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College of Public Health

Memorandum

To: College Faculty and Staff

From: Htay L. Hla, Director, Information Technology
through
Iman Hakim MD, PhD, MPH
Interim Dean, Arizona College of Public Health

Subject: Updated Policy Concerning MEZCOPH Information Technology Support

Date: January 31, 2008

The Mel & Enid Zuckerman's College of Public Health's (MEZCOPH) vision regarding information technology was, and still is, an information technology resource that not only provides the basic computer support services, but also the leadership in the direction and use of technologies as we strive towards a premier position of national and international excellence. The MEZCOPH commitment to excellence in research and instructional programs requires the use of innovative thinking and technologies. This implies a solid support structure, which must be built up through investment and capacity building.

The Faculty agreed and committed support for this IT resource infrastructure through the Computing Committee and general Faculty meetings. Continuing this commitment will require a combination of core College investment and additional contribution, principally from extramural funding sources. As such, beginning January 31, 2008, the Office of Information Technology (OIT) will modify its service charges as follows.

MEZCOPH IT "users" will be grouped into two categories:

- 1) Those who are part of the College and perform their duties through the sponsorship of the MEZCOPH. Users in this category will be assessed a mandatory connectivity fee of \$30 per month per computer as MEZCOPH employees, if they are:
 - a) Housed in MEZCOPH assigned facilities and use the MEZCOPH network AND ARE
 - b) Paid primarily (50% or more) through MEZCOPH designated accounts
- 2) Those who use the services of the IT office through a support contract or take a fee for service approach. Users in this category are those choosing to use the "services" offered by the MEZCOPH Office of Information Technology.

Connectivity to the Copenh Network:

Effective January 31, 2008, it will be mandatory for MEZCOPH employees housed in MEZCOPH assigned facilities to connect to the Copenh Windows network domain as the primary server for authentication, authorization and utilization of local area network resources. MEZCOPH has contracted services that are in place with the University Information Technology Services (UITS) for data center services and server co-location, where our systems are physically located in the Computer Center building.

Computer Support Fees:

The rate structure for IT/computer support has been developed according to University cost recovery guidelines and review. The charges are calculated to cover actual expenses and must remain a non-profit operation. This fee structure has been reviewed and approved by the MEZCOPH Dean's Council:

As of January 31, 2008:

- Assessment of \$60 (this includes the \$30/month connectivity fee – see above) per month per machine for Computer Services. Basic computer services provided by OIT include:
 - Help Desk consultation & problem resolution
 - Computer hardware & software acquisition service
 - Hardware setup and configuration
 - Software installation, site licenses and updates
 - Access accounts & Security administration
 - Email setup & support
 - Virus and spyware protection
 - File server space
 - Server File backup service

OR

- Services and repairs, as a separate agreement, or non-support activities will be billed at the rate of \$40.00 per hour. Services provided by OIT will be billed at hourly increments.

Funds to pay for these service fees can be obtained by various methods. The customer may want to pay the entire fee from an alternate source of funding, such as IDC allocations, state funds, gifts, unrestricted/restricted grants or contracts, etc. If different grants are offered as a billing source, the Business Office will invoice each account proportionately. **Regardless, it will be the customers' responsibility to obtain 100% of the computing support fee and/or the connectivity fee from their various sources of funding. For extramurally funded projects (research and contracts) these costs must be included in the proposal budgets. Please ensure that the IT costs for all computers that are part of a project are budgeted and accounted for even if project personnel are less than 1.0 FTE.**

To simplify the process for proposal submissions to include computing related costs, standard boilerplate language has been drafted justifying the pricing of services and

materials for computer upkeep and general connectivity. Research areas may opt for 1) the monthly computing fee or 2) the hourly service rate included as services line items directly into the budget. Consistency and simplicity are the key factors in "molding" this language to fit your specific project.

Basic Language for Computer Services:

Option 1:

Research computing service costs have been included to cover local area network access, general maintenance and upkeep on project computers, and to insure data integrity and security. Services/maintenance costs have been calculated on the approved base rate of \$60/month/computer based on effort distribution for maintenance and connectivity fee.

Option 2:

Research computing service costs have been included to cover local area network access, general maintenance and upkeep on project computers, in addition to providing security and insuring data integrity. Services will be provided at the approved base rate of \$40 per hour (2 hour minimum) per month per computer.

In addition, computing related expenses not covered under Computer Services, such as personnel, web development, data collection, data analysis, data base design, and special equipment, will need additional discussion with OIT and require separate budgeting.

Questions regarding the implementation of this policy should be discussed with the appropriate Division Director or Administrative Director.