

# Updates to ITS Service Rates

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

- Under the current budget conditions ITS wants to do its part to support the mission of the college and the departments we serve. FY19 rate increases are around 2%, smaller than in previous years. In several areas we decreased or maintained the rate.
- Non-employee smartphones can now connect to the WCM wi-fi network with no connection fee and no additional annual fee.
- **Researchers:** Desktop/laptop/printer rates remain the same for FY19. ITS is lowering the rate for network-connected instruments and devices from \$350/year to \$150/year.
- Need a website for your lab? ITS offers officially-branded websites for WCM research labs at no additional fee for a professional, polished online presence.
- Application development fees lowered from \$120/hr to \$115/hr.
- Project management fees lowered from \$120/hr to \$108/hr.

## 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 (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](http://myhelpdesk.med.cornell.edu)

or [support@med.cornell.edu](mailto:support@med.cornell.edu)

*Send tickets & questions 24/7*

### Website

[its.weill.cornell.edu](http://its.weill.cornell.edu)



@wcmits



[youtube.com/wcmits](https://youtube.com/wcmits)



**Weill Cornell  
Medicine**

Information Technologies  
& Services



## FY19 Service Rates

Pricing for commonly-used  
devices at WCM

[its.weill.cornell.edu](http://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 our services. 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 each year.

## ITS Security-Certified Instrument

ITS is offering a new discounted rate for medical, scientific or facility instruments on the network that are certified by ITS Security. To see if you qualify for this rate contact [support@med.cornell.edu](mailto:support@med.cornell.edu).

## Research Pricing

ITS is pleased to provide discounted pricing to researchers. To qualify, your work must be funded by a grant during FY2019 (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 refers to whether a device is managed by an administrator. Locked devices are managed for extra security, preventing a user from downloading applications. Open devices allow users to install applications.

# Service Rates

These are the FY2019 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	\$400	\$100†
Standard Open	\$475	\$100†
Non-Standard	\$540	\$150*
Research	\$350	Free

† 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.

View our full pricing guide at <http://bit.ly/fy19rates>

## 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	Free	Free
Standard Tablet with Secure Wi-Fi Access	\$400	\$100
Standard Tablet with WCM email only	Free	Free
Non-Standard Tablet with Secure Wi-Fi Access	\$540	\$150

## ITS Pre-Screened Devices

Device Type	Annual Rate	Connect Charge
Non-standard facility, medical & security devices (scopes, cameras, door access panels, etc.)	\$380	\$150*

Initial security review and approval of a model is \$135 per hour for the first device of that model type.