



Ongoing Support for Departmental Systems and Services

Description of Service	Work Unit	Charge per Hour	Annual Charge
Database Maintenance (SQL and Oracle)	AIS		\$100.00
System interface development and maintenance	AIS	\$70.00	
Project Management	AIS	\$75.00	
Business Analysis	AIS	\$65.00	
AV Installation/Support	AV	\$50.00	
AV Programming	AV	\$65.00	
Badging - Creation and distribution for grant-funded and for-profit projects.	LTC	\$32.00	
Instructional Design - in grant-funded and for-profit projects, as well as for work outside the scope of LTC.	LTC	\$44.00	
Learning Management System (LMS) Set-Up, Integrations, and Instructional Technology Consultation for those in grant-funded and for-profit projects for use in the MOOC instance, setting up the payment portal, or related instructional technologies.	LTC	\$38.00	
Learning Technology Research - Consultation for grant-funded and for-profit projects.	LTC	\$44.00	
Media (non-instructional use) - On Location event / presentation recordings for non-course related material at UW-Whitewater	LTC	\$30.00	
Media (non-instructional use) - Studio Use for non-course related material at UW-Whitewater	LTC	\$15.00	
Technology Training – Regarding campus-supported tools used externally in grant-funded or for-profit projects.	LTC	\$32.00	
Access and authentication management for department systems	NOC	\$65.00	
Information security consultation, review, audit and assessment (incident management)	NOC	\$75.00	
Network Architect	NOC	\$75.00	
Network Engineering (switches)	NOC	\$60.00	
Network Operations	NOC	\$40.00	
Server administration and maintenance	NOC	\$55.00	
Storage Management	NOC	\$45.00	
Technology Architect Consultation	NOC	\$75.00	
Application support and maintenance	Web	\$50.00	
Website Content Management	Web	\$40.00	

PaperCut Consultation	UET	\$50.00	
Workstation maintenance or troubleshooting (for specific department systems)	UET	\$50.00	

The following ICIT services are funded by departments:

- 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 May 1, 2020. This information is provided as part of Service Level Agreements between ICIT and specific departments and does not include hosting charges. Charge per hour is based on an annual salary over 1,300 hours.