



ITS Services

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ITS Services



This document outlines the services that Information Technology Services (ITS) provides the University of Western Ontario community. It contains many of the principles under which both the billable and non-billable services are provided, enabling customers to choose the most appropriate offerings from several families of service. ITS publishes its service offerings, every fiscal year, to provide guidance to the Western community to help customers plan and manage their computing and telecommunications needs.

This Services Document is organized into four main sections:

1. Pre-planned computer support service relationships, defined through an *ITS Service Agreement*;
2. Billable ITS computer support services, available on an "as needed" basis;
3. Billable ITS Telecommunications Services;
4. ITS Services (non-billable).

ITS pricing is generally organized into three categories:

1. "Internal" pricing for Western's Faculties and Units;
2. "Affiliate" pricing for formally affiliated organizations, or for services provided to Western's faculty, staff or students for personal equipment; and
3. "External" pricing for other organizations that form part of Western's community.

All pricing shown in this document is for Internal customers, unless otherwise noted.

ITS Support Commitment for Services

ITS offers a variety of services to customers through several operating units, with operating hours attuned to the needs of each environment. Normal operating hours are described with the services, as applicable.

Beyond normal working hours, ITS extends its best efforts to keep the Campus Backbone network and the central network services ^(*) operating 7 days per week, 24 hours per day for use by faculty, staff and students.

^(*) The central network services include: Backbone network operation, Domain Name Services, DHCP, LDAP-based Directory services, Dial-in Modem pool, Internet access, voice services, e-mail, Western Web space, central file and print services and WebCT OWL services.

Evening and Weekend Assistance (for billable ITS services)

If assistance is needed outside of the normal service hours, it can be arranged by requesting and scheduling work in advance or by requesting a "Call out" list be created of specialists that will be contacted to deal with emergencies.

Time worked outside of regular hours will be charged at 1 1/2 times the normal "Time and Materials" service rate. If the problem can be dealt with by the ITS support person from their home, there will be a minimum of one hour charged at the increased rate. If the support person must come to campus to solve the problem then there will be a minimum of three hours charged at the increased rate.

Pre-Planned ITS Computer Support Service Relationships (ITS Service Agreement)

The **ITS Service Agreement** is a record of the service relationship between ITS and its customers from the University community for the use and support of information technology.

The Service Agreement reflects a mutual commitment to specific types and volumes of service, at a fixed price for a defined period of time.

Responsibilities of ITS to Service Agreement Customers

ITS agrees to designate a primary contact person who will be available to help manage the overall service relationship with the customer, according to the terms of the established Service Agreement. In addition, a secondary contact will be designated as a backup, should the primary contact be unavailable.

The ITS contact (or designate) will make recommendations to the customer contact regarding any technology changes the ITS contact feels would be beneficial as a result of campus wide research and development.

Responsibilities of the Customers under the Service Agreement

The customer agrees to designate a primary contact person within the unit. In addition, a secondary customer contact will be designated as backup should the primary contact be unavailable. This customer contact will interact with the necessary faculty and staff to establish the computing needs of the unit, discuss the needs with the ITS contact and help establish priorities for the work to be done. It is recommended that the ITS contact be included in discussions or meetings concerning strategic planning for the computing or networking needs of the unit.

The ITS contact person (or designate) must have free access to network servers, workstations (faculty, staff and lab) and associated materials such as software media, tapes, etc. at reasonable times whenever called on to provide service.

Terms and Conditions of the Service Agreement

The customer shall notify ITS as soon as possible of any equipment or software failure. ITS reserves the right to re-negotiate charges under this agreement if equipment is modified or expanded or service requirements change.

Notice of any additions or deletions of registered equipment, or changes to the services which may affect the pricing or terms of the agreement must be received in writing by ITS to help manage a consistent understanding of the service relationship and associated fees. ITS requires a 30-day notice of the cancellation of all or part of this agreement.

Unless otherwise specified, ITS will assume that anyone employed by your Faculty / Unit is authorized to request a chargeable service, within the terms of the Service Agreement. Alternatively, ITS will work with the customer to define appropriate approval processes to manage service request and provision.

Service Agreement Options

The following service relationships can be planned with ITS for the support of networks and workstations on campus.

1. Technical Assistance - Dedicated Technical Support Person

Description

Technical assistance and consulting is available from ITS on a wide range of computer and networking platforms. ITS will provide a pre-defined level of staffing to help the customer manage their computing and networking facilities at a considerable discount to the "as needed" service offerings. Through the Dedicated Support arrangement, ITS customizes the service provided to fit the customer's needs, according to the customer's priorities. The customer gets added value through:

- the ability to arrange for a "portion" of a person's support time to meet their real needs on a cost-effective basis;
- the synergies of a broader team, utilizing the best practices developed through their considerable experience and leveraging areas of specialized expertise within ITS;
- training and support provided to the Dedicated Technical Support staff, as needed to get the job done; and
- backup staffing support provided to the customer, ensuring continued service during individual staff holidays, sickness or other absences from work.

The Dedicated Support service (available at up to a 40% lower cost than our "Time and Materials" rate) is available to areas that require a significant amount of technical assistance. ITS will dedicate a percentage of a technical support person's time to be working on-site in the client's area. This committed amount will be evaluated every 3 months to determine the correct level of support needed.

Pricing

- Internal: \$48.00 per hour for "one day per week" (20% FTE) support
- Affiliate: \$58.00 per hour for "one day per week" (20% FTE) support
- Volume Discounting available:
 - If a Unit commits to larger volumes of contracted service, discounts to the standard hourly rates for Dedicated Technical Support services (above) are applied as follows:
 - 6% discount - for 17.5 hours per week (50% + FTE)
 - 12% discount - for 35 hours per week or more (100% + FTE)

Roles and Responsibilities

The ITS Dedicated Technical Support person will create and maintain supporting documentation that will describe the client environment and the work done so that others may quickly learn the necessary facts to troubleshoot and support the area.

The customer must provide a single point of contact who will be responsible for setting priorities for the ITS support person and attempt to involve ITS in any IT planning undertaken by the Unit. In this fashion, the Dedicated Technical Support person may work more closely with the Unit to offer guidance and keep the customer apprised of developments in the information technology directions on campus.

Terms and Conditions

ITS will work with the customer to establish a regular schedule for the Dedicated Technical Support person to support the client's needs and priorities. There are some basic guidelines used to ensure the efficiency of the overall service provided:

- Dedicated Technical Support work is scheduled within the normal working hours of Monday to Friday, 8:30 a.m. to 5:00 p.m. (excluding holidays observed by Western);
- The customer must contract for a minimum of 20% of a support person's time, i.e. at least 1 day a week, year round, to take advantage of the Dedicated Technical Support service (**NOTE:** customers who do not need a committed 1 day/week of service can take advantage of the "Time and Materials" services offered, described below in the "as needed" section);
- This time can be reserved in blocks throughout the work week, varying in size from 3 hours to a full 7-hour working day, to organize the contracted support time into a regular schedule that fits available resources to the customer's needs.

Hardware Maintenance

The Dedicated Support service entitles the customer to a dedicated support rate for hardware repairs on personal computer workstations, printers and some other office equipment. The Dedicated Technical Support person may perform some hardware repairs such as component replacement and upgrades, but will require assistance for more complex repairs from a hardware specialist. The Dedicated Technical Support person will advise the customer before calling in the Dedicated Hardware Services Technician at which time the customer will be responsible for the cost of parts and labour to repair equipment.

Emergency Service

Typically, a Dedicated Technical Support person will perform all non-critical work during the designated hours each week. Should an emergency arise (e.g. server down or other critical service become unavailable) during regular working hours, but while the dedicated support person is not on site, a call should be made to the Support Centre and the Dedicated Technical Support person (or emergency backup) will attempt to contact the department within 2 working hours of the trouble call. Calls outside the normal hours of the Dedicated Support arrangement will be charged at the normal ITS Time and Materials rates.

Emergency (2-hour) response can be provided upon request, but will carry with it a charge for an extra hour. See "Evening and Weekend Assistance", above, for support outside of the regular work week.

2. Access to ITS Central File Server

Provides network print sharing, personal and shared file storage (with automated daily backup), and access to current office automation software available through a centrally-managed file server ("cluster").

NOTE: This fee does not include end-user workstation support. See "Technical Assistance – Dedicated Support Person" or "Technical Assistance – Time and Materials"

2(a) Workstation Applications and File Sharing

Description

For each node, 1 GB of secure disk space will be allocated on the server. File access and security characteristics and the file storage framework can be specified by the Faculty / Unit.

Each user will have access to a standard suite of office automation software, which includes the current version of: Microsoft Office Professional (Word, Excel, PowerPoint, Access), Corel WordPerfect Office suite (WordPerfect, Quattro Pro, Corel Presentations). Cluster nodes must also have the campus approved virus software installed and running. Upgraded software will be made available at the most current version according to the needs of the department.

NOTE: The most currently available versions are WordPerfect Office X4 and Microsoft Office 2007.

All files that the users store on the network in the personal and shared file space will be backed up regularly providing convenient security against loss of work.

Pricing

- Internal: \$6.00 / node/ month
- Affiliate: \$10.00 / node/ month

Terms and Conditions

Software Licensing: ITS manages the software licensing requirements on a shared-cost basis on behalf of clients using this service. ITS retains ownership of the actual licenses themselves.

System Configuration

There are minimum configuration standards that users of this service must meet in order to fit application and support requirements. Clients must have a minimum of:

- IBM-compatible, Intel-based computer;
- Windows 7, Windows Vista, Windows XP Professional
- The currently approved campus virus protection software must be enabled and up-to-date on each PC.

Software is loaded locally on client workstations. Additional On-site support charges will apply if assistance is required to configure or upgrade locally-installed software.

2(b) Print Sharing Only Service

Description

Allows for the connection and sharing of printers on the network. ITS sets up the print queue(s) and configures each workstation to point to the appropriate queue. Can be used in concert with Central File Server Access services, or independently to provide printer-sharing capabilities to a group of workstations.

Pricing

- Internal: \$1.00 / printer / month
- Affiliate: \$2.00 / printer / month

2(c) Additional Disk Space on Cluster

Description

ITS provides disk space, including backup services, to those Faculties / Units who need more network file space than the 1 GB / user standard allocation. Additional disk space used by a department is assessed on a monthly basis and charged according to the monthly levels.

Pricing

- All customers: \$0.66 / GB / month

3. Access to the General Student Lab Server

Description

Access to the General Student Lab server from departmental student workstations for the purpose of authentication, print queue management and access to standard General Student Computing Lab applications.

This service is provided for the benefit of students to allow access to a standard environment and set of software. The advantages to the department are an amortized, shared-cost arrangement for the software and a service that will provide the security and student authentication services necessary for workstations connecting to the Western backbone, avoiding the expense of an independent server and database of usernames and passwords.

Pricing

- Internal: \$10.00 per node per month
- Affiliate: \$12.00 per node per month
- Authentication only: One-time CAL fee of approximately \$15.00 per workstation connected

Terms and Conditions

Each workstation will have access to a standard suite of software (currently MS Office, Corel WordPerfect Office, SPSS, Waterloo Maple, MATLAB, Firefox and various unique course software and utilities running from the server). Software will typically be upgraded to the most current versions during the summer and will remain stable throughout the school year (with the exception of bugs or security issues with the software). ITS manages the software licensing for

the standard software that is centrally provided, and these standard software licenses remain the property of ITS.

If there is a need for other unique software, there will be an installation and trouble-shooting fee and the department will be expected to support the software licensing costs.

Note that for a workstation to take full advantage of this service, it must be able to run the most current software (current lab machines are Intel Core 2 Quad 2.66 Ghz CPU with 4GB of Memory) and operating system (currently Windows XP Professional SP3). Less powerful workstations may still use this service for authentication services, allowing them to connect to the Western backbone, but they may not be capable of running the software applications offered and must be running either a Windows XP, Windows Vista, or Windows 7 operating system.

A lab print solution is also available. Printing in General Student Labs is charged at \$0.09 per page and uses the Graphics Service Copy card system for payment.

NOTES:

- 1) It is recommended that hosted labs purchase the same machines as the genlabs. If the machines purchased are different, ITS would require a test machine for preparation of images for the hosted lab.
- 2) The Western domain for authentication only option provides lab administrators the opportunity to restrict stations to valid Western users only. It also provides for better central management of security policies and Windows update distribution. Please note that in the event that Microsoft issues a significant upgrade to their Operating System AND we upgrade our central Active Directory to this new version, it will be necessary for departments running as "Independent Organizational Units" within our AD to purchase new CALS for each workstation. This type of upgrade does not happen frequently, typically every three to five years (for example moving from Windows Server 2003 to Windows Server 2008).
- 3) This fee does not include a network connection or the end-user workstation support -see "Technical Assistance – Dedicated Technical Support Person" or "Technical Assistance – Time and Materials".

4. Western Domain Authentication

Description

The Western domain for authentication only option for stand-alone network users grants you access to the Central Western Active Directory. Active Directory is the Windows authentication and authorization service. Some advantages of this service are

- It can provide a standard method to acquire central Microsoft patch management through the Windows System Update Service server. This includes Microsoft Office products as well as operating systems.
- Taking advantage of Active Directory's GPO feature can increase security by applying policies to lock down machines.
- Systems that authenticate to the Western domain can be accessed using the Western userid and password, rather than requiring a local account. This access can be controlled through the creation of permission groups

Pricing

- Internal and Affiliate customers:
Authentication only: One-time CAL fee of \$15.00 per workstation connected

NOTE: The Western domain for authentication only option provides lab administrators the opportunity to restrict stations to valid Western users only. It also provides for better central management of security policies and Windows update distribution.

Please note that in the event that Microsoft issues a significant upgrade to their Operating System AND we upgrade our central Active Directory to this new version, it will be necessary for departments running as "Independent Organizational Units" within our AD to purchase new Client access license (CALs) for each workstation. This type of upgrade does not happen frequently, typically every three to five years (for example moving from Windows Server 2003 to Windows Server 2008).

5. Network Access

5(a) Affiliate Workstation Connectivity

Description

ITS provides "core" backbone network services to Western as part of the infrastructure support component of its mission. Affiliates using "core" backbone network services from ITS are subject to Western's network policies and guidelines. The intent of this service is to provide you with basic network connectivity and limited internet services. If your business requires additional network services or a more robust internet feed, ITS can assist you in identifying options.

If you subscribe to any other data networks services, these networks must be physically isolated from Western data networks. Hosts connected to the Western data network cannot be directly connected to any network associated with an alternate ISP. Hosts configured in this manner are a potential security risk to the Western network facilities.

For affiliated organizations, the core backbone network services and the ongoing Western support for them can be accessed for a workstation connectivity fee. The actual infrastructure to connect the workstation to Western's backbone network is still the responsibility of the affiliated organization.

Pricing

- Affiliate: \$5.00 / connection / month

5(b) RezNet Student Room Connections

Description

ITS will partner with Residence management organizations to provide appropriate network infrastructure and support services to facilitate the connectivity and management of direct Student Residence room access to the Western backbone network and services.

These services include:

- Internet connectivity;
- Liaison services between support staff for backbone network connectivity troubleshooting

- and network management services;
- Collaborative security monitoring and management;
- Coordination of student identification and authorization services.

Pricing

Pricing for these services is dependent upon how the Residence management organization contracts for the service relationship and is negotiated directly with each client according to a standard framework.

5(c) Wireless Access Points (Affiliate Only)

Description

All wireless connectivity to the Western network must be coordinated through ITS. ITS provides both hardware and software support for the wireless access points to Western Affiliates and can assist in the purchase, installation and support of wireless installation. Support for the wireless service is provided Monday to Friday 8:30 a.m. to 4:30 p.m.

Coverage includes:

- repairs or replacement, if appropriate, of any covered product(s) that malfunction while being used within specified operational and environmental parameters;
- product updates, if applicable, as may be defined from time to time; and
- labour associated with repairs, replacement or product updates

Coverage does not extend to:

- physical damage, operator error, normal operator procedures, unauthorized alterations or attempted repair, direct lightning damage or other natural or man-made disasters;
- performing work either direct or indirect for non-covered products; and
- labour and/or design consulting time associated with network or environmental changes

Pricing

- Affiliate: "Time & Materials Rates"

6. Central Backup/Recovery Services

Description

ITS offers central network backup/recovery services for many commonly used server and desktop operating systems. This service provides unattended, overnight backups performed between 5pm and 7am, scheduled to accommodate client needs. File recovery can be managed directly by the administrator of the client machine.

NOTE: E-mail notifications are sent by the system to inform system administrators of the completion of each backup. It is the client's responsibility to check these e-mails on a daily basis to insure that the backup has completed properly and that the output appears reasonable. Logs of all actions performed by Legato Networker are maintained centrally for at least 1 year.

The client subscribes to the backup protection service on a computer by computer basis. For each computer, the monthly cost of the backup service is dependent upon the total volume of data backed up in that month.

Pricing

The pricing for Backup / Recovery service is outlined below.

Basic Service – 2 months retention

- Internal: \$0.15 / GB; Minimum \$15.00 / month / computer
- Affiliate: \$0.25 / GB; Minimum \$20.00 / month / computer
- External: \$0.25 / GB; Minimum \$20.00 / month / computer

The cost of the basic backup service is dependent on the total volume of data backed up in a particular month, with a minimum monthly charge. Backup copies are retained for 2 months. See for more information on backup service

7. Hosting Domain Name and Web Services

7(a) Domain and DNS Hosting

Description

For customers that wish to establish a unique, non-"UWO" web domain identifier (i.e. not *.uwo.ca) and the supporting name resolution services, ITS can setup and maintain this within the Western network, if appropriate. ITS will setup and register the DNS to support a host name and provide appropriate e-mail aliases. ITS will maintain the information, at the client's direction.

There is no charge for ITS to setup and register the DNS to support a host name, but you must provide written permission from your Dean, Chair or Budget Unit Head.

The customer is responsible for registering an approved name. There is a fee payable to the Registry site for this registration. ITS can assist the customer with the Domain Name approval and registration process based on our hourly rates (minimum 1 hour charge).

7(b) Web Site Hosting

Description

ITS can provide web services on Western's central web server or on a domain other than the standard www.uwo.ca domain. Customers of the Domain and DNS Hosting service can take advantage of this service to use Western's web infrastructure and avoid the necessity to build their own. The Domain name and DNS hosting must be setup first, see 7(a) above for details.

Pricing

- All customers: \$150.00 initial, one-time setup fee;
- All customers: \$100.00 annual, ongoing maintenance fee for a 250 MB web site.

(See "[4. Additional Web Space](#)" in the ITS "As Needed" Services listing for pricing of additional disk space.)

7(c) Web Site Statistics

Description

ITS can provide detailed statistics on web site traffic for a hosted web site.

Pricing

- All customers: \$150.00 initial, one-time setup fee; and
- All customers: \$100.00 annual, ongoing maintenance fee to manage the necessary logs.

8. Server Hosting and Maintenance

8(a) Hosting a Computer in the ITS Data Centre

Description

The ITS computer room is specifically designed for the support of computer equipment and networking. For customers who would like to find a secure environment for a key networked server, ITS can offer the following services:

- UPS power supply
- Network connectivity
- Air conditioned environment
- Controlled access security environment
- Software monitoring and emergency call-out to a single designated phone number (software determines if the server has gone down or is not transmitting on the network --- NOT whether your application is doing what it is supposed to do)
- Secure remote access to the server console via IP/KVM. The required request form for this service can be found at <https://www.uwo.ca/its/hostingservers.html>

Pricing

- All customers: \$300.00 per server initial, one-time setup fee(*);

(* **NOTE:** Each server must have a designated system administrator and contact information for at least one person in the case of an emergency or noted hardware failure.

There may be special, one-time implementation costs, driven by the power or facilities requirements of the hosted machines or labour costs associated with the initial configuration. ITS will negotiate an appropriate cost-sharing arrangement with the client to accommodate this.

Additional charges may be incurred if access is required to the Data Center outside ITS staffed hours (6:30am to midnight Monday to Friday). Please see “Evening and Weekend Assistance”, above for support costs outside of these hours.

8(b) Hosted Server System Administration

Description

For customers taking advantage of "computer hosting" in the ITS Data Centre but do not have arrangements to provide system administrative support for the hosted machines(s), there is a server maintenance fee. This provides for standard maintenance of the operating system so that it is updated with the current security patches and bug fixes regularly.

Pricing

Pricing for this service is based on the applicable ITS Technical Assistance labour fees (see "Time and Materials" rates for this service). This may vary over time, depending upon individual circumstances, but experience indicates that the typical amount of work involved will fit within our minimum support levels:

- For Unix/Linux servers, a minimum 4 hours of labour per month will be provided and billed;
- For Windows 2003/2008 servers, a minimum 2 hours of labour per month will be provided and billed.

8(c) Hosted Applications

Dedicated Virtual Machine Slice:

- Internal: \$75.00 per month maintenance
- Affiliate: \$100.00 setup fee; \$75.00 per month maintenance

Using a Virtual Machine environment allows the application to live on a shared hardware platform, but is configured to use an independent copy of the operating system. It can be updated, restarted and otherwise maintained without impacting the other applications on the same hardware. A virtual server resides within an enterprise level infrastructure providing redundancy that you cannot achieve with a single physical server.

Price includes all required operating system licensing (including VMWare licensing), backup client licensing, hardware considerations, environment costs, staff resources and 10 GB of disk space. Specific licensing for database applications will be priced separately.

Disk Space in excess of 10 GB:

- All Customers: \$0.66/GB/Month

NOTE: A system administrator must be designated for each virtual server.

Pricing is provided as a guideline and will apply to many standard application scenarios. These solutions are viable options designed for simple applications consuming a modest amount of resources. A specific quote will be provided for each request for this service outlining the specific costs.

9. Security Camera Installation and Image Hosting

Description

ITS offers a central service for hosting images for IP based security cameras.

These images are archived for 25 days on our central server. This service is available to Western departments and affiliates who choose to purchase and install cameras on the Western network.

Consultation with Campus Community Police must be done prior to purchase and/or installation of cameras. <http://www.uwo.ca/police/videomonitor.htm> .

Pricing

- Internal and Affiliate customers:
 - Installation of Network connectivity to camera(s): Pricing is dependent on number of lines to be installed. See pricing information under “Installation and Setup of Voice and Data Communications Lines” in the 'Billable ITS Telecommunications Services' section.
 - Client side configuration for viewing of images: charged at "Time and Materials" rates
- Affiliate/Ancillary customers:
 - Monthly charge for storage of camera images: \$10/camera/month

NOTE: Client side configuration fees waived for Dedicated Support Departments

10. Wiki Hosting

Description

ITS offers a wiki hosting service through Kiwi.uwo.ca. Kiwi.uwo.ca is built using an application called Confluence from Atlassian. It is described as ”an enterprise wiki that makes it easy for your team to collaborate and share knowledge”.

For each wiki space you can designate the following:

- User(s) who will administer the wiki space.
- User(s) who have read/write access to the space.
- User(s) who have read only access to the space.

NOTE: Each user accessing the wiki space must have a valid UWO personal computer account. Info on requirement for space administrator

Each wiki space requires an assigned Space Administrator. This administrator is responsible for day to day management issues for the space including the following: - page and attachment deletions; - requesting user access additions & modifications for the space; - exporting of the space to maintain space level backups

Supporting documentation is available to help novice wiki users learn to leverage the many features offered by this product including structuring of your space, use of attachments, export of content to PDF files, formatting macros, etc.

Pricing

- All customers: \$15 per wiki space per month.

NOTE: This provides up to 2 GB of disk. Disk space used in excess of 2 GB will be charged at:

- All Customers: \$0.66/GB/Month

You can request a wiki space via the following web form:

<https://www.uwo.ca/its/kiwi/kiwi-restricted/kiwirequestform.html>

11. NotifyLink

Description

This PDA software will allow for the synchronization of your corporate email, calendar and contacts data directly from Western's Sun Java Enterprise System (JES) to your device. This simplifies the synchronization process by eliminating the need to run desktop software and provides opportunity for increased security

Some of the Basic Features are:

Email

You can use NotifyLink to access your Western email on your PDA. Your PDA will check for new email regularly and download emails as required.

Calendar

With NotifyLink, your JES Calendar will be synchronized with your PDA calendar. Operating through your PDA's calendar service instead of JES allows you to create meetings and events on your PDA which will then synchronize to your JES calendar.

Contacts

NotifyLink will also access your contact information on your PDA and synchronize it with your Address Books on your computer. Over-the-air synchronization of contacts means new contacts will be updated into your JES calendar the next time you need to schedule a meeting.

Tasks

Tasks are taken from your task organizer on your PDA and imported into your JES Calendar.

Pricing

- All customers
- 1-5 installs: \$135/install for setup; \$2.25/month (\$27/year)
- 6-20 installs: \$101.25/install for setup (25% discount); \$2.25/month
- 21+ installs: \$67.50/install for setup (50% discount); \$2.25/month

NOTE: Both the setup fee and monthly charges for NotifyLink are eligible for reimbursement through the PMA or Faculty Professional Development Allowance.

12. Trend Antivirus

Western completed a review of antivirus protection products for campus desktops and servers in the spring of 2010. This review confirmed that the product used at Western since 2001, **Trend Officescan**, is still the best choice for the Western computing environment. The latest version of the product provides virus and malware protection for Windows, Macintosh and Linux systems

Trend is purchased and maintained by Western's central administration and is available for use on faculty/departmental desktops at no cost to the user. This software has also historically been available to some affiliated and ancillary users of the Western network at no cost. With the latest renewal of Trend (effective May 1, 2010), all affiliate and ancillary units will be charged a nominal fee for the use of this software. Exceptions to this would be any affiliate/ancillary department that contracts Dedicated Support or Central File nodes (cluster) services from ITS. Use of Trend is included in these services.

Pricing:

- Internal: No cost
- Affiliate/Ancillary: \$6 per workstation per year

Billable ITS Computer Support Services

(Available on an 'As Needed' Basis)

ITS offers a number of services that can be provided on a 'time and materials', or 'as needed', basis.

Terms and Conditions

Payment for these services may be made on a valid Western account. Where specific services are available to students, affiliates or external customers, payment may also be made by cheque, credit or debit. Please note that a \$20.00 service fee will be levied on all NSF cheques.

The service offerings are listed below.

1. Technical Assistance – Time and Materials

Description

For areas of campus that wish Technical support on a limited basis, ITS offers "Time and Materials" support that can be provided on an hourly basis. Technical assistance and consulting is available from ITS on a wide range of computer and networking platforms, including Windows, Linux, Macintosh and Unix.

We will endeavor to ensure that one of the same two Technical Support people respond to the service call so that ITS staff will become familiar with a unit's equipment and needs.

Pricing

- Internal: \$65.00 per hour
- Affiliate: \$75.00 per hour
- External: \$83.00 per hour

NOTE: There is a minimum fee of one hour for this service.

Terms and Conditions

Normal working hours of Monday to Friday, 8:30 a.m. to 4:30 p.m. (excluding holidays observed by Western).

For maintenance, setups and other non-critical work, a time will be set up that is mutually agreed upon and convenient for the customer. For trouble reports ITS will attempt to get the designated support person (or their backup) on-site within 1 working day.

Emergency response (within 2 hours) can be requested and will be billed by adding one extra hour to the call.

In instances when an ITS Support person brings along a trainee or an expert, you will be charged only for the time of one person.

2. Web Services

2(a) Web Site Design and Development

Description

Official Western websites are eligible to be developed in Western's Web Content Management System (Cascade Server). This is a centrally funded web based application available to all faculty and staff wishing for web site design and maintenance. No software installation is required and the application can be accessed from any computer with a browser and internet access. More specific information about this application can be found at <http://www.uwo.ca/its/cms>.

ITS offers custom web site design and development. We will consult with the client to review their specific needs and schedule design projects, as appropriate. Projects will be developed in Cascade Server or Dreamweaver. On-going maintenance contracts are also available if you would prefer ITS to maintain the site for you.

Pricing:

- Internal and Affiliate Customers:
 - Basic web site development and maintenance: Technical Assistance - Time and Materials rates
 - Web site with programming or scripting: \$75.00 / hour.

2(b) Web Application Development

Description

ITS offers custom programming for the creation of web-based applications. Web-based programming is typically needed when the site requires interactive web pages or pages that need to access a database. ITS will consult with the client to review needs and schedule design or programming projects, as appropriate.

Pricing

- Internal and Affiliate: \$75.00 / hour

2(c) e-Commerce Solutions/Credit Card Authorization and Payment Processing

Description

ITS maintains a centrally-available service, through an external vendor, that will support secure credit card authentication and payment processing. ITS will work with a Faculty or Unit to identify what is necessary to integrate this service into their e-commerce processes. E-commerce planning support and management of the e-commerce server is provided at no cost by ITS as part of our core services. More information is available at <http://commerce.uwo.ca/itoptions.html>

Any e-commerce application needs a PSiGate storefront. To apply for a storefront, contact Financial Services. PSiGate setup & transaction costs are paid to PSiGate. PSiGate costs include:

- \$0.25 per transaction fee
- \$249 per year maintenance fee on storefront

Note: Credit Card administration fees charged by Visa and Master Card still apply.

In addition to this, ITS can provide the following services:

1. Full programming and hosting of the application
 - \$75/hour for ITS application development.
 - Upon reviewing the scope of the application, ITS will provide a quotation for the development.
 - Applications may be hosted on ITS servers. See section 8(c) for cost of this service
2. E-commerce stub

Here you develop and host the application, but ITS takes care of the gathering of credit card information. All e-commerce applications must use the e-commerce stub for on-line credit card processing and is provided at no cost by ITS as part of our core services.

Note: PSiGate Storefront fees still apply for either of these options.

3. Additional Email Quota

Description

ITS provides a standard e-mail quota of 250 MB for faculty and staff and 50 MB for undergraduates. Additional quota can be provided with the annual cost described below.

Pricing

Email quota is an annual charge renewed each May based on the amount of quota assigned and not the actual amount of quota used. The levels of quota available are:

- All customers: \$0.66/GB/month
 (500 MB increments)

Please see <http://www.uwo.ca/its/email/quota.html> for information on how to obtain these increases.

4. Additional Web Space

Description

ITS provides a standard 250 MB of free disk space for each official web site and hosted web site. Additional disk space can be purchased.

Pricing:

Pricing is dependent upon the amount of disk space actually used. The amount of space used is assessed on the 25th of every month. Charges for the following month are calculated based on this assessment.

- All customers: \$0.66/GB/month
 (500 MB increments)

5. ITS Computer Training Lab Rental

Description

Access to the ITS Training Lab can be arranged to provide an instructor and class exclusive use of the lab and its equipment. This includes the use of the software and instructional aids consisting of an instructor's workstation, white board, and multimedia projector directly connected to the instructor's workstation. Further information is available at:

<http://www.uwo.ca/its/courses/labs.html>

Pricing

- Internal: \$65.00 per session (morning / afternoon)
- Affiliate: \$130.00 per session (morning / afternoon)

Terms and Conditions

Reservations should be made at least two weeks in advance. Internal customers can charge this service to a Western departmental account. Affiliates will be invoiced for these services. The cost of renting the lab is per session where a session is a morning (i.e. 8:30am-12:00n) or an afternoon (i.e. 1:00pm-4:30pm). Inquiries can be emailed to: its-courses@uwo.ca.

There will be an additional charge for installing and testing software if a special setup of the lab is required (at regular "Technical Assistance - Time and Materials" rates). Instructors are responsible for proper software licensing in the lab if they choose to bring in their own software. These arrangements must be made at least two weeks in advance of the scheduled class.

Special service: During the summer a suitable general student lab may have open time available that can be booked for conferences. The terms and conditions are the same as above but the fee per session for this resource is \$250.00.

6. Software Site Licensing

Description

ITS negotiates campus-wide licenses for software, which are available to faculty and staff as outlined on the ITS site licenses web page (see <http://www.uwo.ca/its/sitelicense/>).

Pricing

Prices vary depending on the software and the number of licenses purchased.

7. Scanex Exam/Survey Form Scanning

Description

Two exam formats are supported for scanning: The first is Standard Multiple Choice (180 questions, 5-choice AE) and the second is Extended Multiple Response (45 questions, 20 choice A-T).

The Standard Multiple Choice (180 questions, 5-choice AE) Scantron Form F-13209-UWO can be purchased through Western Office Supplies (see <http://www.uwo.ca/finance/wos/>). The Extended Multiple Response (45 questions, 20 choice A-T) Scantron Form F-13622-UWO is no longer available for purchase.

After the Scantron forms have been read through the optical mark reader (OMR), ITS offers two services for processing SCANEX forms.

7(a) Scanning SCANEX Forms

Description

This scanning service is available at the ITS Administration Office, Support Services Building Room 4300. ITS will scan the forms and create a file which is uploaded to the user's WebCT/OWL secure web location. The client may then process the file using the SCAN-EXAM II software available from Social Science Network and Data Services (see <http://ssnds.uwo.ca/softwaredownloads.html>).

Pricing

This service is provided at no cost to the customer.

7(b) Full-Service SCANEX Examination Marking

Description

This service enhances the basic offering by processing the scanned data to create standard reports and statistics, detailing exam results. Complete details of this service can be obtained by contacting the ITS Administration Office at 519-661-2151.

Pricing

The cost is based on the number of Exam sheets, at \$0.40 / page, with a \$40.00 minimum charge for each exam file processed.

NOTE: There may be additional costs for multiple copies of output or special requirements.

Terms and Conditions

Drop-off and pick-up of this service is at the ITS Administration Office, Support Services Building Room 4300, between the hours of 8:30 a.m. and 4:30 p.m. Monday to Friday.

8. Security Cabling

Description

For equipment that will be in public access areas or at risk of theft, ITS will secure the equipment, which will enable the equipment to be covered under Western's self insurance plan. This service is available to any unit on the Western campus.

Pricing

The cost of securing the equipment is charged at "Time and Materials" support rates:

- Internal: \$65.00 per hour (NOTE: Dedicated rates where applicable)
- Affiliate: \$75.00 per hour

9. Video Conferencing

Description

ITS has a Tandberg Edge 95 (High Definition camera and codec with table microphone) Videoconferencing unit that will connect to similar H323 compliant units over an IP network. The room also features a 65" LCD main display and a 32" LCD secondary display to allow for simultaneous display of a presentation as well as the participants. The room is best suited for small to medium conference groups of between 1–5 people. More information available at: http://www.uwo.ca/its/video_conf/.

Pricing

- Internal and Affiliate customers: \$100.00 per session

Includes use of room and equipment during the conference, conference setup and testing, and stand-by Technical Support.

NOTE:

The Videoconference session should be held between the working hours of the University, 8:30 am to 4:30 pm Monday to Friday. Due to the fact that different time zones may be part of the scenario ITS will try to accommodate sessions outside of these hours but additional charges may apply and will be outlined prior to the booking of the event.

If the remote location uses ISDN telephone lines for Video Conferencing a bridge between the two types of systems would be required. There would be an additional charge for the connection and long distance charges; the total cost would depend on the length and location of the call.

10. Database Hosting

Description

ITS provides a Database environment capable of hosting multiple databases including Microsoft SQL Server, MySQL and Oracle.

SQL Server & MySQL

SQL server and MySQL databases up to 2GB in size are hosted free of charge. Additional database disk space is available.

Pricing

Additional database disk space:

- All customers: \$0.66/GB/month
 (500 MB increments)

Oracle

Requests for hosting Oracle databases can be discussed on an individual basis. Please contact the ITS Help Desk helpdesk@uwo.ca.

Billable ITS Telecommunications Services

ITS offers both data and voice Telecommunications services. The Telecommunications team can customize the services provided to fit the client's needs. Clients may select from the standard services listed below. The Telecommunications team works directly with Faculties and Units to engineer solutions that best suit the client's needs.

1. Installation and Setup of Voice and Data Communications Lines

Description

Telecommunications can organize the installation of telephone or data communications line at the location of the customer's choice. This is the first step in delivering a new voice or data communications service. The client typically will also need to select the appropriate line usage type (see section #2, below, for data line services and section #3 for voice line services available) and, for phone services, the Telephone Set type that is desired (see #4, below).

Pricing

The cost of the line depends on type (voice or data) and whether or not an existing cable is present and can be used to address the client's need. Each line is tested, connected appropriately and activated within the appropriate control systems. The pricing options are outlined below*:

(i) Up to five (5) lines:

<u>Voice or Data</u>	<u>Installation Fee</u>
• Voice/Data, suitable cable present	\$92.00 / line
• Voice/Data, new cable required (Cat 5e)	\$247.00 / line*
• Voice/Data, new cable required (Cat 6)	\$345.00 / line *
• Dark fibre circuit setup	\$288.00 / circuit

(ii) For installations requiring more than five lines, please contact the ITS Helpdesk (x83800) to request a quotation based on your specific requirements.

***NOTE:** Any cable installs requiring special handling due to asbestos in a building will be charged at a Time & Materials rate. If an install falls into this category, the customer will be contacted by a member of our Infrastructure team with an estimated price for the specific install.

Terms and Conditions

ITS warrants the lifetime operation of voice and data communications lines that are installed. ITS maintains and repairs the University's cabling infrastructure and any future problems with installed lines are repaired at no additional expense to the customer. ITS reserves the right to charge installations of wire as time and materials when deemed necessary.

2. Data Communications Line Usage Services

2(a) Serial Data Lines

Description

Data communication lines (Cat 5 wiring) may be installed for a variety of needs such as CHUBB security and cash registers.

Pricing

- Internal and Affiliate:
 - Data Lines connecting two points within a single building: \$3.00 / month
 - Data Lines connecting two points across multiple buildings: \$6.00 / month

2(b) Dark Fibre Optic Communications Lines

Description

For extremely high capacity telecommunications services, fibre optic cable can be installed and maintained

Pricing

- All customers: \$3.00 / meter / year

3. Telephone Line Usage Services and Features

Once the basic line is installed and connected, customers pay for their use of the telecommunications services, as they use them, according to the type of service provided. The functionality of the phone service itself is described as "Line Usage services and features". Some functionality and other requirements could drive the need for different types of "Telephone set" hardware. The Telephone Line usage features are listed below and the Telephone set options are listed in the following section (4).

3(a) Standard Telephone Line Service

Description

The University of Western Ontario has embarked on a significant upgrade to its telecommunications infrastructure. This upgrade has strategically positioned the campus to move towards Voice over Internet Protocol (VoIP).

This transition, when complete, will provide the university with the ability to accommodate continued growth within the infrastructure and take advantage of VoIP applications and services. VoIP technology represents the future of telecommunications infrastructure and service.

During the period of transition, either Digital or VoIP telephone service will be provided, depending on campus location. Both options include local calling services and the provision of standard voicemail services (see 3(c) below)

Pricing

- Internal: \$25.00 / month / line
- Affiliate: \$30.00 / month / line

3(b) Analog Telephone Line Service

Description

Analog lines may be required to support telephone service connectivity for specialized equipment (e.g. fax machines, modems, etc.). Voice mail is not included in the standard Analog telephone line service, but can be added if needed (see 3(c), below). Analog lines may also be "extended" to a second location which shares the telephone line services. Normal installation and setup charges and Telephone Set option charges apply, but the line usage fees are available on the second phone extension at a reduced rate.

Pricing

- Internal: \$27.00 / month / line; Analog Extension: \$6.00 / month / extension
- Affiliate: \$32.00 / month / line; Analog Extension: \$6.00 / month / extension*

* **NOTE:** * Due to the cost of additional equipment required to service off-site locations, Affiliate Pricing will apply to units located outside the main campus.

3(c) Enhanced Voicemail Features

Description

Voicemail is a standard feature that ITS provides with every digital and VoIP line. The standard voicemail box comes with the basic message storage capacity approximately equal to a 60 second greeting and ten 90 second messages.

Additional voicemail capacity (number of messages) or additional greeting time may be purchased to enhance the standard voicemail service offering for any of the available Telephone line types.

Pricing

Some common voicemail enhancements are priced as follows:

- Standard voicemail services for an Analog or additional extensions on an M2616/C7941G phone set \$2.50 / month / line
- Additional message storage capacity (purchased in groups of 10 at 90 seconds per message) \$2.50 / month / group
- Additional greeting message length (purchased in increments of 60 second extensions to standard message length) \$1.00 / month / extension

3(d) Direct In Dialing (DID) Phone Number

Pricing

- For direct access from an off campus phone \$6.00 / month

3(e) Teleconferencing

ITS provides a teleconferencing service that allows users to hold a meeting or conference with two or more people who are located outside the London area using Western's telephone system. The following options are available:

Add Conference feature to your telephone:

Digital Service

- Conference Call functionality is priced according to calling capacity (i.e. the maximum number of callers who can be included in a call) at \$0.25 per caller per month.
- Available calling capacity limits available are: 6 (\$1.50/mo); 10 (\$2.50/mo); 14 (\$3.50/mo); 18 (\$4.50/mo); 22 (\$5.50/mo); 26 (\$6.50/mo); and 30 (\$7.50/mo) callers.
- Instructions for using the Conference feature are found at:
<http://www.uwo.ca/its/telecom/addfeat.html>

VoIP Service

- Six (6) person conference feature is included in basic phone set. See details on how to use this feature at <http://www.uwo.ca/its/telecom/phones/voipFeatures.html#conf>.

Book a Meet-Me-Conference:

- All participants call a telephone number and enter a passcode to join the call. If you want to pay any associate long distance charges, ask for a Toll Free Number. Otherwise, your callers will pay their own long distance charges. If you are on campus, you can dial the associated 5-digit extension.
- Meet-Me-Conferences are priced according to the number of callers at \$20.00 for the first caller and \$5.00 for each additional caller. Any associated long distance is charged at \$0.07 per minute (plus taxes).
- Instructions for using a Meet-Me-Conference are found at:
<http://www.uwo.ca/its/telecom/meet.html>

4. Telephone Set Options

Description

ITS offers several telephone set options in both the Digital or VoIP environments each with a variety of features.

<u>Model</u>	<u>Digital</u>	<u>VoIP</u>
Single Extension	M2008	C7941G
Single Extension (Hands Free)	M2008HF	Hands free included on C7941G
Multiple Extension	M2616	C7961G/C7931G
Add on module	For M2616 (22 buttons)	For C7961G (28 buttons)

Pricing

Below are the monthly fees for the various sets and available options:

<u>Model / Equipment</u>			
Digital	VOIP	Internal Pricing	Affiliate Pricing*
M2008	C7941G	\$2.75 / month	\$3.50 / month
M2008HF	N/A	\$6.00 / month	\$7.50 / month
M2616	C7961G	\$20.00 / month	\$20.00 / month
Add on module for M2616	Add on module for C7961G	\$30.00 / month	\$30.00 / month
Analog Phone set, desk model		\$2.75 / month	\$3.50 / month

* Due to the cost of additional equipment required to service off-site locations, Affiliate Pricing will apply to units located outside the main campus.

NOTES: Headset rental service discontinued effective May 1, 2010

NOTE: There is a service charge of \$20.00 to change the feature programming for the Telephone set buttons. If several phone sets are being changed at the same time, the service charges for the second and subsequent phones are \$5.00 / Telephone Set.

5. Long Distance Rates

Description

ITS negotiates favourable corporate long distance rates from the available service carriers at a cost effective and competitive rate for the University.

Pricing

For long distance calls from Western:

- The cost for calls within Canada and the United States is \$0.06 per minute plus tax;
- For the cost of International calls, current rates are available on the web at <http://www.uwo.ca/its/telecom/cor/int.html>

6. Other Telecommunications Services

Description

ITS offers specialized services to deal with a variety of customer needs. As ITS begins to take advantage of the new technology made possible by the new switch and software we have purchased, there will be more services made available to help with your business needs.

6(a) Enhanced Voicemail Applications

ITS offers menus and autoattendants which provide the ability for a caller to make the selection among several choices to help direct their call. The process is designed by the customer, "Press 1 for..., Press 2 for...". This service is associated with a particular phone number.

Pricing

- Internal and Affiliate: \$2.50 / month, for each voicemail box used.

6(b) Automated Call Distribution (ACD)

An ACD queue can be set up that forwards calls coming in to one number to several different phone sets based on programmable rules. This is used in a Call Center or Support Centre environment where there is a need for multiple phones to deal with the call load.

Pricing

This service costs \$25.00 / month for each ACD queue.

6(c) ACD reporting

Statistical reporting relating to the use of an ACD queue can be provided through the use of 'Switch Expert' software. This software is installed on the user's workstation allowing the user to interactively view current and past activity and manage their own reports.

Pricing

The cost of this service is \$25.00 / month / workstation.

6(d) Paging Interface

ITS can set up a paging interface and connect one or more phones to this interface so that the phone may be used to broadcast a message in a large area.

Pricing

The paging interface costs \$27.00 / month and each phone connected to the interface costs \$1.00 / month.

6(e) External Phone Ringers

If you need the sound of the phone ringing to be heard in a different location (for example the lab next door). There is a fee of \$140.00 for the modified telephone set and external ringer as well as a labour cost at "Time and Materials" rate for the installation.

Pricing

There is an ongoing \$2.00 / month fee for the use and maintenance of this service.

6(f) Consulting and Training

To meet the telephony needs of a diverse Western community, we provide technical assistance, consulting, design and training for all voice applications. This includes re-design of your existing

telephones to accommodate changes caused by renovations and/or reorganization.

An in-house designer is available to provide you with the following applications to enhance your business.

TIME OF DAY APPLICATIONS – move calls automatically from one destination to another destination based on time of day, and/or day of week, and/or date of year.

VOICEMAIL – Automated Attendants, Menu Mailboxes, Information Mailboxes.

AUTOMATIC CALL DISTRIBUTION (ACD) – call queuing applications for call centres.

CALL CENTRE SERVICES – Skills based routing, comprehensive reporting and flexible call handling for call centres.

TRAINING:

An in-house trainer is available to provide individual or group training on all voice applications. These "hands-on" training sessions are conducted at the end-user's workplace or in a lab-setting environment for group sessions.

Training sessions, customized to meet your special needs, are available for:

1. Telephone features
2. Voicemail features – personal mailboxes, menu mailboxes
3. ACD-telephone feature training and application administration at the end-user level for a supervisor.
4. Call Centre-Agent telephone feature training including terminology and affects on the call centre.
5. Call Centre-Supervisor - Real-time display training session
6. Call Centre -Supervisor - Reports training session including creation, use and interpretation.

Pricing

Call Centre design is charged at \$75.00 per hour. Pricing for all other design work and all training is:

- Internal: \$65.00 per hour
- Affiliate: \$75.00 per hour
- External: \$83.00 per hour

ITS Core Services (Non-Billable)

ITS offers a very wide variety of support services that are provided as part of our core mission at Western:

Helpdesk

The ITS Help Desk provides computing assistance for all faculty, staff and students. The Help Desk is the first place to call for troubleshooting, consulting and ITS service dispatch. They can be reached by phone at ext. 83800 or by webform at <http://itshelp.uwo.ca> or you can simply drop in at the counter located right inside the main doors of the Support Services Building

Instructional Technology Support

ITS provides many services for instructors and students. The Instructional Technology Resource Centre (ITRC) (<http://www.uwo.ca/its/itrc>) assists faculty with integrating technology into their instructional offerings. The Public Student Computing Labs offer a resource for scheduling technology-based classes and labs as well as being a student drop-in and print resource. Course management software (WebCT OWL), <http://owl.uwo.ca/> is provided for developing and offering web-based courses. A variety of other tools for conferencing, news and practice exams are also supported. See <http://www.uwo.ca/its/instruct/> for additional information.

Research Support

ITS prepares quotes for grant applications, (e.g. ADF, CFI) which require computing services or resources. These services usually include some or all of the following: programming, application hosting and the purchase cost and set up of computer hardware.

Infrastructure Support

ITS provides support of the main campus backbone cabling and equipment infrastructure (both wired and wireless), which includes usage and security monitoring, maintenance and upgrades. Usage, maintenance and security monitoring is provided through the use of software and applications, as outlined below:

- RAMP software developed by ITS, is a sophisticated tool targeted at system administrators, the help desk, user services and network operations. It uses distributed management of centralized databases and services to improve the overall management and security of the campus network. The key feature is the delegation of authority to local administrators to manage and control their assigned views of the network.
- The Central Western Windows Active Directory houses "userids" in the same format as the Western Personal Account for all Western faculty, staff and students. This Active Directory provides a central method of authentication and access control to Windows resources.
- A Windows Server Update Service is provided by ITS. Any corporate or research windows desktop can be configured to automatically receive updates from this service. This offers an effective and quick way to ensure that desktops and Microsoft applications (such Office) are up to date.
- ITS also provides antivirus software from Trend Micro for Western desktops and servers that are covered under our license agreement. This agreement was negotiated to include the University of Western Ontario and affiliated University Colleges.

- Western ROAMS (Remote Office Access Management System) is a client-less Virtual Private Network solution which allows secure remote access to internal UWO resources including Desktops, File systems, and Applications based on pre-defined access policies.

Major Servers and Services

ITS provides and supports servers and software that offer corporate applications and databases, LDAP directory, IMAP and POP mail, mailing lists, DNS services, and DHCP. The corporate web service provides all official units at Western with 250 MB of disk space and top level entry in the Western web search engine. (Additional Web disk space is available for a fee. See the "Billable ITS Services that may be used as needed" section.)

Personal Computing Account with E-mail, Web and Calendar

All members of the Western community are provided with a free personal computer account (also known as the Western ID) which includes, email, personal calendar and web publishing.

Other Services

ITS provides general consulting, documentation in the form of How-Do-I's, access to software available under centrally funded site license arrangements and other helpful services. For more information about ITS services, please visit the web site at <http://www.uwo.ca/its/>.

Appendix A: ITS Rate Summary

APPENDIX A: ITS RATE SUMMARY	Internal	Affiliate	External	Comments
<u>ITS Service Agreement:</u>				
1. TECHNICAL ASSISTANCE – DEDICATED TECHNICAL SUPPORT PERSON	*\$48/hr	*\$58/hr	n/a	min. 1 day/week (some volume discounts) *Pricing increase effective May 1, 2010
2. ACCESS TO ITS CENTRAL FILE SERVER				
2(a) WORKSTATION APPLICATIONS AND FILE SHARING	\$6/ws/mth	\$10/ws/mth	n/a	
2(b) PRINT SHARING ONLY SERVICE	\$1/printer/mth	\$2/printer/mth	n/a	
2(c) ADDITIONAL DISK SPACE RENTAL ON CLUSTER	\$0.66/GB/mth	\$0.66/GB/mth	n/a	
3. ACCESS TO THE ITS GENERAL STUDENT LAB SERVER	\$10/node/mth	\$12/node/mth	n/a	
Printing from Student Computing Labs	\$0.09/page	n/a	n/a	Graphics Services copycard
4. WESTERN DOMAIN AUTHENTICATION	\$15 one time	\$15 one time	n/a	
5. NETWORK ACCESS				
5(a) AFFILIATE WORKSTATION CONNECTIVITY	n/a	\$5/ws/mth	n/a	
5(b) REZNET STUDENT ROOM CONNECTIONS	variable	variable	n/a	contact Reznet for information
5(c) WIRELESS ACCESS POINTS	n/a	Purchase + T&M	n/a	
6. CENTRAL BACKUP/RECOVERY SERVICES				
BASIC SERVICE - 2 MONTHS RETENTION	\$0.15/GB/mth min. \$15/svr/mth	\$0.25/GB/mth min. \$20svr/mth	\$0.25/GB/mth min. \$20svr/mth	
7. HOSTING DOMAIN NAME AND WEB SERVICES				
7(a) DOMAIN AND DNS HOSTING	no charge	no charge	n/a	Assistance avail. @T&M
7(b) WEB SITE HOSTING	setup: \$150+ maint: 100/yr	setup: \$150+ maint: 100/yr	n/a	
7(c) WEB SITE STATISTICS	setup: \$150+ maint: \$100/yr	setup: \$150+ maint: \$100/yr	n/a n/a	
8. SERVER HOSTING AND MAINTENANCE				
8(a) HOSTING A COMPUTER IN THE ITS DATA CENTRE	setup: \$300/svr	setup: \$300/svr	n/a	
8(b) HOSTED SERVER CONFIGURATION MAINTENANCE	maint: T&M Minimums apply	maint: T&M Minimums apply	n/a	waived for Ded. Support
8(c) HOSTED APPLICATIONS VIRTUAL MACHINE	maint: \$75/mth addn'l disk: \$0.66/GB/mth	setup: \$100 + maint \$75/mth addn'l disk: \$0.66/GB/mth	n/a	10 GB disk space included. NOTE: Price may change with specific requirements. Quote to be prepared for each request. Setup fees at T&M rates may also apply.

APPENDIX A: ITS RATE SUMMARY	Internal	Affiliate	External	Comments
9. SECURITY CAMERAS INSTALLATION & IMAGE HOSTING	Camera network install & Client side config (T&M) +	Camera network install & Client side config (T&M) + \$10/camera/mth	n/a	Client side configuration charges waived for Dedicated Support Departments Ancillary units, same charge as Affiliate
10. WIKI HOSTING	\$15/wiki space/mth addn'l disk: \$0.66/GB/mth	\$15/wiki space/mth addn'l disk: \$0.66/GB/mth	n/a	Includes 2 GB disk space
11. NOTIFYLINK	1-5 installs: \$135/install 6-20 installs: \$101.25/install for setup (25% discount) 21+ installs: \$67.50/install for setup (50% discount) + All installs: \$2.25/month	1-5 installs: \$135/install 6-20 installs: \$101.25/install for setup (25% discount) 21+ installs: \$67.50/install for setup (50% discount) ; + All installs: \$2.25/month	n/a	
12. Trend Antivirus	No Charge	\$6/wkstn/year	n/a	

APPENDIX A: ITS RATE SUMMARY	Internal	Affiliate	External	Comments
<u>ITS "As Needed" Services:</u>				
1. TECHNICAL ASSISTANCE - TIME AND MATERIALS	\$65/hr	\$75/hr	\$83/hr	
2. WEB SERVICES				
2(a) WEB SITE DESIGN AND DEVELOPMENT	\$65/hr	\$75/hr	n/a	basic design with scripting
2(b) WEB APPLICATION DEVELOPMENT	\$75/hr	\$75/hr	n/a	
2(c) e-COMMERCE SOLUTIONS/CREDIT AUTHORIZATION & PAYMENT				
SIMPLE PsiGate COMMUNICATION SETUP	\$249/yr + \$0.25/trans	\$249/yr + \$0.25/trans	n/a	Fees paid to PsiGate
FULL PROGRAMMING & HOSTING OF APPLICATION	\$75/hr for dev + PsiGate fees	\$75/hr for dev + PsiGate fees	n/a	Hosting fees apply if application run on ITS server
e-COMMERCE STUB	PsiGate fees only (see above)	PsiGate fees only (see above)	n/a	PsiGate fees only (see above)
3. ADDITIONAL EMAIL QUOTA	\$0.66/GB/mth	\$0.66/GB/mth	n/a	Default quota: Faculty/Staff: 250 MB Students: 50 MB
4. ADDITIONAL WEB SPACE	\$0.66/GB/mth	\$0.66/GB/mth	n/a	Default quota: 250 MB
5. ITS COMPUTER TRAINING LAB RENTAL	\$65/session	\$130/session	\$600/day	GenLab Rental – pls call for info
6. SOFTWARE SITE LICENSING	variable	variable	n/a	www.uwo.ca/its/sitelicense/
7. SCANEX EXAM/SURVEY FORM SCANNING				
7(a) SCANNING SCANEX FORMS	no charge	no charge	n/a	
7(b) FULL-SERVICE SCANEX EXAMINATION MARKING	\$0.40/pg	\$0.40/pg	n/a	min. \$40/exam
8. SECURITY CABLING	65/hr	\$75/hr	n/a	Dedicated rates where applicable
9. VIDEO CONFERENCING	\$100/session	\$100/session	n/a	Possible additional usage charges
10. SQL DATABASE HOSTING	up to 2 GB of disk Space: n/c addn'l disk: \$0.66/GB/mth	up to 2 GB of disk Space: n/c addn'l disk: \$0.66/GB/mth	n/a	

APPENDIX A: ITS RATE SUMMARY	Internal	Affiliate	External	Comments
<u>Billable ITS Telecommunications Services:</u>				Note: Affiliate pricing applicable to off site units for all set and line options
1. INSTALLATION AND SETUP OF VOICE AND DATA COMMUNICATIONS LINES				
(i) FIVE (5) LINES OR FEWER* Voice/Data, new cable required (Cat 5e) Voice/Data, suitable cable present (Cat 5e/6) Voice/Data, new cable required (Cat 6) Dark fibre circuit setup	\$247/line \$92/line \$345/line \$288/line	\$247/line \$92/line \$345/line \$288/line	n/a n/a n/a n/a	* for installs involving asbestos, Time & Materials rates will apply
(ii) GREATER THAN FIVE (5) LINES*	Contact ITS for quote	Contact ITS for quote		Helpdesk x83800
2. DATA COMMUNICATIONS LINE USAGE SERVICES				
2(a) SERIAL DATA LINES				
Intra-building	\$3/mth	\$3/mth	n/a	See Services Document for description
Inter-building	\$6/mth	\$6/mth	n/a	See Services Document for description
2(b) DARK FIBRE OPTIC COMMUNICATIONS LINES	\$3/meter/yr	\$5/meter/yr	n/a	
3. TELEPHONE LINE USAGE SERVICES AND FEATURES				
3(a) STANDARD TELEPHONE LINE SERVICE	\$25/mo/line	\$30/mo/line	n/a	
3(b) ANALOG TELEPHONE LINE SERVICE	\$27/mo/line	\$32/mo/line	n/a	
ANALOG EXTENSION	\$6/mth	\$6/mth	n/a	
3(c) ENHANCED VOICE MAIL FEATURES				
Standard voicemail services for analog lines or addn'l extensions	\$2.50/mth/line	\$2.50/mth/line	n/a	
Addn'l voicemail message storage capacity	\$2.50/mth/group	\$2.50/mth/group	n/a	
Add'n'l voicemail greeting message length	\$1/mth/extension	\$1/mth/extension	n/a	
3(d) DIRECT IN DIALING (DID)	\$6/mth	\$6/mth	n/a	
3(e) TELECONFERENCING	variable based on service requested	variable based on service requested	n/a	see details in Services Document
4. TELEPHONE SET OPTIONS	\$20/change	\$20/change	n/a	\$5/addn'l charge
M2008/C7941G (8 button set)	\$2.75/mth	\$3.50/mth	n/a	
M2008HF (8 button set, hands free)	\$6/mth	\$7.50/mth	n/a	
M2616/C7961G (16 button set)	\$20/mth	\$20/mth	n/a	
Add on module for M2616	\$30/mth	\$30/mth	n/a	
Analog phone set, desk model	\$2.75/mth	\$3.50/mth	n/a	

<i>(cont.) Billable ITS Telecommunications Services:</i>	Internal	Affiliate	External	Comments
5. LONG DISTANCE RATES	variable	variable	n/a	/its/telecom/cor/int.html
6. OTHER TELECOM SERVICES				
6(a) ENHANCED VOICEMAIL APPLICATIONS	\$2.50/mth	\$2.50/mth	n/a	
6(b) AUTOMATED CALL DISTRIBUTION (ACD)	\$25/mo/ph	\$25/mo/ph	n/a	For each ACD queue
6(c) ACD REPORTING	\$25/mo/ws	\$25/mo/ws	n/a	on user's workstation
6(d) PAGING INTERFACE	interface: \$27 + \$1/mth/phone	interface: \$27 + \$1/mth/phone	n/a	
6(e) EXTERNAL PHONE RINGERS	setup: \$140 +\$2/mth	Setup: \$140 \$2/mth	n/a	+ Installation charges
6(f) CONSULTING AND TRAINING	*\$65/hr	*\$75/hr	*\$83/hr	Symposium Design: \$75/hr

APPENDIX A: ITS RATE SUMMARY	Internal	Affiliate	External	Comments
<i>ITS Core Services (Non-Billable):</i>				
CUSTOMER SUPPORT CENTRE (Help Desk)	no charge	no charge	n/a	
INSTRUCTIONAL TECHNOLOGY SUPPORT	no charge	no charge	n/a	
RESEARCH SUPPORT	no charge	no charge	n/a	
INFRASTRUCTURE SUPPORT	no charge	no charge	n/a	
MAJOR SERVERS AND SERVICES	no charge	no charge	n/a	
PERSONAL COMPUTING ACCOUNT WITH EMAIL, WEB AND CALENDAR	no charge	no charge	n/a	
REMOTE ACCESS	no charge	no charge	n/a	
OTHER SERVICES	no charge	no charge	n/a	