

# Technology Recharge Fee Frequently Asked Questions (FAQs)

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## Rates

### How much is the FY 2012 Technology Recharge Fee? How much is dial tone?

- The technology recharge fee for fiscal year (FY) 2012 remains unchanged and is:
  - **\$52.68 per month** per capita for all academic and administrative units
  - **\$53.43 per month** per capita for the Medical Centers (in addition to a separate service-level agreement for network and telecommunications services)
- At the same time the dial tone rate will decrease to **\$4.05 per month** (down from \$6.18 per month in FY 2011 and \$25.80 per month in FY 2010).

### What is the invoicing schedule? How will I be invoiced?

- **Each May:**  
UW Information Technology will send unit administrators a template, which may be used to allocate charges to the appropriate budget numbers.
- **Each July:**  
UW Information Technology will charge budgets for the technology recharge fee via an Internal Sales Document (Technology Services and Equipment Billing).
  - The charge will appear as a service order, charging object code 03-09-00
  - In the [ROME Technology Services and Equipment Bill Viewer](#) the Technology Recharge Fee will show under the Non-Recurring Charges tab/section.
  - The description field on the Technology Services & Equipment Bill will show the quantity of headcount @ rate (monthly billing \$52.68, quarterly \$158.04).
- **Monthly or quarterly invoice frequency:**  
An organization may choose either monthly or quarterly billing (but not a mix). If you choose quarterly billing, the charge will occur during the first month of each quarter—July, October, January, and April.

### How frequently will UW Information Technology revise rates? How much warning will we have when rates change?

- Rates will be reviewed annually, published each spring, and effective the following July.

## **I purchase other services from UW Information Technology (e.g., computer repair, Nebula, etc). Will there be changes in those rates?**

- UW Information Technology provides dozens of services on a fee-per-usage basis. Examples include Managed Desktops (Nebula), pagers, long distance, database consulting, and videoconferencing. These service areas are self-sustaining and need to recover all costs associated with providing the service to the UW community. Rates for each of the self-sustaining services are reviewed by Management Accounting & Analysis to ensure compliance with University and Federal requirements. They are published each spring, and effective the following July.

## **Finances**

### **How does UW Information Technology use its centrally allocated General and Designated Operating Funds?**

- The General and Designated Operating funds go directly to supporting basic services for campus. The Technology Recharge Fee supplements those resources.

### **How do centrally mandated budget reductions impact the Technology Recharge Fee?**

- Budget reductions are implemented by reducing costs. They are not passed on to campus as an increase to the Technology Recharge Fee.

## **Per Capita Count**

### **Who is included in the per-capita count?**

- The per-capita count includes all salaried employees whether full- or part-time and regardless of job responsibilities or location. Excluded are Graduate Students, hourly, and student hourly employees.

### **Why does the Technology Recharge Fee apply to my staff using little or no technology?**

- Although some employees appear to use little or no technology, they have access to all of the services and benefits of the per-capita bundle, including payroll, other administrative systems, UW NetIDs for access to resources such as Employee Self-Service (ESS), email or email forwarding, and UW Directory information. In addition, mobile devices and other forms of technology are becoming more prevalent and used by increasing numbers of employees in the field. Furthermore, everyone benefits from

security efforts to protect our personally-identifiable information, and from emergency notification systems.

- The services in the bundle were included because they are available to everyone employed by the UW; they are used by all, or almost all.
- When a two-tier rate structure was investigated, and we looked at the experiences of other universities, most who started with a more complex rate structure abandoned it once it became clear that the cost of maintaining it did not warrant the increased delineation. The difficulties around defining and identifying individuals who use less technology, as well as the complexity of implementing such a system, would add significant overhead and cost.

### **Why does the Technology Recharge Fee apply to faculty and staff who are located off campus?**

- Faculty and staff located off campus benefit from technology services in the Technology Recharge Fee, including, for example, UW NetIDs, email and email forwarding, antivirus software, security, payroll, and other administrative systems. In addition, off-campus facilities often require significant effort to establish and support the communications infrastructure.
- Even if a case could be made that faculty and staff off campus use a different level of basic services (and in some cases, that level of service may be higher), University systems have no way to track location to identify these off-campus faculty and staff. As with the idea of a differential rate for individuals who use less technology, the number of exceptions from every college, school, and administrative unit would add complexity and cost to the system. In the end, the oversight committee recommended the use of all salaried employees for the per-capita rate as the best proxy for the amount of basic technology used by each unit.

### **Why aren't students included in the per-capita count?**

- Students are not included in the per-capita counts since the University is unable to assess new fees to students at this time. The existing state funding and tuition paid by students, which UW Information Technology receives in the form of General Operating Funds, is being applied to student costs associated with per-capita charges.

### **Will my per-capita count change each quarter?**

- No. The per-capita count is a static count. It is based on a four-quarter average of the previous fiscal year. The per-capita count for the FY 2012 rate was taken on August 15, 2010; November 15, 2010; February 15, 2011, and April 15, 2011. The per-capita count for the FY 2013 rate will be taken on a quarterly basis in the fiscal year 2012.

- As a result of the timing, your per-capita count may include employees who have separated from your unit, and not include new employees who have recently joined your unit. This is a result of our need to obtain a static count in which to calculate the rate.

## **Services**

### **How will you ensure UW Information Technology is providing the services the University wants, and doing so in the most efficient way possible?**

- A comprehensive review of the FY 2011 Technology Recharge Fee was recently completed by an oversight committee chartered by the Provost and included representatives from academic and administrative units across the University. The committee performed an evaluation of the fee level, methodology, process, and services included in the bundle. Throughout this process, the committee was mindful of the economic challenges facing the University.

### **How are phone rates impacted by the Technology Recharge Fee?**

- The fixed cost components of the telephone infrastructure that support the entire University are included in the basic bundle of services supported by the Technology Recharge Fee. This includes the labor and investments needed to support the infrastructure that provides service on each of the campuses, including all emergency phones. The variable cost component of providing a phone to any specific location will be provided on a self-sustaining basis. These are the direct costs of actually placing a phone on a desk. The charge for each specific phone/dial tone will be \$4.05 per month, plus the cost of the phone equipment (which varies depending on phone set type). Thus, the net impact to a current phone user will be to reduce the current phone rate from \$6.18 to \$4.05.

### **Is Voice Mail included?**

- Yes, voice mail is included in the current phone rate for dial tone and will continue to be covered in the new lower rate.
- You will continue to pay separately for phone set equipment—with a variable rate depending on the specific phone set you use.

## **Are there any limitations to any of the UW Information Technology services?**

- Yes, there are some limitations on service levels. For example, the basic bundle covers the existing infrastructure for the wired and Wi-Fi network connectivity and is limited to an average of two network ports per capita; it does not include moves, additions, or changes. Basic email includes one email account per capita, and each person is also limited to one personal UW NetID. Details on service limits are available in “FY 2012—Basic Services” at [www.washington.edu/uwit/reports/FY2012BasicServices.pdf](http://www.washington.edu/uwit/reports/FY2012BasicServices.pdf)

## **Can I expect to have access to Wi-Fi as a basic service?**

- Access is limited to the current Wi-Fi infrastructure and coverage. The Technology Recharge Fee includes funding that will enable UW Information Technology to expand coverage over time.

## **Is Exchange email included in the bundle of services funded by the Technology Recharge Fee?**

- Currently the UW Exchange email service is a for-fee service and not part of the basic service bundle, so departments that have elected to use UW Exchange are recharged separately.
- UW Information Technology is working diligently with Microsoft to provide more cost-effective solutions for UW's Microsoft users. For faculty and staff interested in basic Microsoft email and calendaring, the UW Windows Live Service, a UW branded cloud service provided by Microsoft, is available as part of the basic service bundle. For those needing more complete Exchange and SharePoint services, we expect lower-priced options to be available in the future. Once details are known, UW Information Technology will work with the oversight group to determine whether a portion of the technology recharge fee should be reallocated to subsidize the more advanced Microsoft offerings, or whether those should continue to be funded on a recharge basis.

## **If I use a cell phone... What benefits do I receive from the Technology Recharge Fee?**

- Although it may seem as if cell phone users don't benefit from the telephone infrastructure and cellular/wireless services in the Technology Recharge Fee, they do receive benefits in a number of ways.
  - They likely benefit from work UW Information Technology completed with vendors to dramatically improve cellular coverage on the Seattle campus and from negotiated lower cell phone rates for faculty, staff, and students who use AT&T and T-Mobile.

- Some individuals also use the wireless network or check their email with their phones, both of which are services supported by the Technology Recharge Fee.
- If cell phone users place a call to a University phone number (or if they ever need to use emergency, elevator, or courtesy phones while on campus), they are using the telephone infrastructure supported by the rates.
- It is important to remember that the Technology Recharge Fee is for a bundle of basic services that is available to all individuals on campus. In addition to benefiting from the University's telephone, cellular, and wireless infrastructure, cell phone users also have access to, and benefit from, the rest of the service bundle, including email, administrative systems, accessibility services, the data network, directory services, and antivirus software.

## **Grants and Contracts**

### **Can the Technology Recharge Fee be charged directly to grants and contracts?**

- The Technology Recharge Fee cannot be charged directly to federal (or federal flow-through) grants or contracts, but it can be charged to non-federal grants or contracts if the sponsor does not specifically disapprove the cost in the award or in other notices it gives to the University.

### **Can UW-IT services paid on a fee-per-usage basis (e.g., database consulting, videoconferencing) be charged directly to a sponsored project?**

- Yes, if they directly benefit the sponsored project.

## **Recharge Centers**

### **Can the Technology Recharge Fee be charged to UW recharge and cost centers?**

- Yes, the Technology Recharge Fee can be charged to approved UW recharge and cost centers. The charge should be proportionate to salary, i.e., if 50% of a faculty or staff member's salary is charged to a recharge or cost center, 50% of their Technology Recharge Fee can be charged to the recharge or cost center.