Policy
The Division of Technology Services will provide communication and network service and equipment to faculty, staff, students and campus visitors that enhance the efficiency and educational mission of the University.

Authority
The UW-River Falls’ Chancellor issues this policy in accordance with the Administrative Policy process.

The Division of Technology Services is responsible for the administration of this policy. Request an exception to this policy by writing to administrative-policy@uwrf.edu.

Sanctions and Appeals Process
Failure to adhere to the provisions of this policy may result in appropriate disciplinary action as provided under existing procedures applicable to students, faculty, and staff, and/or civil or criminal prosecution.

Individual Responsibilities
Individuals shall comply with this policy and procedure. This includes abiding by the number of State contracts and as well will ensure the Division of Technology Services is able to best service their needs in a cost effective and efficient manner. Individuals shall not purchase or provide their own communications services or equipment, as this leads to decreased efficiencies in the maintenance of communications services over time.

When using a software phone (i.e. Jabber, Teams, etc.) all individuals are required to enter a 911 “dispatchable” address when using the tool. The user must enter, and keep up to date, their home address information (or suitable and applicable address at the time) where a 911 dispatcher can send emergency services in the event 911 is called via these tools. This information is dedicated to the 911 system, is not shared outside of that system and is separate from any HR or student information systems.

University Responsibilities
The selection, procurement, installation, service and maintenance of all communications services and equipment is the responsibility of the Division of Technology Services as directed by the Chief Information Officer. The Division of Technology Services will direct the planning, design and engineering of communication and network services for the entire University community. (See also AP-05-104)
will include all sites at which the University operates, such as the main campus, lab farms, Kao International House, St. Croix Valley Business Incubator, and when University employees and students are telecommuting or traveling domestically and abroad. It may also include telecommunications and/or network services for contractors, partner organizations or other entities that reside in and/or lease UWRF facilities and for UWRF entities that lease facilities not owned by UWRF.

**Department/Unit Responsibilities**

Communication and network services or devices will be provided by the University when it meets a documented business need. Expenses for those services will be covered by the annual chargeback to departments per the financial model in this policy. Departments with needs that are above the established “baseline” may be asked to contribute to the acquisition and operating costs meeting specific requirements, this will be evaluated with the department on a per situation basis and final cost determined by the Division of Technology Services.

Infrastructure costs to provide services (i.e. network wiring, power, etc.) that must be installed by Facilities Management will be the responsibility of the departments. Examples of this may include converting a storage room to a staff office, expansion or remodeling of an office complex, expansion of WIFI coverage, upgrading a space to a “technology enabled space.”

**Financial Model**

Accounting Services will initiate an annual transfer from departments to a centralized fund to cover the operating costs for the Unified Communications system and the underlying network components that are needed to support the system. The Division of Technology Services manages these centralized funds. With the understanding that communication and network services are core services required by every employee, the financial model used for that transfer is closely associated with an annual snapshot of FTE and their departmental funding structure. It is understood that there are ebbs and flows of staff through-out the year, however to simplify the process, the transfer is done annually instead of monthly.

GPR separately and centrally contributes to equipment financing and future replacement. GPR (Fund 102) funded employee phone and network service operational expenses are centrally funded by a onetime budget transfer (recorded in FY16) equal to the amount of FY15 phone chargebacks paid. The GPR network services budget was similarly centralized prior to FY15. At the university level, this transfer equated to a contribution of approximately $25 per GPR FTE per month. There is one GPR exception: A flat amount for Athletics’ GPR employee services is charged annually to a PR account, as sufficient GPR Athletics S&E funds do not exist.

Like GPR, Student Affairs separately and centrally contributes to equipment financing and future replacement. As a result, Student Affairs-funded employees and their on-site contractors are charged annually, an amount equal to $25 per FTE per month. FTE is based on the October Position Control report. Contractor FTE counts (i.e. dining services) are provided by Student Affairs.
Other (non-Fund 102, non-Student Affairs) do not separately contribute to equipment financing and future replacement. As a result, annually, they are charged a higher rate of $55 per FTE per month, with the $30 rate differential going toward equipment replacement. FTE is based on the October Position Control report. University Advancement is also charged under this rate and separately provides their FTE count annually. Grant proposals must be written to include these costs whenever applicable. In cases where the grant cannot carry the cost and the grant pays a portion of a faculty member’s salary, the GPR academic department will be charged at the $25 per FTE per month rate for the prorated FTE amount. Other grants unable to pay S&E will be addressed with the Vice Chancellor of Business and Finance on a case by case basis.

The Division of Technology Services has the right to charge partner or other entities for network or communications services and equipment they use. These will be addressed on a case by case basis, but in all instances, will aim to mirror the ‘Other GPR’ rate to the extent possible and, where warranted, may include a premium. When possible, it may be preferable to include the costs of these services within a contract, rental or lease agreement and for related funds to be reallocated back to the Division of Technology Services.

Division of Technology Services Responsibilities

The Division of Technology Services will provide equipment and services that meet the established baseline at no cost to the department outside of the chargeback noted above.

The Division of Technology Services will coordinate all installation and management of services on behalf of the department. Facilities Management will charge the department to their provided account number for their services as applicable.

Special projects that include consultant time, travel and expenses may be charged to the department, if negotiated during the project planning phase.

All network and communication equipment and/or services are University resources. DoTS has the responsibility and authority to assess and validate business need on behalf of the University and manage and/or reallocate the resources to maximize the University’s investment. All add, move, change requests must go through the Division of Technology Services.

Equipment, Features or Services

For the most current guidance on available equipment, features and services, consult the Division of Technology Services Knowledge Base at http://technology.uwrf.edu/TDClient/KB/.

All baseline services are subject to evaluation for business need in consultation with the Division of Technology Services and the requesting department. Some services may not be provided because the business need is not strong enough to justify the costs associated with licensing or procurement of
The Division of Technology Services is charged with making the final decision on these matters.

Costs for the following equipment and features is included in the annual communication and network chargeback.

- A telephone set (single line, multi-line, WIFI or software-based phone) per person.
  - Hardware phones are installed per occupy-able space (i.e. per each desk, computer station, etc.) or for software phones per head count.
- Telephones in other non-FTE related spaces such as conference rooms, student workstations, academic labs or workrooms.
  - Based on Technology Services’ assessment of business need in consultation with the customer.
  - Excludes cost of equipment and services for new construction and/or remodel/reconfiguration, which may bore by the department.
- A dedicated public telephone number per employee and for departments and department functions.
- Individual employee voicemail integrated with Microsoft Office 365
- Unified communication platforms including Webex and Microsoft Teams (subject to change depending on contracts and market availability)
  - Software licenses and clients provided and support by the helpdesk
  - Hardware conference room devices installed and maintained by DoTS, with a cost sharing with the departments after consultation with departments.
- Call system configuration (hunt groups, department or function voicemail if required)
- 911 advanced location tracking for on and off campus users (requires the user to properly enter in their “dispatchable” location to where the 911 center is able to send emergency service personnel.)
- Software enabled unified communication systems including voice, video, email, instant messaging
- WIFI, wired network, conferencing and other services yet to be invented in this area
- WIFI and DECT cordless telephones
- Domestic and international long-distance telephone services

Costs for the following equipment, services and features are not included in the communication and network chargeback and may be charged separately to the individual department:

- Cellular based basic feature phones, smart phones, hot spots, 4G/LTE/5G tablets, pre-paid devices, etc.
- Headsets
- Two-way radios/intercoms and systems
- Facsimile (fax) devices or services
- Public address

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• ISDN, DSL, cable modem, dark fiber and other special circuits
• Other network and communications services or equipment

Only approved services and equipment may be installed and serviced by the Division of Technology Services staff. Purchasing and installation of other services and equipment is not permitted.

Contact

Please direct questions about this policy to administrative-policy@uwrf.edu.