



## **FY20 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 or [helpdesk@alaska.edu](mailto:helpdesk@alaska.edu). OIT will ask for confirmation of department funds/orgs for billing purposes or depending on the service requested a Google Form Service Level Agreement may need to be completed.

### **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 (SSD) Storage (No Backups): \$0.65/GB (Reduced rate in FY20!)

Tier 2 (SATA) Storage (Backups Included): \$0.35/GB (Reduced rate in FY20!)

Note: Backups are retained for 1 month, longer retention times will be negotiated on a case-by-case basis.

- **Rack Space/Server hosting (via SLA)**

Internal Rate:	\$65/unit
External Rate:	\$120/unit

- **Servers**

Virtual Server (Reduced Price in FY20)	\$350/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

### **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. Requests for new copiers will be considered for locations where expected annual usage exceeds 10,000 copies/prints.

***Internal Rates:***

Scans	No charge
Black & White (varies based on volume)	\$0.08 / \$0.06 / \$0.04 per copy/print (<10,000 / 10,000-50,000 / >50,000 copies per yr)
Color	\$0.15 per copy/print

***External Rates:***

Scans	No charge
Black & White	\$0.10 per copy/print
Color	\$0.20 per copy/print



### **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 moves, additions and changes.

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

#### **Voice Services (Annual Charge)**

Analog Line (Credit Card, Fax)	\$207
2500 Analog Single Line Phone	\$253
VOIP 2-Line Gb Phone	\$253
VOIP 6-Line Gb Phone	\$279

#### **Long Distance Service (Monthly flat-rate charge from provider for domestic long-distance service)**

Starting in FY20, OIT no longer receives itemized long-distance billing from the service provider, instead there is a flat rate shared between the three MAUs, resulting in significant cost savings for the University. Long-distance charges are incorporated into the overall annual phone charge.

#### **Data Services (Annual Charge)**

Network Infrastructure	\$156/FTE
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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
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### **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
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### **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. Starting in FY20 a new videoconferencing platform is available, Zoom. This will be available to all UA faculty, staff and students.