Basic IT Bundle

The Basic IT Bundle (Bit Bundle) includes the common technologies and routine desktop support that you use on a daily basis.

The Basic IT Bundle was developed as part of the Shared IT Services Program. The program is an effort to re-balance the IT delivery model at Washington University in St. Louis by developing and implementing common IT infrastructure and support.

Service Inclusions

- Service Center
- Wireless Access
- WUSTL Key Credentials
- Cloud Based Storage
- Self-Service
- Wired and Wireless Network Connectivity
- Remote Access
- Testing Lab
- Cloud Backup for Computers+
- Desk-side and walkup support services+
- Fully managed Windows and Mac Platforms
- Computer Inventory Tracking and Lifecycle Management
- Technology Integration
- Managed Network Printing
- Loaner Equipment
- Managed Individual and Departmental File Storage

*Additional charges may apply.

Requesting Service + Support

The Service Center is the sole contact point to initiate any support or service request. You can speak to a Service Center representative. Simply call, email or submit a web request.

Specialized Support

**Enhanced support** is provided for users as designated by the customer department. A number not to exceed 2.5% of the FTE user count is included in the base cost of the service. These users will receive support at the urgent priority level for all of their incident reports, immediate escalation of support requests from the Service Center, dispatch of familiar support technicians, and the ability for their support requests to be submitted on their behalf.

**University owned computers** that are within manufacturer warranty and meet the minimum hardware standards for support will be covered by this Service Level Expectation. Under the fully supported tier, WashU IT will provide hardware diagnosis and repair in coordination with the vendor. Limited support is available for devices that fall outside that standard, and WashU IT will attempt to diagnose problems with best effort assistance and make a recommendation to the department for repair/replacement. Customers are responsible for the cost of replacement parts for computers that aren’t warranted.

WashU IT will publish a list of supported peripherals and work with the department to obtain quotes for additional equipment when necessary. Specialty devices, such as research equipment, will require vendor support contracts.

**New Operating System releases** will be available for testing within 90 days of the manufacturer release date. WashU IT will not guarantee the compatibility of applications with the new OS. Users will be responsible for testing of their specific applications for compatibility with the new OS release. WashU IT can by request provide a test environment to perform said testing.

**New hardware standards and minimum support standards** will be updated and published annually. Personally owned computers which were not purchased by Washington University will receive limited support. WashU IT will provide recommendations for devices known to be compatible with accessing the WashU network, as well as detailed, step by step instructions to connect personally-owned devices to the wireless network, VPN, and email. Instructions will be provided for current platforms (i.e Mac, Linux, Windows 7, 8 & 10, Android, and IOS). WashU IT will provide up to one hour of best effort
assistance to clients which have problems accessing these resources using WUIT instructions. The device must be in working condition as WashU IT will not attempt to repair any faulty hardware or software on these devices.

### Support Hours + Initial Response Times

<table>
<thead>
<tr>
<th>Request Method</th>
<th>Answer/Response Time Average*</th>
<th>Request Method</th>
<th>Answer/Response Time Average*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls</td>
<td>20 seconds</td>
<td>Calls</td>
<td>The SOC will either resolve the issue or page on call staff to resolve the issue.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• 30 minute response time*</td>
</tr>
<tr>
<td>Emails</td>
<td>20 minutes</td>
<td>Emails</td>
<td>Emails with CRITICAL in the subject line will be responded to, on average, within 30 minutes.*</td>
</tr>
<tr>
<td>Web Request</td>
<td>20 minutes</td>
<td>Web Request</td>
<td>Web requests made via the “report an issue” form that include CRITICAL in the “short description” field will be responded to, on average, within 30 minutes.*</td>
</tr>
</tbody>
</table>

Note: Non-critical support or service requests will be responded to within standard business hours and response times. *averages are calculated on a monthly basis

### Financial Analysis

In FY 2015, Washington University in St. Louis spent $13.5 million to provide user services for faculty, staff, and students. In FY 2020 when the Basic It Bundle has achieved a mature state, the service is projected to operate for a cost of $11.0 million annually. This results in a projected annual savings of $2.0 - $3.0M. This amount would be generated by IT related savings only. Non-IT productivity increases in schools and departments have not been quantified. Rates are expected to be established by university senior leadership in October/November 2016.

Additional considerations:
- For the service to reach full maturity, some investment on the part of the migrating schools and departments to update aging hardware and software will be required. The investment is estimated at $2.5 - $3.5 million.
- At the School and Department level, there will be positive and negative impacts. IT Executive Committee will determine how to address the budgetary impact.
- There will be some departments with fractional FTE’s so we will not be able to fully capture all of the FTE savings.
  - Similar to issues in administrative shared services and mail routing at WUS
- Some IT staff may be retained by their department to perform mission specific work decreasing savings.