Employees, Students 24/7/365

User Authentication Control Employees NCC standard hours

DESKTOP SUPPORT

PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
Administrative/Faculty - Configuration Management	Employees	NCC standard hours
Administrative/Faculty - Faculty/Support	Employees	NCC standard hours
Administrative/Faculty - Patch Management	Employees	NCC standard hours
Administrative/Faculty - Procure and Distribute Hardware	Employees	NCC standard hours
Managed End Point Configuration	Employees	NCC standard hours
Onsite Desktop/Computing Support	Employees	NCC standard hours
Procure and Distribute Computer Hardware	Employees	NCC standard hours

EDUCATIONAL TECHNOLOGY

PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
3D Pens	Employees, Students	NCC standard hours
3D Printing	Employees, Students	NCC standard hours
Artificial Intelligence	Employees, Students	NCC standard hours
Augmented Reality	Employees, Students	NCC standard hours
Canva	Employees	NCC standard hours
Community Outreach & Partnerships	Community	NCC standard hours
Cryptocurrency	Employees, Students	NCC standard hours
Diversity Unbound (Grant)	Employees, Students	NCC standard hours
Drones (Programming)	Employees, Students	NCC standard hours
EdPuzzle	Employees, Students	NCC standard hours
Escape Room	All NCC, Community	NCC standard hours
Ethical Hacking/Pentesting/Social Engineering	Employees, Students	NCC standard hours
FlipGrid	Employees, Students	NCC standard hours
Game Design	Employees, Students	NCC standard hours
Internet of Things	Employees, Students	NCC standard hours

Learning Glass	Employees, Students	NCC standard hours
Makey-Makey	Employees, Students	NCC standard hours
Ozobots	Employees, Students	NCC standard hours
Padlet	Employees, Students	NCC standard hours
Smart Apartment	All NCC, Community	NCC standard hours
Virtual Game/Environments/Quests	Employees, Students	NCC standard hours
Virtual Reality 2D/3D	Employees, Students	NCC standard hours

ENTERPRISE ARCHITECTURE

PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
1099 E-Filing	Employees	NCC standard hours
25Live - Lynx	Employees	NCC standard hours
Accommodate	Employees	NCC standard hours
Active Directory	Employees, Students	NCC standard hours
ADP	Employees	NCC standard hours
Bank of Montreal	Employees	NCC standard hours
BankMobile	Employees	NCC standard hours
BB&T	Employees	NCC standard hours
Blackbaud Award Management	Employees, Students	NCC standard hours
Blackboard	All NCC	NCC standard hours
CapitalBlue	Employees	NCC standard hours
CashNet	Employees, Students	NCC standard hours
C-Cure	Employees, Students	NCC standard hours
CertiPHI	Employees, Students	NCC standard hours
COBRA	Employees	NCC standard hours
COD	Employees	NCC standard hours
Comevo	Employees, Students	NCC standard hours
Database Administration	Employees, Students	NCC standard hours
EAB Edify/Construct /Rapid Insights	Employees	NCC standard hours
EdAmerica	Employees	NCC standard hours
ELM	Employees	NCC standard hours

E-Verify	Employees	NCC standard hours
Follett/Bookstore	Employees, Students	NCC standard hours
Handshake	Employees	NCC standard hours
HireRight	Employees	NCC standard hours
Hubspot	Employees	NCC standard hours
ISIR	Employees	NCC standard hours
Maxient (Judicial Software)	Employees	NCC standard hours
McGriff (HSA and FSA)	Employees	NCC standard hours
MetLife	Employees	NCC standard hours
National Student Clearinghouse	Employees	NCC standard hours
NSLDS	Employees	NCC standard hours
Parchment	Employees	NCC standard hours
PHEAA	Employees	NCC standard hours
Raiser's Edge General Ledger	Employees	NCC standard hours
SignalVine	Employees, Students	NCC standard hours
SmartCatalog	Employees, Students	NCC standard hours
Starfish	Employees	NCC standard hours
StarRez	Employees	NCC standard hours
TIAA	Employees	NCC standard hours
WB Mason	Employees	NCC standard hours
WC Online	Employees, Students	NCC standard hours
Workday - Saved Schedules	Employees, Students	NCC standard hours

ERP SUPPORT

PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
CARS - Legacy Support	Employees	NCC standard hours
EAB Edify / Construct / Rapid Insights	Employees	NCC standard hours
Workday - Adaptive Insights	Employees	NCC standard hours
Workday - Continuing Development/Upgrades	All NCC	NCC standard hours
Workday - Finance	Employees	NCC standard hours

Workday - HR	Employees	NCC standard hours
Workday - Operational Support	All NCC	NCC standard hours
Workday - Security	All NCC	NCC standard hours
Workday - Student	All NCC	NCC standard hours
Workday - Training and Documentation	All NCC	NCC standard hours
Workday - Work Stream Leads Support	Employees	NCC standard hours

INFRASTRUCTURE SERVICES		
PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
Battery Backup/Power Redundancy	All NCC	24/7/365
Data Analytics	Staff	NCC standard hours
DHCP	Employees, Students	24/7/365
DNS	Employees, Students	24/7/365
DR Site - Penn Hall	Employees, Students	24/7/365
Email/Calendaring	Employees, Students	NCC standard hours
Firewall	Employees, Students	24/7/365
Hampton Winds POS	Employees, Students	NCC standard hours
Identity & Access Management (IAM) Systems	All NCC	24/7/365

ISP Employees, Students 24/7/365 Employees, Students **Network Account Maintenance** NCC standard hours

All NCC **Network Monitoring** 24/7/365 Networked File Sharing Employees, Students 24/7/365 Server/Systems Monitoring Employees, Students 24/7/365

Sodexo POS Employees, Students NCC standard hours

System Backup and Recovery Employees, Students 24/7/365

Time Clock Troubleshooting Employees NCC standard hours Transact POS Devices All NCC Sun - Sat 8am - 5pm VoIP Phone Service - M/A/Cs **Employees** NCC standard hours

VoIP Phone Service - System Management & **Employees** 24/7/365

Maintenance

VPN - IT and PlantOps IT/Plant Ops 24/7/365

VPN - NCC Users	Employees	NCC standard hours
Web Servers	Employees, Students, Community	24/7/365
Wired Network Access & Management	Employees, Students	24/7/365
Wireless Network Access	Employees	24/7/365
Wireless Network Access	Students	24/7/365
Wireless Network Access	Community	24/7/365

ONLINE LEARNING

ONLINE LEARNING		
PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
Accessibility	Employees, Students	NCC standard hours
Blackboard Administration	Employees, Students, Some CMED Students	24/7/365
Blackboard Reporting	Faculty	NCC standard hours
Blackboard Support	Employees, Students	NCC standard hours
Blackboard Ally	Employees, Students	NCC standard hours
Class Climate Administration	Faculty, Students	NCC standard hours
Class Climate Reporting	Faculty	NCC standard hours
Concourse Reporting	Faculty	NCC standard hours
Concourse Syllabus Management	Faculty	NCC standard hours
Course Design	Faculty	NCC standard hours
CourseArc Authoring Tool	Employees	NCC standard hours
Diversity, Equity, and Inclusion Design	Employees	NCC standard hours
Echo360	Employees, Students	NCC standard hours
GoSignMeUp Administration	Employees	NCC standard hours
Middle States Reviewer	Employees, Students	NCC standard hours
Online Learning Consortium Reviewer	Faculty	NCC standard hours
Quality Matters	Faculty	NCC standard hours
Respondus Lockdown Browser & Monitor	Faculty, Students	NCC standard hours
SUNY SQ3R Rubric Reviewer	Faculty	NCC standard hours
Universal Design	Faculty	NCC standard hours

SERVER & CLOUD MANAGEMENT

PRODUCT/SERVICE
Enterprise Printing (Specific Acad Campus Locations)

Enterprise Printing (Specific Admin Campus Locations)

Physical Servers

Virtual Server/Private Cloud Management

USERS OF PRODUCT HOURS OF OPERATION

Students During location open hours

Employees During location open hours

Employees, Students 24/7/365 Employees, Students 24/7/365

SERVICE MANAGEMENT

PRODUCT/SERVICE	USERS OF PRODUCT	HOURS OF OPERATION
Asset Management	All NCC	NCC standard hours
Enterprise Architecture Development	All NCC	NCC standard hours
IT Budget Management	All NCC	NCC standard hours
IT Change Management	All NCC	24/7/365
IT Data Governance	All NCC	NCC standard hours
IT Governance	All NCC	24/7/365
IT Policy	All NCC	24/7/365
IT Procurement	All NCC	NCC standard hours
IT Project Management	All NCC	NCC standard hours
IT Service Management	All NCC	NCC standard hours
IT Strategic Planning	All NCC	NCC standard hours
Knowledge Management	All NCC	NCC standard hours