

2007-2008 Computing & Network Services Rate Schedule (Remit Collections to ORG 5320 Fund 119005)				
Standard Services and Support				
MUNet Account for Student, Faculty, or Staff	No Charge			
MUNet Virtual Drive (V: Drive) 200MB Server Disk Space per MUNet Account for Student, Faculty, or Staff	No Charge			
Additional Network Server Disk Space (includes network backup and NTFS Security/Permissions) 100MB per year 500MB per year 1GB per year	\$25/year \$75/year \$125/year			
SMTP/IMAP/POP Email & Personal Web Page 200MB per Account	No Charge			
MUINFO Banner Account for Faculty/Staff	No Charge			
Exchange Account & 400MB of Server Space per Account for Faculty/Staff	No Charge			
Additional Exchange Server Disk Space (includes network backup and NTFS Security/Permissions) 100MB per year 500MB per year 1GB per year	\$25/year \$75/year \$125/year			
Initial diagnosis of a university owned/supported PC/MAC problem i.e., categorization of problem as network, hardware, or software related	No Charge			
Initial installation of Supported Desktop System with Supported Operating system image for Faculty/Staff Desktop (data backup is customer's responsibility)	No Charge			
Reinstall of Supported Desktop Image on Supported System for Faculty/Staff Desktop (data backup is customer's responsibility)	No Charge			
Assist with backup of customer data	\$25/hour			
Antivirus software PC/MAC (for Student, Faculty, or Staff)	No charge			
Assistance with the installation of antivirus software (for Student, Faculty, or Staff)	No charge			
Nonstandard Services and Support (Charged on a Cost Recovery Basis)				
Assessment Consultation & Installation of Network card, new Memory SIMM/DIMMs or additional IDE/ATA Device (Hard Disk, CD-R/RW, ZIP, DVD, etc.) in existing supported computer	\$25/hour			
Virus Removal and Restoration If using non-standard image (one hour minimum)	\$25/hour			

Software Installation and Removal Assistance other than Supported image	\$25/hour			
Assistance with Desktop or Notebook Hardware Exceeding Initial Diagnosis in/out of warranty	\$25/hour			
File Backup/Restore due to other than equipment failure (includes network restore to V: drive, apps etc.)	\$25.00			
Programming/Analysis basic	\$30/hour			
Programming/Analysis advanced	\$60/hour			
Database Programming	\$60/hour			
Surplus Computer Processing and Property Transfer				
Surplus computer processing (wipe hard drives to HIPAA standards and test components for operation). UCS costs are \$25 per hour and recovered via public sales. All departments should contact Receiving for free pickup of surplus computing equipment.	No Charge			
Departmental Property Transfer and UCS Installation of Surplus Computer (includes updating Windows XP, Office 2003, Antivirus, and Adobe Acrobat Professional, configuring Outlook). This is a one-time fee and departments are still responsible for annual Client Workstation Software Fee, Internet Service Fee, and Network Connection Maintenance Fee. Call UCS Help Desk at 696-3200 to initiate a transfer.	\$100			
Computer Relocation or Position Turnover				
Port security reconfiguration (required when physically moving a computer)	No Charge			
Moving of computer (users departments are responsible for contacting Physical Plant)				
Re-Imaging computer, required when changing user/owner, is departments' responsibility.	No Charge			
Printing or Duplicating				
Laser Print 8.5" x 11" or 11" X 17" black/white	\$0.10/page			
Laser Print 8.5" x 11" or 11" x 17" full color	\$0.25/page			
Network Cards/Cables				
PCI network card	\$15.00			
PCMCIA network card for notebook	\$40.00			

PCI network card bundle (includes PCI network card, 25' station cable, and installation)	\$50.00			
PCMCIA network card bundle for notebook (includes PCMCIA network card, 25' station cable, and installation)	\$60.00			
USB network card	\$50.00			
USB network bundle (includes USB network card, 25' station cable, and installation)	\$60.00			
Network cable category 6 - 25 ft.	\$10.00			
Network cable category 6 - 14 ft.	\$8.00			
Consultation				
Consultation on new computer purchase	No Charge			
Consultation/Assistance/Management in Private (College/Department owned) Computer Lab/Classroom or other facility	\$35/hour			
CD/DVD duplicating and printing service *Prices includes plain black disc sleeve with transparent window for each disc.				
Production runs less than 100 discs	\$1.50/CD \$2.50/DVD			
production runs between 100 and 200 discs	\$1.25/CD \$2.25/DVD			
production runs greater than 200 discs	\$1/CD \$2/DVD			
simple label design/setup	\$10			
complex design assistance	\$25/hour			
Miscellaneous				
Standard Sheet Scanner Test Scoring/Survey Computation	No Charge			
Charge for investigation, testimony, due process discovery and documentation of verified/convicted violation of policy or law.	\$45/person/hour			
Charge for first offense Copyright infringement reconnection to the network involving less than 1 hour cumulative investigation time.	\$50			
Charge for second offense Copyright infringement reconnection to the network involving less than 1 hour cumulative investigation time.	\$100			

Electronic Voting	Currently No Charge*			
Electronic Surveys	Currently No Charge*			
*remains free until volume becomes excessive.				
Data Management Services				
ComVault tape backup services for non-UCS managed servers	\$.001/MB			
Machine Room Floor Space Rental				
Floor space for institutional cabinet	\$25/sqft/mo			
Floor space for non-institutional cabinet	\$50/sqft/mo			
Rack space rental	\$5/RU/mo			
Database Management Services for enterprise and departmental class Database is subject to negotiations of a (SLA) generally would include:				
<ul style="list-style-type: none"> • installation and upgrades to database on approved server platform • Maintenance and support coordination with vendor • Coordination with group supporting the underlying operating systems on the server • Coordination and supervision of backup services for server • Systems must be configured by computing services and must be maintained by vendor hardware/software contracts. 				
Total package exclusive of hardware, operating /applications/database software with SLA will be placed in any of the following groups based on:				
Type of database Maintenance of software Support of underlying operating system Complexity of application needs Number of users/ importance to institution Type of storage Amount of storage				



Type of backup Complexity of backup Complexity of disaster recovery Complexity of OS coordination Security needs Term of agreement Coordination with workstation client support Support Coverage Hours/Days Authentication Needs				
Class 0	\$100/month			✓
Class 1	\$300/month			✓
Class 2	\$900/month			✓
Class 3	\$2,000/month			✓
Class 4	\$5,000/month			✓
Class 5	\$10,000/month			✓
Server Management Services for enterprise and departmental class server or SAN is subject to negotiations of a (SLA) generally would include:				✓
<ul style="list-style-type: none"> • Location of server in machine room with UPS • Maintenance coordination with vendor for server(s) • Operating systems support of server • Backup services for server • Systems must be configured by computing services and must be maintained by vendor hardware/software contracts. 				
Total package exclusive of hardware operating system/applications/database software with SLA will be placed in any of the following groups based on:				
Type of equipment Maintenance of equipment Room resource, and space needs Complexity of application needs Number of users/ importance to institution Type of storage Amount of storage Type of backup Complexity of backup Complexity of disaster recovery Complexity of OS admin Security needs Term of agreement Power/Resource Needs				

Support Coverage Hours/Days Authentication needs				
Class 0	\$100/month			
Class 1	\$300/month			
Class 2	\$900/month			
Class 3	\$2,000/month			
Class 4	\$5,000/month			
Class 5	\$10,000/month			
Application Software Support and Management Services for enterprise and departmental class application is subject to negotiations of a (SLA) generally would include:				
<ul style="list-style-type: none"> • installation and upgrades to application on approved server platform • Maintenance and support coordination with vendor. • Coordination with group supporting the underlying database and operating systems on the server • Coordination and supervision of backup services for server • Systems must be configured by computing services and must be maintained by vendor hardware/software contracts. 				
Total package exclusive of hardware, operating systems/applications/database software with SLA will be placed in any of the following groups based on:				
Type of application Maintenance of software Support of underlying operating system and database Complexity of application needs Number of users/ importance to institution Type of storage Amount of storage Type of backup Complexity of backup Complexity of disaster recovery Complexity of OS/DB coordination Security needs Term of agreement Coordination with workstation client support Support Coverage Hours/Days				
Class 0	\$100/month			















Class 1	\$300/month			
Class 2	\$900/month			
Class 3	\$2,000/month			
Class 4	\$5,000/month			
Class 5	\$10,000/month			
Network Management Services for enterprise and departmental class network/segment is subject to negotiations of a (SLA) generally would include:				
<ul style="list-style-type: none"> • Installation of network subject to standard pricing in MU protected network facilities • Maintenance coordination with vendor. • Configuration support of network devices (can include edge device, firewall, traffic shaping, VPN services, and other security devices/probes. • Monitoring services • Systems must be configured by computing services and must be maintained by vendor hardware/software contracts. 				
Total package exclusive of hardware operating system/applications/database software with SLA will be placed in any of the following groups based on:				
Type of network Maintenance of hardware/software Separate edge device Separate firewall device Number of users/ importance to institution Separate packet shaping Separate VPN Probes or security devices Separate domain/dns services Complexity of disaster recovery Complexity of client/routing coordination Security needs Term of agreement Coordination with workstation client support Support Coverage Hours/Days Authentication needs				
Class 0	\$100/month			
Class 1	\$300/month			
Class 2	\$900/month			

Class 3	\$2,000/month
Class 4	\$5,000/month
Class 5	\$10,000/month
Facilities/Client Support and Management Services for enterprise and departmental class application is subject to negotiations of a (SLA) generally would include:	
<ul style="list-style-type: none"> • installation and upgrades of facilities (i.e., labs) or clients on approved hardware • Maintenance and support coordination with vendor. • Coordination with group supporting the underlying networks, database and server systems • Coordination and supervision of backup services • Systems must be configured by computing services and must be maintained by vendor hardware/software contracts. 	
Total package exclusive of hardware, operating systems/applications/database software with SLA will be placed in any of the following groups based on:	
Type of equipment /software Maintenance of hardware/software wireless complexity of app number of users/ importance to institution image type re-image frequency Projection/classroom use complexity of backup complexity of disaster recovery complexity of OS admin security needs term of agreement Printing Support Coverage Hours/Days Authentication needs Availability needs lab monitors/consultants	
Class 0	\$100/month
Class 1	\$300/month
Class 2	\$900/month
Class 3	\$2,000/month



Class 4	\$5,000/month	
Class 5	\$10,000/month	
Dedicated Help Desk Services Coverage for a given 8 hr shift 5 days a week with vacation/holiday coverage to match current published help desk hours.	\$3,500/month/shift	





Client Workstation Software Fee (Remit Collections to ORG 5321 Fund 119005)

Client Workstation Software Fee				
This University fee (not a Computing Services fee) funds the University site-licensed software such as Microsoft Windows, Office, Antivirus, and others.				
Client Workstation Software Fee (per computer, laptop, etc.)	\$63/year			
Microsoft Work-At-Home Media (available for Marshall employees only, and needed only for use on personally-owned computers)				
MS Office Pro 2003	\$10.00			
Office MAC 10.0	\$10.00			
Office MAC Pro 2004	\$10.00			
Windows XP Pro	\$5.00			
FrontPage 2003	\$5.00			
Visio Pro 2003	\$5.00			
Project Pro 2003	\$5.00			
MS Office Pro 2007	TBD			
Office MAC xx	TBD			
Office MAC Pro xx	TBD			
Windows VISTA	TBD			
SharePoint Designer 2007	TBD			
Visio Pro 2007	TBD			

Project Pro 2007	TBD			
InfoPath 2007	TBD			
Groove 2007	TBD			
OneNote 2007	TBD			

Networking and Telecommunications (Remit Collections to ORG 5311 Fund 119005)

Networking				
New MUNet Connection where Voice/Data Jack Exists	\$500.00			
New MUNet Voice/Data Jack Installation	\$250.00 -\$350			
New MUNet Wireless 802.11 a/b/g Access Point (Includes access point, wiring power, and installation)	\$1,500.00			
Wireless Extended Antenna	\$180.00			
Network Connection upgrade to QOS guarantees on MUNet, e.g., video service	\$500.00			
2-12 station Lab/Classroom Switched 10/100 Installation (Gigabit Uplink) not including electrical or conduit	\$3,500.00			
13-24 Station Lab/Classroom Switched 10/100 Installation (Gigabit Uplink) not including electrical or conduit	\$6,000.00			
25-48 Station Lab/Classroom Switched 10/100 Installation (Gigabit Uplink) not including electrical or conduit	\$11,000.00			
Office 4 Port Switch for Notebook, Printer, etc. Connection Sharing in same room	\$40.00			
Office 8 Port Switch for Notebook, Printer, etc. Connection Sharing in same room	\$60.00			
Network Connection Annual Maintenance Fee for Each Active MUNet Jack	\$60.00			
Network Connection Annual Maintenance Fee for Each Wireless Access Point	\$180.00			
Network Connection Annual Surcharge for QOS guarantees on MUNet, e.g., video service	\$900.00			
Internet Access Fee (Individual user)	\$36.00/compt/yr			
• Bulk Internet Access Unmanaged per MB/sec	\$350/month			
• Bulk Internet Access Managed per MB/sec	\$450/month			

	Surcharge for inbound dedicated WAN traffic	\$10/mb/month			
	Telecommunications				
	Analog basic service	\$27.00/month			
	Standard single line 2500/IP4606/IP4602	\$30.75/month			
	Multi-line display, multiple call buttons, speakerphone 7406/8410/IP4612/IP4610	\$44.50/month			
	IP set Multi-line display, multiple call buttons, speakerphone 8434/IP4624/IP4620	\$48.00/month			
	Install new phone outlet	\$250.00			