FY13 OIT RECHARGE CENTER BILLING RATES AND IT SERVICES – For Internal UA Customers

To request any of the services listed below please contact the OIT Support Center at 450-8300. OIT will ask for confirmation of department funds/orgs for billing purposes in August FY13 for Shared Storage and Server/Database Administration SLA updates.

Shared or Bulk Storage and Server/Database Administration
This recharge center provides shared file storage services and basic server/database administration of department owned server(s), as well as backup and maintenance for department owned server(s). For server/database administration a Service Level Agreement (SLA) with OIT can be organized through the OIT Support Center. Server/database administration is billed annually and ad hoc for additional or specialized services as agreed upon in the signed SLA. When requesting shared or bulk storage, OIT Support Center will ask departments to provide an org/fund for billing.

**Shared Storage, billed per gigabyte (GB) usage for Windows, with backup as noted**

<table>
<thead>
<tr>
<th>Usage</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-999 GB</td>
<td>$6/GB</td>
</tr>
</tbody>
</table>

Shared Storage rate includes: setup/configuration, access groups and drive mapping to shared storage location, backup/restore services (daily/weekly), monitoring of file services 7X24 excluding scheduled outages for maintenance.

**Bulk Server and Web Content Storage (over 500 GB) for Windows and UNIX**

Billed per GB purchased. Varied backup options available. Contact OIT for pricing.

<table>
<thead>
<tr>
<th>Customer Category</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current OIT SLA customers</td>
<td>$2/GB</td>
</tr>
<tr>
<td>For storage amounts greater than 1 TB</td>
<td>Call OIT for pricing</td>
</tr>
</tbody>
</table>

**Physical Server Rate (via SLA)**

$1,600/physical server/yr

Rate includes: installation/configuration/monitoring/patching, operating software, client licenses, location of physical server in OIT Data Center, backup services (3 tapes standard as part of package), maintenance and support. Cost of server is not included in this rate.

**Virtual Server Rate (via SLA)**

$1,500/virtual server/yr

Rate includes: installation/configuration/monitoring/patching, operating software, client licenses, storage space (30 GB standard), backup services (3 tapes standard as part of package), maintenance and support.

**Ad hoc items listed below are offered on individual department request**

Security Certificates:
- InCommon Site License: NO CHARGE
- VeriSign (annual renewal): $300
- PGP Client (annual renewal): $125
- Database Administration (OIT hosting of customer purchase applications): $700
- Additional backup tapes: $50/tape
- Non SLA Customer Technician Rate: $80/hr
  - (8am-5pm, Monday-Friday)
- Non-SLA Customer Emergency Call-Out Rate: $120/hr
  - (6pm-7am, weekdays & weekends)
- Data Center Hosting (UA Customers): $65/unit of rack space/year
- EVA “Enterprise Storage” Call OIT for options and pricing
Telecommunication Services: Voice & Data
This service includes installation, repairs and restoration to telephone (including voice mail), cable TV or data cabling. This service is billed annually for telephone equipment rental, dial tone, support and network infrastructure. This service is billed monthly for long distance tolls, moves, adds and changes. OIT is beginning a planned transition to converged telecommunication and network services, Voice Over IP (VoIP), desktop video and data services.

<table>
<thead>
<tr>
<th>Technician Labor (Internal)</th>
<th>$80/hr</th>
<th>Technician Labor (External)</th>
<th>$110/hr</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VOICE SERVICES (ANNUAL CHARGE)</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Analog Line (Credit Card, Fax)</td>
<td>$225.50</td>
<td>2616 Digital 16-Line Phone</td>
<td>$275</td>
</tr>
<tr>
<td>2500 Analog Single Line Phone</td>
<td>$275</td>
<td>VoIP 2-Line Gb Phone</td>
<td>$275</td>
</tr>
<tr>
<td>8004 Analog Single Line Phone</td>
<td>$275</td>
<td>VoIP 6-Line Gb Phone</td>
<td>$302.50</td>
</tr>
<tr>
<td>8314 Analog Single Line Phone</td>
<td>$275</td>
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<tr>
<td>3902 Digital Single Line Phone</td>
<td>$275</td>
<td></td>
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<tr>
<td>2008 Digital 8-Line Phone</td>
<td>$275</td>
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</tbody>
</table>

**MONTHLY CHARGES**
- Long distance (in AK) $.15/min
- Long distance (interstate) $.04/min

**DATA SERVICES (ANNUAL CHARGE)**
- Network Infrastructure $90/FTE
- VoIP Project Financing $49/FTE

*FTE count is based on HR Banner pull and includes full-time and part-time employees only
For more information about the UAF Infrastructure & VoIP Project please visit [www.alaska.edu/oit/about/reports/voip/](http://www.alaska.edu/oit/about/reports/voip/)

Video Conferencing Services
Video conferencing services are for academic and administrative needs including instructional eLearning, guest speakers, faculty training, departmental briefings, large scale system-wide meetings, and UA applicant interviews. This is a system-wide service funded via MAU cost share model based on use of service and is approved by the UA Business Council each year.

- Video Conference Room Design Consulting NO CHARGE
- VCS Tech Rate for Room Installation & Configuration $80/hr

*Departments are responsible for purchasing all hardware, equipment and peripherals

Computer Lab Builds: Labor & Software Licenses
OIT Desktop technicians will charge time and materials to customers for computer lab builds and/or other special computer projects. Lab builds are typically project based and are ad hoc based on department request. Lab builds may include software installation, licensing and/or computer equipment refresh. Other requested licenses as applicable are a direct pass through of the software expense.

- Desktop Technician Time $80/hr

Conference & Event Support
OIT Technician support and materials for conferences and/or large-scale meetings. This may include set-up of registration or email kiosks, multi-media projector support and conference recordings.

- Technician Support $80/hr

*Departments are responsible for purchasing any consumables required for the support of the event

For more information regarding OIT chargeback services please visit: [www.alaska.edu/oit](http://www.alaska.edu/oit)