



OFFICE OF  
**Information Technology**

OIT Customer Support Services  
Phone: 907-450-8300



**FY23 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. OIT will ask for confirmation of department funds/orgs for billing purposes.

**VIDEOCONFERENCING SERVICES**

The mission of video conferencing is to provide the University of Alaska System with the highest quality video conferencing services possible. This is a system-wide service and is funded via annual MAU contributions. Starting in FY20 the videoconferencing platform, Zoom, is available to all UA faculty, staff and students.

**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	\$278

**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	\$171/FTE
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Note: FTE count is based on HR Banner data and includes full-time & part-time employees.

**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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**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 (20,000-50,000 copies/yr):	\$0.08 per copy/print for (20,000-50,000 copies/yr) with possible surcharge to equal 20,000 copies if copier volume is <20,000 copies
Black & White (>50,000 copies/yr):	\$0.06 per copy/print
Color	\$0.20 per copy/print

***External Rates:***

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

**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).

<u>Tier 1 (SSD Storage, No Backups):</u>	\$0.65/GB
<u>Tier 2 (SATA Storage, Backups Included):</u>	\$0.35/GB

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 (via SLA)**

Physical Server:	\$1,500/server
Virtual Server (2 CPU, 8 GB RAM, 40 GB Storage):	\$350/server
<u>Virtual Server add-ons:</u>	
Additional CPU (if over 2 CPU)	\$40/CPU
Additional RAM (if over 8 GB RAM)	\$5/GB RAM