Basic Technology Fee

Contents

Basic Tech Fee Overview .................................................................1
BTF Calculation ........................................................................1
BTF Distribution ........................................................................1
Basic BTF Coverage ....................................................................1
Services Outside BTF Coverage/Additional Charges .........1

Specifics Items Covered by the BTF ........................................2
Data Network Services .........................................................2
Productivity Software, Tools, and Services .....................2
  Email, Calendaring, and Productivity Tools ................3
  Ancillary Services .................................................................3
Desktop Replacement (currently suspended) ....................3
Data Center Services .............................................................4
Private Cloud Services ..........................................................4
Information Security ...............................................................5
Telecommunications Services .............................................5

Services that are not Covered ...................................................6
General Technology Services—Additional Charges .......6
  Desktop Support ....................................................................6
  Specialized Software and Software Development .........6
  Supplies, Materials, and Labor ...........................................6
Security Services—Additional Charges .........................6
Data Center Services—Additional Charges ....................6
Telecommunication Services—Additional Charges .......7
Basic Tech Fee Overview

The Basic Technology Fee, or BTF, is a campus-wide fee created to provide a sustainable source of funding in order to refresh and support technology resources for the University. Historically and prior to the BTF, each SIUC unit/department was independently responsible for basic technology costs. Further, fundamental infrastructure and services like Internet, core routing and switching, Wi-Fi, security, and storage were either insufficiently funded by another means or funds were simply nonexistent. With the continuing centralization of technology services and personnel across campus, it was determined that technology costs should be centralized as well. SIUC established the BTF as a mechanism to charge these costs back to units in a standardized and predictable way.

BTF Calculation

The amount of the BTF is calculated per full-time equivalent, or FTE, and charged to each unit. The costs are determined based on the same data used for the calculation of group health insurance. Employees are classified as either “high usage” or “other” based upon job classification. Graduate assistants and student employees are not included in the calculation.

BTF Distribution

Details of costs are provided to the Vice Chancellors for further distribution to their units each spring, for the coming Fiscal Year. The fee is billed quarterly along with the group health insurance billing.

Basic BTF Coverage

The BTF covers the basic technology needs of faculty and staff, including:

1. Data Network Services
2. Productivity Software, Tools, and Services
3. Desktop Replacement Hardware (currently suspended)
4. Data Center Services (See Basic Technology Fee Virtual Machine (VM) Services)
5. Private Cloud Services
6. Information Security Services
7. Telecommunications Services

Services Outside BTF Coverage/Additional Charges

The OIT supplies the University with a wide array of tools and services that are not funded by the BTF. These additional services may be funded by other areas of the OIT, may be provided by OIT on a fee for service basis, or may be the sole responsibility and cost of an individual unit. Tools and services that are not covered by the BTF are listed at the end of this document along with contact information to learn more about the costs and/or acquiring these tools or services. The BTF does not pay for voice and data cabling or hardware for remodeling or new construction projects.
Specifics Items Covered by the BTF

The following outlines the specific items covered by the BTF. There maybe be technology resources that are not listed in this document. For more information on tools and services that are not listed, contact the OIT for additional information at (618) 453-6284.

Data Network Services

These Data Network Services are included in the BTF:

- Network ports / Ethernet switches.
- All existing active network ports will be included in the fee.
- New ports will be limited to one per individual. Extra ports will be an additional cost.
- Wireless network.
- New construction and remodeling projects pay for the initial installation and equipment cost. Equipment to be determined by OIT.
- Internet 1 and Internet 2 connectivity (included, but not currently funded by BTF).

Productivity Software, Tools, and Services

The following Productivity Software is included in the BTF:

- Microsoft Desktop Software licensed to Faculty/Staff.
- Available Operating Systems (Upgrades only).
- Windows 10, Enterprise (32-bit or 64-bit).
- Windows 8 Enterprise (32-bit or 64-bit).
- Windows 7 Enterprise (32-bit or 64-bit).
- Home Use Program (HUP) - Microsoft Office programs to use on their home computer for both work and personal use at a nominal cost ($9.95).
- Enterprise Client Access Licenses (CALs).
- Windows Server CAL.
- Microsoft SharePoint Server Standard CAL.
  - Microsoft Exchange Server Standard CAL.
- Skype for Business Enterprise CAL.
- Windows Server Active Directory Rights Management Services CAL.
Productivity Software, Tools, and Services (cont.)

- Microsoft System Center Configuration Manager Client Management License.
- System Center Endpoint Protection (antivirus client and subscription service).
- System Center Client Management Suite.
- System Center Operations Manager Client Management License.
- System Center Service Manager Client Management License.
- System Center Data Protection Manager Client Management License.
- System Center Orchestrator Client Management License.
- Data backups provided via One Drive

Email, Calendaring, and Productivity Tools

- Microsoft 365 Cloud Services*, including:
  - Email and calendaring.
  - Microsoft Teams.
  - Skype for Business (Lync) Internet Messaging and web conferencing.
  - Microsoft Planner.
  - Flow. Subject to Microsoft lifecycle and license availability.

- Listserv and distribution lists.

Ancillary Services

- People Finder - online directory.
- Active Directory Domain and Federated Services Single Sign On (SSO).
- InCommon Federated SSO for web apps.
- The InCommon Federation is the U.S. education and research identity federation, providing a common framework for trusted shared management of access to online resources.
- Comodo SSL (server) certificates for web sites from Incommon.
- Shibboleth for single sign on (web applications).

Desktop Replacement (currently suspended)

When funding is available, desktop hardware and equipment is included in the BTF. Currently, the replacement program is suspended due to insufficient funding.

- A standard Dell PC will be replaced on a 5-year cycle for each full-time staff workstation. Any deviations from the standard workstation and cycle will be up-charged. The number of computers for each department will be set at the beginning of the Fiscal Year. Any additions during the fiscal year will be up-charged. Specifications for Dell standards workstations are updated every year.
- Each standard PC will include monitor, keyboard, mouse, and sound bar.
- Printers and all other hardware are not included.
Data Center Services

These Data Center Services are included in the BTF:

- Basic rack space - includes entry and mid-level servers up to 4 rack units in size. Rack mounting kit must also be provided by department.
- Virtual Machine Services.
- Generator and UPS backup.
- Fire suppression.
- Physical security.
- On-site monitoring of data center security and environmental conditions.
- One 1GB network connection per server.
- Standard power, meaning 110V/208V single-phase, connection; two per server.
- Basic “hands-on” services.
- Basic service support that does not require the opening of a server case.
- Monitoring of servers located in the datacenter.

Private Cloud Services

These Private Cloud Services are included in the BTF:

- Web Services - web Infrastructure system administration in support of University Communications management of University-wide web sites.
- SharePoint Online (Microsoft hosted) web application platform for collaboration, document management, workflow to be used by departments. A nominal amount of storage will be included at no additional charge.
- Conventional file services (files.siu.edu)
  - Each department will receive a nominal amount of storage free of charge based on department size for typical file based storage (Word, Excel, typical files).
  - Faculty and staff will receive a quota (2GB) based home directory for storage.
- Print Spooler Service - centralized, redundant print spooler for Windows compatible clients (Windows 7 or higher).
- Departmental ID’s, which are Network IDs that begin with “9”, for specific department roles at no charge pending Information Security approval.
- All data for virtual or hosted services that utilize the IT managed storage will include data backups with a minimum of 30 days retention.
- Data backup service for college and department servers not utilizing the OIT managed storage is not available.
Information Security

These Information Security Services are included in the BTF:

- Intrusion Prevention and Detection.
- Updates and patches for PCs running Microsoft Windows including OS, Microsoft Office, anti-virus and common third party applications.
- Security assessments of servers.
- Incident response.
- Security consulting.
- Multi-Factor authentication services.
- Scam/phishing protection.
- Data Loss Prevention.

Telecommunications Services

These Telecommunications Services are included in the BTF:

- Phone hardware.
- Dial tone – phone number.
- Voice mail.
- Virtual Fax Service.
- Troubleshooting and repair.
- CS2100/phone switch maintenance.
Services that are not Covered

The BTF fee does not cover services that are customized or represent a unique need, or service that are beyond “basic” to the daily work and activities of faculty and staff. These additional services may be funded by other sources available to the Office of Information Technology (OIT), may be provided by OIT on a fee for service basis, or may be the sole responsibility and cost of an individual unit. The BTF does not pay for voice and data cabling or hardware for remodeling or new construction projects.

General Technology Services--Additional Charges

These General Technology Services are not included in the BTF, but are available at an additional charge. Contact the OIT for information on costs by entering a service request at http://salukitech.siu.edu.

Desktop Support

- Desktop Support (in most cases desktop support will be provided by existing OIT staff already located in the unit).
- Support and troubleshooting for non-OIT centralized college and department servers or software.

Specialized Software and Software Development

- The cost of unique or specialized software.
- Custom application development. Custom application development – assistance developing custom application (web, mobile, scripting, etc.) may be provided to colleges, departments, and/or units upon request. Cost will be determined at time of request.

Supplies, Materials, and Labor

- There will be an upcharge for a variety of materials and services. The upcharge applies to any non-standard item or service. Example; a standard desktop computer with monitor may cost $900. A person in graphics design may need a unique monitor which makes the purchase price $1,400. The Desktop Replacement Program, which is funded by the BTF, would contribute $900 to the purchase and the department would pay the $500 upcharge.
- Printers, paper, and toner cartridges. A separate printer service is available at an additional charge.
- Additional “hands-on” services beyond those scoped as basic.

Security Services--Additional Charges

These Security Services are not included in the BTF, but are available at an additional charge. Contact Information Security for information on costs for these services at security@siu.edu.

- Forensic and data analysis for security breaches.

Data Center Services--Additional Charges

These Data Center Services are not included in the BTF, but are available at an additional charge. Contact OIT Enterprise Systems for information on costs for these services at (618) 453-6282.

- Blade environments, or other dense high performance clusters, that require beyond standard power, bandwidth, and cooling needs.
- Backup Services for non-IT owned resources.
- Servers (physical or virtual) and software specific to a department or College’s needs.
- The cost of individual Servers (physical or virtual).
- Servers or equipment beyond 4 rack units in size.
- Additional network ports beyond 1 per server.
Data Center Services—Additional Charges (cont.)

- Additional network bandwidth beyond standard 1GB copper connection.
- Additional or unusual power demands beyond standard 110V/208V single-phase connections.
- Any costs incurred by OIT directly related to the installation of equipment. This may include, but is not limited to:
  - PSO services for additional electrical demands.
  - Any additional component needed to meet network and bandwidth demands.
  - Metered power supplies for racks supplied by departments.
  - Missing components needed to rack mount servers.
- Large volume data storage.
- Large volume and performance tier data storage
  - Performance tier storage for applications and database needing faster file access.
  - Virtual Server storage.
  - Conventional file services (files.siu.edu) beyond the free department quota.

Telecommunication Services—Additional Charges

These Telecommunications Services are not included in the BTF, but are available at an additional charge. Contact the Telecommunication Services for information on costs for these services at (618) 453-2484.

- Miscellaneous telecommunication charges including long distance.
- Materials (phone hardware is free – all else; will be billed).
- Labor
  - Locates, programming, installations, etc.
- Long distance charges.
- PBX Maintenance, where a department has a dedicated PBX.
- Outside vendor costs (Frontier, AT&T, etc.)
  - FX numbers.
  - Off premise extensions.
  - T1’s.
  - Fire alarm circuits (2 wire or 4 wire circuit charges).
  - Trunks.
- Elevator phones (dial tone and hardware).
- Courtesy phones (Residence Halls) (dial tone and hardware).
- All materials and services provided to non-SIU entities, for example Steak & Shake, Chartwells, etc., residing on campus.
- Customer will pay for TDM (traditional) fax hardware and associated cost should they choose not to use the included virtual fax service.
- Customer will pay for troubleshooting and repair for situations where there is overt intentional damage to the hardware or wiring.