### AHC-IS FY06 Technical Support Costs

**Policy No.:** 3002  
**Approval Date:** June 6, 2006, EMD  
**Pages:** 2

**Subject:** AHC-IS FY06 Technical Support Costs  
**Applicable to:** AHC-IS  
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**Date:** 6/30/06

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| **1.0** | **Full Support, Secured Workstation**  
- On-site support for all technical needs.  
- Access to AHC-IS help line – 7:30 – 5:00, M – F.  
- Ordering and installation of computer hardware / software.  
- Warranty tracking and support on all purchased hardware.  
- Support for handheld devices with Palm OS or Windows (Pocket PC) OS.  
- OS/software upgrades as necessary.  
- Centrally-managed anti-virus protection software.  
- Centrally-managed patch management software.  
- Security profile installed on each workstation.  
- Minimum 500 MB of disk storage per login on AHC-IS secured Novell server.  
- Additional disk space is available at no charge.  
- Loaner workstations provided when needed.  
- Advice on hardware replacement strategies.  
- Inventory reports, help line reports available upon request.  
- Loaner workstations provided when needed.  
- Secure recycling - ensuring data is totally deleted. | **$550 per machine / year** |
| **2.00** | **Additional Supported Workstation**  
- For a staff or faculty who already has one computer supported at the Full Support level. A second computer (if it is assigned solely to the identified user covered by Full Support) will be supported at this reduced fee. **Not intended for lab machines or any single computer used by multiple people** (i.e. kiosk computers, hallway computers, conference room computers, etc.). AHC-IS will make the determination if the computer meets Additional Support or Full Support criteria.  
- All services listed under option 1.00. | Computers currently listed as Additional will be grandfathered in at lower rate for FY07. No new “Additional” support devices will be added. |
| **3.0** | **Home Workstation / Non-University Owned Remote Secured Workstation/AHC-IS VPN**  
- For users who require remote access to AHC-IS servers.  
- Access from a University-purchased laptop or a personal “home” machine.  
- Must be authorized by the department / college.  
- Must be used only by the University faculty / staff person currently supported under Item 1 above.  
- Refer to policy AHC Policy #3010 | No additional charge to AHC-IS customers |

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