FY14 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 FY14 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 backups as noted, annual charge.

- 0-999 GB (backups included, no SLA required) $6/GB
- Current OIT SLA customers (backups included) $3/GB
- Over 1,000 GB (backups included, no SLA required) $2/GB
- Over 1,000 GB (NO BACKUPS, SLA REQUIRED) $1/GB

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.

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) $1,300/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

- Database Administration (OIT hosting of customer purchase applications) $700
- Additional backup tapes $50/tape
- Non SLA Customer Technician Rate: (8am-5pm, Monday-Friday) $80/hr
- Non-SLA Customer Emergency Call-Out Rate (6pm-7am, weekdays & weekends) $120/hr
- Data Center Hosting (UA Customers) $65/unit of rack space/year