

CSG Full-time Employee (FTE) Reporting Policy

Computer Support Group (CSG)

Updated: July 17, 2017

CSG Support Term

Computer Support Group support is paid on a quarterly basis during the fiscal year. Neuroimaging Lab users requiring CSG support at the beginning of a quarter or during the first week of a quarter must pay for support for the entire quarter. No proration will be provided for employees terminated during that quarter. Users that are hired during a quarter will be provided with support immediately and will not pay for support until the start of the next quarter.

CSG Support Levels*

Full FTE/Graduate Students– are employees and graduates students of Washington University (this includes Clinical Fellows, Postdoctoral Fellows, and residents that are with the department for longer than one year) that require an email account, domain account, UNIX account, computer support, and/or use storage resources. The amount paid for support is equal to the percent of time they spend in the Neuroimaging Lab (NIL). This percentage is calculated by the principal investigator (PI) and provided to CSG. The minimum percentage for an employee or graduate student is 10%.

Collaborators – are users both outside and inside Washington University that are not a member of NIL but require an email account, domain account, UNIX account, and/or use storage resources. These users do not require personal computer support; but only require support of the services and resources that they access. Users outside of Washington University must provide a Business Associate Agreement for HIPAA compliance. The amount paid for support is equal to the percent of time they spend collaborating with NIL. This percentage is calculated by the PI and provided to CSG. The minimum percentage for a collaborator is 5%.

Rotational Students/Residents – are students and residents that require domain accounts, UNIX accounts, computer support, and use of storage resources. Email accounts will not be provided to these users. There is no charge for support.

Outside groups – are groups within Washington University, but that are not part of NIL. These groups are dealt with on an individual basis.

Outside support personnel – are personnel that reside in other departments, but require a domain account or UNIX account to access FTE email and calendar resources for support purposes. The amount paid for support is equal to the percent of time they spend accessing resources in NIL. This percentage is calculated by the PI and provided to CSG. Email accounts will not be provided to these users. The minimum percentage for outside support personnel is 5%.

Outside support entities – are users outside of Washington University that require a domain account or UNIX account to support and/or provide maintenance for NIL hardware and software installations. Users outside of Washington University must provide a Business Associate Agreement for HIPAA compliance. Email accounts will not be provided to these users. There is no charge for support.

** Requests for service that do not meet one of these categories will be reviewed individually.*