

## Contract for Services from the Computer Science and Engineering Department FY10

For the period July 1 2009 - June 30, 2010 the Department of Computer Science and Engineering will provide for the Institute of Technology the management of the IT instructional laboratories. This agreement covers the management of the following laboratories: EE/CS 2-170, EE.CS 2-172, EE/CS 3-170, EE/CS 4-250, ME 302, ME 308, ME 314, Lind Hall 24, and the U of M Rochester lab. IT will pay 50% of the salary of one manager, six FTE systems staff members, and 64.44% of 15 students (15 hours per week each) as outlined in following spreadsheet. IT will also pay \$5000 for staff training / continuing education. The Department of Computer Science will match this amount. The role of the student employees is to provide the help-line support and in-the-lab consulting and management.

Manager plus 6 FTE Systems Staff Members	\$631,146.37
64.44% of 15 students @ \$14/Hr, 15 Hr/week	\$105,560.00
Staff Continuing Education	<u>\$5,000.00</u>
 Total	 \$741,706.37

These figures represent an estimated 0% increase in salary for each full-time employee, but the exact amount of the increase is unknown at this time. It also represents a fringe benefit rate of 37.0% for Civil Service and 32.3% for P&A.

### Services Provided

#### PHYSICAL SECURITY

Provide an operating environment with smoke and heat detectors, and sprinkler systems to control any damage to Sun and Dell servers from fire. Keep servers on 12-hour UPS backup systems to protect against power failure. Manage and maintain anti-theft devices in all labs including fiber wire, CCTV monitoring, and after hours alarm system with motion detection, and door sensors.

#### DATA AND NETWORK SECURITY

Monitor systems for break-ins. Close accounts and force password change when accounts have been compromised. Ensure that proper procedures are in place, which require the use of passwords that meet acceptable security standards. Monitor and implement security advisories that identify security problems in vendor supplied software. Implement appropriate safeguards to prevent unauthorized use of systems. Implement anti-spam and virus protection on incoming

email. Establish proper procedures that will detect and/or prevent any virus from infecting software.

## SOFTWARE

Install, update, and configure course software packages. Manage mail, mailing lists, etc. Install, update, and maintain system software. Manage licenses. Make long-term software plans (with ITICC Technical Committee and Departments). Ensure that only authorized people can make changes to systems and user software. Also ensure that changes to systems software are authorized by policies established within the ITICC.

## ACCOUNTING/SYSTEM ADMINISTRATION

Create, maintain, and audit student and faculty accounts and groups. Develop and maintain accounting software (quotas, validation, etc.). Regular monitoring and reporting on systems operation performance. Manage printer accounting software to charge users for pages printed which are over the quota of free pages. Gather and publish usage statistics for each lab

## HARDWARE

Maintain and upgrade network infrastructure and interfaces. Install and maintain hardware (computers, printers, etc.). Order needed hardware service, Maintain and support classroom computing (projection / network / etc.) in IT Labs classrooms, and integrate new hardware architectures. Manage maintenance contracts on equipment.

## OPERATIONS

Ordering and maintaining relevant supplies (e.g., tapes). Maintain printer queues, job queues, etc. Provide access to tape drives and other limited-access peripherals, and on-call services to handle problems. Develop and test backup procedures and policies for system and user software. Maintain off-site storage of backup media.

## GENERAL SUPPORT

Respond to questions and problem reports from users. Staff a help line (phone, e-mail, and in-person) and regularly visit each lab to make sure students have all their problems solved. Maintain up-to-date system documentation

## ADMINISTRATION/PLANNING

Hire and train student and full-time staff. Work with the ITICC Technical Committee to provide advice to departments on computing requirements for courses, manage IT lab requests, purchasing new hardware & software (including negotiations with vendors).