Information Technology

YEARLY MAINTENANCE AND SERVICE BILLING REPORTS

IT SERVICE CENTER (ITSC) AND TELECOMMUNICATIONS (Telecom)

Review and Submission Procedures

General Information | ITSC FAQ | Telecom FAQ | Deadlines | Forms

Due to time constraints on processing each department’s information please follow the procedures in the FAQ (Frequently Asked Questions). FAQ provides answers with detailed standard procedures for processing the IT FY15 Maintenance Billing reports.

**Please note assessments for billable work orders have changed.**

The departments are allowed approximately 3-4 weeks to complete the review. During the maintenance review departments have the opportunity to make corrections, changes or updates prior to submitting the yearly maintenance billing reports back to Information Technology, Systems Billing Administrator. The maintenance fees assessed covers repairs, parts, labor required to keep the equipment in working condition.

**Please do not confuse the Information Technology maintenance billing reports with Purchasing’s WTAMU State Inventory reports.**

The original FY15 Maintenance Billing Reports are required to be returned by the deadline.

*Any reports that cannot be quickly deciphered will be returned for clarification. The deadline will still be adhered to for any report that is returned for clarification.*

The deadline can be found in the heading of each report, to the memo attached to the reports and in the All campus email sent out.

Forms can be located: [https://wtaccess.wtamu.edu/forms/#oit](https://wtaccess.wtamu.edu/forms/#oit)

All departments are encouraged to keep a copy of the billing reports for their records.

**Please direct all questions to Carron Sanders, Information Technology, Systems Billing Administrator, at csanders@wtamu.edu or extension 2165.**

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Frequently Asked Questions (FAQ):
(Procedures and instructions)

ITSC Maintenance Report
Network/PC/Printer

1. Must the ITSC Maintenance reports be reviewed and returned each year?
2. Failure to return ITSC Maintenance reports.
3. Failure to report equipment not listed on ITSC Maintenance report.
4. Information to review ITSC report.
5. Equipment assessed maintenance fees.
6. Equipment NOT assessed maintenance fees.
7. WT ID# listed twice on the report.
8. Location changes
9. End User changes
10. Adding equipment not listed on the ITSC report.
11. Transferred equipment between departments or within the same division.
12. Equipment needing to be picked up and Surplus which is listed on the ITSC billing report.
13. Equipment listed on ITSC report, previously picked up for surplus.
14. Missing or unable to locate equipment.
15. Stolen Equipment.
16. Maintenance fees for ITSC.
17. Returning Reviewed Billing Reports to IT.

Telecom Maintenance Report
Service and Maintenance

1. Must the Telecom Service and Maintenance billing be reviewed and returned each year?
2. Failure to return Telecom report.
3. Failure to report an extension not listed on Telecom Service Maintenance report.
4. Information to review-Telecom report.
5. Extensions listed twice on the Telecom report.
6. Adding an extension not listed on the Telecom Maintenance report.
7. Disconnect or Cancel an Extension
8. Location changes.
9. End User changes or corrections.
10. Work Orders, when a work order is required.
11. Service/Maintenance Fees for Telecom.
12. Returning Reviewed Telecom Maintenance Billing reports to IT.

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Must the ITSC and Telecom Maintenance billing reports be reviewed and returned each year?

Yes, both Yearly Maintenance Billing Reports are required to be returned by the deadline. The deadline for return can be located in the heading of each report, in a memo attached to the yearly billing reports also in an all email sent out to the campus. The original paper copy of the report should be returned to the Information Technology, Systems Billing Administrator’s office.

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Failure to return the Yearly Maintenance billing reports.

Failure to return the reports by the deadline can result in:
- Telephone Extensions being disconnected
- Equipment not being covered for any type of repair or maintenance.

Failure to return reports by the deadline will be deemed accepted. And the department had no corrections or changes to be made during the review process. However, this allows for changes to be made to the account as deemed necessary by Information Technology and all assessments stand as billed.

Equipment not added and returned by the deadline will be subject to a per incident charge for any repairs. (i.e. parts, labor and any other related fees). See: Assessments for Work Orders & Yearly Maintenance Fees, http://www.wtamu.edu/informationtechnology/information-technology-telecommunications.aspx

Per Incident Repair Assessments:
- Standard Work Order Fees
- Standard Yearly Maintenance Fees for equipment
- Plus $100.00 Assessment Charge
- Plus $ 50.00 per hour Labor (one hour minimum)
- Plus Parts and Shipping Costs

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Failure to report equipment or extensions not listed on reports.

Equipment/extensions not added and returned by the deadline will be subject disconnection or to a per incident charge for any repair or installation. (i.e. parts, labor and any other related fees). See: Work Orders, Yearly Maintenance Fee Assessments, http://www.wtamu.edu/informationtechnology/information-technology-telecommunications.aspx

Per Incident Repair Assessments:
- Standard Work Order Fees
- Standard Yearly Maintenance Fees for equipment
- Plus $100.00 Assessment Charge
Review each extension and piece of equipment for:

- Department name
- Department account number
- WT Identification number (WT ID#) or Extension number
- Location (Building and Room number)
- End User - First and Last Name
  (Do not depend on the user name to locate equipment. This information may be incorrect if the equipment was moved or given to another person and not reported to IT.)

What equipment is charged maintenance fees?

The following equipment is assessed maintenance fees:
- Computers and laptops.
  (Laptops should be attached to the network a minimum of once each month for system updates and virus scans.)
- All computers stored within the department.
  (Such as storage rooms, closets or other areas are assessed maintenance fees)
- Printers connected to the network or shared

What equipment is NOT charged maintenance fees?

The following types of equipment are not assessed maintenance fees. However, any repairs will be assessed a per incident fees as stated on the Assessments for Work Orders, Yearly Maintenance fees as a billable work order.

- Local printers (only one person can use or print to.
  *(IT will not order parts for local printers.)*
- Computers used as Swipe Station.
  *(Exception: Departmental Advisor Track swipe computers.)*
- Smart Classroom computers located at the podiums.
- IPads (subject to change)
How to report an extension or piece of equipment with the same WT id # on the report?

- Circle the WT id # or the Extension and write the ‘dup.’ beside it.

Location changes or corrections.

Changing the location:
- Draw a single line through the building and/or room number and write in the correct building and room number on the report.

(If more space is required, use the Additional Information Network, PC/Printer form located: [https://wtaccess.wtamu.edu/forms/#oit](https://wtaccess.wtamu.edu/forms/#oit).)

End User changes or corrections.

Changing End User:
- Line through the name and write on the report the First and Last name.
  
  *(The first and last name must be provided.)*

(If more space is required, use the Additional Information Network, PC/Printer form located: [https://wtaccess.wtamu.edu/forms/#oit](https://wtaccess.wtamu.edu/forms/#oit).)

Adding equipment not listed on the ITSC Maintenance billing report.

- Complete an IT Equipment transfer form [https://wtaccess.wtamu.edu/forms/#oit](https://wtaccess.wtamu.edu/forms/#oit)
- Complete section A, B, D and E.
- Complete Section D:
  - Check the type of computer or etc.; printer network, local.
  - Delivered/New WT ID: write in the equipment WT ID number.
  - Add the End User information.
  - Other: write in Add Equipment.
- Submit via Email the transfer form to the IT, Systems Billing Administrator.
- Print a copy of the transfer, in the top right hand corner write the date submitted and attach to the yearly maintenance report to be returned.
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**Adding an extension not listed on the Telecom Maintenance billing report.**

- Write the extension on the bottom of the report
- Include the Extension, Building, Room number and End User assigned.
- Indicate if it is a single line (IP/LE) or a multi line (IP).

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**Reporting ITSC equipment exchanged or transferred between divisions or departments.**

Equipment (computer, laptops, ipads or printers) exchanged or transferred between departments will require an IT Equipment Transfer to be completed and signed by both departments.

The department with the equipment listed on its billing report will initiate the transfer form:

- Complete an IT Equipment transfer form [https://wtaccess.wtamu.edu/forms/#oit](https://wtaccess.wtamu.edu/forms/#oit)
- Complete section A, D
- Complete Section D:
  - Check the type of computer or etc.; printer network, local.
  - Other: Dept. Trans.
  - Delivered/New WT ID: Equipment WT ID number.
  - End User: Name, Ext., Bldg., Room #.
- Give the Transfer to the other department to complete their sections.

The department in possession of the equipment will complete the following on the transfer form:

- Complete section B
- Give a copy of the form back to the originating department
- Submit via Email the transfer form to the IT, Systems Billing Administrator.

- The transfer should be signed by both departments and sent to the IT Systems Billing Administrator for immediate processing. Also, print a copy of the transfer, in the top right hand corner write the date submitted and attach to the yearly maintenance report to be returned.

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**Equipment listed on the reports needing to be picked up for Surplus by ITSC.**

Equipment that is no longer used by your department can be removed along with the fees by completing an IT Equipment Surplus form [https://wtaccess.wtamu.edu/forms/#oit](https://wtaccess.wtamu.edu/forms/#oit).
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- Complete an IT Equipment –Surplus Only transfer form
  [https://wtaccess.wtamu.edu/forms/#oit](https://wtaccess.wtamu.edu/forms/#oit)
- Complete section A
- Complete Section D:
  - WT ID #
  - Manufacture – Model
  - Location (place IT can retrieve the equipment)
- Email Form: Click on Email Form (top right hand corner)
  (Emailing the form to IT generates a work order automatically)
- Print a copy of the transfer, in the top right hand corner write the date submitted and attach to the yearly maintenance report to be returned.

**Alert:** Equipment or Transfer forms sent to Purchasing to be picked up by Central Supply will not be reflected on your maintenance billing inventory. If equipment was picked by Central on a Purchasing Transfer attach a signed copy of their form to the ITSC maintenance billing report.

Any equipment in storage or being held for future use is required to pay maintenance fees. For faster service picking up equipment to be surplused, IT requests all equipment (computers, laptops, IPads or printers) be placed in one location.

IT Service technicians will make two attempts to pick up equipment listed on the IT Equipment Surplus transfer form prior to deadline. **If the technicians are unable to retrieve the equipment, the department head will be notified and the equipment will remain on the billing with maintenance fees assessed.**

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**Equipment listed on the ITSC report, previously picked up for surplus.**

Equipment listed that has been previously picked up by IT for surplus, draw a line through the equipment and attach a copy of the supporting completed IT Equipment Transfer Form to the billing report. We must have a completed transfer form that has been stamped in the upper right hand corner and initialed on the bottom or the name of the Technician to support the removal of any equipment from the report.

**Alert:** Equipment or Transfer forms sent to Purchasing for Central Supply to pick up will not be reflected on your maintenance billing inventory. . If picked by Central on a Purchasing Transfer attach a signed copy.

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**Unable to locate or Missing Equipment listed on the ITSC report.**

It is the responsibility of the department to maintain all of their own inventory and its location. Every effort to locate the equipment must be taken (check all storage closets,
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staff, faculty and etc.).

If unable to locate the equipment write the word ‘miss’ beside the WT id on the report or list the missing equipment on the Additional Information for Network, PC/Printer form. In the Change Name section, write missing with all the information on the equipment.

https://wtaccess.wtamu.edu/forms/#oit

**Alert:** The department is accountable for all equipment. All missing equipment the department is unable to locate will remain on the departments maintenance billing report for the current year reviewed plus the next two years or until state regulations permit the equipment to be removed.

If the department has exhausted all means to locate missing equipment, the department may contact ITSC for assistance. However, should it become necessary for ITSC to go to the department to research and locate equipment; the request for assistance will become a billable work order and the department may be assessed an hourly rate of $50.00 per hour.

If you know equipment (computer, laptop or printer) is missing and cannot be recovered, contact ITSC at ext. 4357 immediately for security purposes to protect WTAMU from fraudulent use of possible confidential information.

If you know the equipment has been stolen contact ITSC and UPD immediately!

**Missing equipment is reported to the state and can result in WTAMU losing funding.**

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Stolen equipment.

If you know for certain the equipment has been stolen immediately contact IT security, Lane Greene at extension 7919 and University Police Department extension 2300 to file a report.

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Yearly standard ITSC Maintenance fees.

**Network:**
$10.00 per year (per each Computer, Printer, Laptop)
(This includes any equipment on the WT network (leased/purchased printers, copiers, scanners and etc.)

**Computers, Laptops and Printers:**
$ 40.00 per year (Computers, Laptops -each)
$250.00 per year (Black/White printers -each)
$300.00 per year (Colored printers -each)

**Ipads** are currently not being billed network or maintenance. (Subject to change.)

Any equipment in storage, being held as back up or future use is required to pay all maintenance fees.
When is a work order required by Telecommunications?

Work Orders are required for the following:
- New Employee Service (voicemail or long distance)
- Telephone Installation (new extension)
- Line Appearance (Changing Name shown on telephone display)
- Telephone Conversion (EX. exchange phone types from multi line to a single line)
- Relocate Telephone Extension
- Disconnect Telephone Extension
- Change Line Appearance (Appearance of Display on telephone)
- Telephone Conversion (change telephone from Single Line to Multi Line)
- Name Changes (Legal name changes)

Standard Fees for Telecom Service and Maintenance.

<table>
<thead>
<tr>
<th></th>
<th>State Accounts</th>
<th>Local Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Line (IP/LE)</td>
<td>$15.00 per month</td>
<td>$20.00 per month</td>
</tr>
<tr>
<td>Multi Line (IP)</td>
<td>$33.00 per month</td>
<td>$38.00 per month</td>
</tr>
</tbody>
</table>

($ per month x 12 months = yearly fee)

Cancel or Disconnect an Extension.

Complete ‘Disconnect Telephone Extension form online:

https://wtaccess.wtamu.edu/forms/#oit

Returning Reviewed Billing Reports to IT-Systems Billing Administrator.

Return all reviewed reports by the deadline provided. Please Return the Original report by campus mail with all required documentation for changes/corrections to the IT-Systems Billing Administrator. Be sure you keep a copy for the departmental records.