

January 10, 2011

# Rate Sheet

## Ongoing Support for Departmental Systems and Services

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iCIT supports and departments fund the following:

- Physical or virtual server administration, security configuration and patching, operating system updates
- Database maintenance (SQL and Oracle)
- System upgrades scheduled with the vendor
- Web and PeopleSoft application maintenance
- Web site content management
- Troubleshooting and problem resolution
- Storage management

*Rates are effective Jan. 1, 2011. This information is provided as part of Service Level Agreements between iCIT and specific departments and does not include hosting charges. Charge per hour based on an annual salary over 1,300 hours. Rate ranges are dependent on level of expertise required.*

Description of Service	Work Unit	Charge per hour	Annual Charge
Web site content management	Web	\$40	
Application support and maintenance	Web	50	
Uniprint maintenance, upgrades, troubleshooting or resolution of billing problems	Workstation	40	
Workstation maintenance or troubleshooting (for specific department systems)	Workstation	50	
Database maintenance (SQL and Oracle)	AIS		\$100
System interface development and maintenance	AIS	55	
Server administration and maintenance	NOC	45 - 62	
Information Security consultation, review, audit, and assessment (incident management)	NOC	75	
Access and authentication management for department systems	NOC	65	
Storage management	NOC	45	