

# Updates to ITS Service Rates

The following is a short summary of rate changes for the fiscal year:

- Laptop rates were lowered to match desktop rates
- No increases in research pricing
- Virtual Desktop (VDI) options have been simplified to locked (for kiosks and exam rooms) or open (not managed by ITS). In FY18, we plan to introduce a cheaper or free basic version.
- No increases in storage and server fees
- Lowered all telecommunications rates from \$636 to \$600 (includes desk phones, eFax, and conferencing)
- Call recording is a new charge due to licensing fees required by our vendor, Avaya. However, our ACD Queue Upgrade fee includes call recording.
- Zoom will be offered for free, replacing WebEx for online web conferencing
- ITS offers Conference Room support services now includes every tagged device in the room, plus tech support, for one fee
- Registering domain names using "weill.cornell.edu" is now free
- SSL Certificates are now free

## About Us

The Information Technologies & Services (ITS) department provides comprehensive IT infrastructure and service to support education, research, and clinical care. Please contact us for IT assistance:

### Phone Support

212-746-4878 (6-GURU)  
*Monday-Friday from 7 am - 7 pm*

### Walk-In Support

SMARTDesk@1300  
1300 York Avenue  
*Mon-Fri from 9 am - 6 pm*  
*Saturdays from 10 am - 6 pm*  
*Sundays from 12 pm - 8 pm*

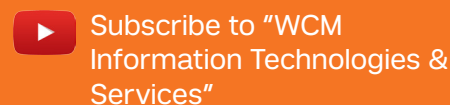
SMARTDesk@575  
575 Lexington Avenue, 3rd Floor  
*Mon-Fri from 9 am - 5 pm*

### Online Support

myhelpdesk.med.cornell.edu  
or support@med.cornell.edu  
*Send tickets & questions 24/7*

### Website

its.weill.cornell.edu



**Weill Cornell  
Medicine**  
Information Technologies  
& Services



## FY18 Service Rates

**Pricing for commonly-used  
devices at WCM effective July 1**

**its.weill.cornell.edu**

# Important Info

## Standard Devices

ITS has selected a variety of devices that meet our rigorous security standards, and are compatible with the many services and applications we offer. These are known as standard devices, which are pre-loaded with our approved operating system and applications (visit our website under **Services > Devices** for more info).

Devices that fall outside of this category are non-standard and cost more to support a year due to issues such as incompatibility with our services. We continuously evaluate new devices throughout the year; we highly recommend contacting the Service Desk to confirm whether a device you are interested in purchasing is standard.

## Research Pricing

ITS is pleased to provide discounted pricing to researchers. To qualify, your work must be funded by a grant during FY2018 (e.g., Principal Investigators). Contact [liaisons@med.cornell.edu](mailto:liaisons@med.cornell.edu) if you have questions about whether you qualify.

## Locked & Open Devices

Locked and open devices refer to the level of customization on a computer. Both types are minimally managed to ensure installation of security updates. Locked devices are centrally managed and prevent a user from installing applications. Open devices allow users to install applications.

# Service Rates

These are the FY2018 rates for our most commonly-used devices on campus. Costs and fees for all of our services are listed on the ITS website in each service entry. Non-standard devices are subject to a support consultation fee of \$100 per hour. Connect charges are one-time fees; **asterisked (\*) fees are \$150 minimum, \$100 per hour after the first hour.**

## Desktops & Laptops

Device Type	Annual Rate	Connect Charge
Standard Locked	\$395	\$100 <sup>†</sup>
Standard Open	\$465	\$100 <sup>†</sup>
Non-Standard	\$550	\$150*
Research	\$350	Free

<sup>†</sup> New and replacement connect fees are waived for pre-imaged, standard Dell Models ordered through WBG.

## Printers

Device Type	Annual Rate	Connect Charge
Standard	\$220	\$100
Non-Standard	\$220	\$150*
Research	\$150	Free

## Desk Phones

Device Type	Annual Rate	Connect Charge
IP Desk Phone	\$600	\$850
Phone Expansion Module	---	\$100
Speaker-Only Conference Phone	\$600	\$1,300
ACD Queue Upgrade	\$120	\$950

Visit [phones.med.cornell.edu](http://phones.med.cornell.edu) for full fee list.

## Virtual Desktops (VDI)

Device Type	Annual Rate	Connect Charge
Basic	TBD	TBD
Locked	\$400	\$100
Open	\$700	\$100

ITS plans to introduce a cheaper or free Basic VDI in FY18.

## Mobile Devices

Employees can now tag their smartphones to access campus Wi-Fi for free.

All mobile devices requiring access to WCM services must be encrypted with MobileIron, passcode lock, cell phone carrier activation, and an ITS tag. This can be done at our SMARTDesk in the library or 575 Lexington.

Device Type	Annual Rate	Connect Charge
Employee Smartphone with Secure Wi-Fi Access	Free	Free
Non-employee Smartphone with Secure Wi-Fi Access	\$295	\$100
Standard Tablet with Secure Wi-Fi Access	\$395	\$100
Standard Tablet with WCM Email Only	Free	Free
Non-Standard Tablet with Secure Wi-Fi Access	\$550	\$150

## ITS Pre-Screened Devices

Device Type	Annual Rate	Connect Charge
Non-standard facility, medical & security devices (scopes, cameras, door access panels, etc.)	\$395	\$150*

Initial security review and approval is \$135 per hour.

View our full pricing guide at <http://bit.ly/fy18rates>.