

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

Large Scale A/V Events
Small Scale A/V Events
Video Production Requests
Zoom Administration/Support for Meetings

USERS OF PRODUCT

Employees, Students
Employees, Students
Employees
Employees

HOURS OF OPERATION

NCC standard hours
NCC standard hours
NCC standard hours
NCC standard hours

CLIENT SERVICES

PRODUCT/SERVICE

Classroom/AV event support - Bethlehem
Classroom/AV event support - Fowler
Classroom/AV event support - Monroe
College Supplied Cellular Telephone/Hotspot Service
College Supplied Mobile Device Management
Email Helpdesk Support
Phone Helpdesk Support
Walk-up Helpdesk Support - Bethlehem
Walk-up Helpdesk Support - Fowler
Walk-up Helpdesk Support - Monroe

USERS OF PRODUCT

Employees, Students
Employees, Students
Employees, Students
Staff, Students
Employees, Students
Employees, Students
Employees, Students
Employees, Students
Employees, Students
Employees, Students
Employees, Students

HOURS OF OPERATION

9am-4pm M-F
9am-4pm M-F
9am-4pm M-F
NCC standard hours
NCC standard hours
9am-8pm M-F, 9am-3pm Sa, 1pm-4pm Su
9am-8pm M-F, 9am-3pm Sa, 1pm-4pm Su
9am-4pm M-F
9am-4pm M-F
9am-4pm M-F

CYBERSECURITY

PRODUCT/SERVICE

C-Cure
Cognos
Cyber Security End User Training
Endpoint AntiVirus/AntiMalware
Endpoint Patch Management
Ezproxy
Feith
iForgot (Password Self-service)
Mainboss (Facilities work order system)
PaperCut
Server - Patch Management
User Authentication Control

USERS OF PRODUCT

Employees, Students
Employees
Employees
Employees
Employees, Students
Employees
Employees, Students
All NCC
Students
Employees, Students
Employees

HOURS OF OPERATION

NCC standard hours
NCC standard hours
24/7/365
24/7/365
NCC standard hours
NCC standard hours
NCC standard hours
NCC standard hours
NCC standard hours
24/7/365
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/Calendar	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
Network Account Maintenance	Employees, Students	NCC standard hours
Network Monitoring	All NCC	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 & Maintenance	Employees	24/7/365
VPN - IT and PlantOps	IT/Plant Ops	24/7/365

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

Students
Employees
Employees, Students
Employees, Students

HOURS OF OPERATION

During location open hours
During location open hours
24/7/365
24/7/365

SERVICE MANAGEMENT

PRODUCT/SERVICE

Asset Management
Enterprise Architecture Development
IT Budget Management
IT Change Management
IT Data Governance
IT Governance
IT Policy
IT Procurement
IT Project Management
IT Service Management
IT Strategic Planning
Knowledge Management

USERS OF PRODUCT

All NCC
All NCC
All NCC
All NCC
All NCC
All NCC
All NCC
All NCC
All NCC
All NCC
All NCC
All NCC
All NCC

HOURS OF OPERATION

NCC standard hours
NCC standard hours
NCC standard hours
24/7/365
NCC standard hours
24/7/365
24/7/365
NCC standard hours
NCC standard hours
NCC standard hours
NCC standard hours
NCC standard hours
NCC standard hours