Seattle Colleges Information Technology Services 2021

CLIENT SERVICES

Campus-based and Remote Support
On-site and online Help Desk, chatline, service request system, phone support
Lab & Classroom support
Student IT support
Staff & Faculty IT Support
Event support
Non-Instructional User Documentation, website, training
Staff Zoom accounts

NETWORKS AND SECURITY
Wired and WiFi network equipment at all campuses and six satellites
Internet access
Security Procedures
Security Compliance
Security Education

TELECOMMUNICATIONS
Phone installation & repair
Transfer lines to off-site staff
Voice to email
Unified Messaging

ENTERPRISE APPLICATIONS AND INTEGRATIONS
Enterprise Apps
(ctclink, Starfish, OnBase, Sunapsis, , etc)
Web, App & File Servers
SeattleColleges accounts
Identity Management

IT ADMINISTRATION
Purchasing
Budgets
Inventory
Surplusing
Audits
Planning

DESKTOP PROVISIONING
Desktop installation,
tech equipment checkout to students, maintenance, repair
Desktop images
Software license
Management
Course applications
365+ Administration