FY17 OIT RECHARGE CENTER ANNUAL BILLING RATES & IT SERVICES

To request any of the services listed below please contact the OIT Service Desk at 450-8300. OIT will ask for confirmation of department funds/orgs for billing purposes.

STORAGE, RACK SPACE, SERVERS & DATABASE ADMINISTRATION

This recharge center provides two levels of storage services (with or without backups) and two levels of server/database administration for department-owned server(s) as well as backup and maintenance of department owned server(s). For servers, rack space, database administration or extended storage a Service Level Agreement (SLA) with OIT can be organized through the OIT Service Desk. Storage, rack space, servers and database services are billed annually, typically in August. A storage capacity "pull" done at the beginning of the fiscal year is used for storage billing.

- **Storage (based on availability):** Billed per gigabyte (GB).

  Tier 1 (No Backups)
< 1 TB:	$0.75/GB
1TB to 10 TB:	$0.56/GB
>10 TB:	$0.38/GB

  Tier 2 (Backups Included): Backups are retained for 1 month, longer retention times will be negotiated on a case-by-case basis.
< 1 TB:	$1.00/GB
1TB to 10 TB:	$0.75/GB
>10 TB:	$0.50/GB

- **Rack Space/Server hosting (via SLA)**
Internal Rate:	$65/unit
External Rate:	$120/unit

- **Servers**
Virtual Server (via SLA):	$950/server
Physical Server (via SLA):	$1,500/server

- **Database Administration**
Tier-1 (Standard) Database Administration (via SLA):	$700/server
Tier-2 (Expanded) Database Administration (via SLA):	$2,000/server

VIDEOCONFERENCING SERVICES

The mission of video conferencing is to provide the University of Alaska System with the highest quality video conferencing services possible. Use is primarily for academic and administrative entities and accommodates UA instructional distance educational needs, guest speakers, faculty training, departmental briefings, large scale system-wide meetings, and UA applicant interviews. This is a system-wide service and is funded via MAU contributions. This service is billed annually.

FY17 Videoconferencing Hourly Rate (based on Assessment Fee): $53.07/hour

TELECOMMUNICATIONS 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, additions and changes.

Technician Labor (Internal)	$80/hour
Technician Labor (External)	$110/hour

Voice Services (Annual Charge)

Analog Line (Credit Card, Fax)	$256
2500 Analog Single Line Phone	$312
VOIP 2-Line Gb Phone	$312
VOIP 6-Line Gb Phone	$344

Long Distance Service (Monthly Charge)

Long Distance (in Alaska)	$0.15/min
Long Distance (interstate)	$0.04/min

Data Services (Annual Charge)

Network Infrastructure	$100/FTE

Note: FTE count is based on HR Banner pull and includes full-time & part-time employees only.

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 Labor	$80/hour

WEBSITE DESIGN & CONSULTING

Website design and consulting services as well as application design and/or development. This service is billed based on ad hoc requests through the OIT Service Desk.

Website Design/Consulting & Application Design/Consulting	$80/hour

COPY POOL

The OIT Copy Pool provides convenient, multifunction print/copy/scan devices for use by faculty, staff and students at UAF and Statewide. OIT delivers paper and toner supplies for all Copy Pool devices and provides troubleshooting through the OIT Service Desk. Customers are charged for each copy/print job they run. Billings are based on a monthly meter pull.

***Internal Rates*:**

Scans	No charge
Black & White	$0.06 per copy/print
Color	$0.15 per copy/print

External Rates:

Scans	No charge
Black & White	$0.08 per copy/print
Color	$0.21 per copy/print