



## Desktop Services Charging Outline - 2008 Technology Services Group

Desktop Services, within Technology Services Group, provides high level computer support for certain Departments and Schools within the Faculty of Medicine, Nursing and Health Sciences. The list of Departments supported by Desktop Services is listed: <http://www.med.monash.edu.au/tsg/itss/itdeptlist.html>

**In an effort to provide greater access to Desktop Services, TSG Desktop Services will only charge for consumable costs and services sourced from outside TSG. All staffing costs are allocated as part of the overall Technology Services Group annual budget. These services are provided on the basis of reasonable use.**

This charging scheme applies only when an appropriate Faculty of Medicine, Nursing and Health Sciences cost centre and fund are provided with a job request.

Desktop Services plans, implements and manages the delivery of technical services, including desktop support and the installation, commissioning and maintenance of computer equipment and software. This includes, but is not limited to:

- Computer account creation and support
- Software installation and support
- Software advice and procurement
- New computer installation (including network registration)
- New computer quotes and procurement
- Hardware installation and support
- Network support

Listed below is an outline of usage guidelines to clarify the new charging structure.

### **TSG Desktop Services usage guidelines**

These guidelines have been developed to encourage reasonable use of Technology Services Group resources.

1. **Standard operational hours** – 9am-5pm weekdays (excluding lunch 12:30-1:30pm, and Monash University recognized public holidays)  
<http://www.adm.monash.edu.au/execserv/about/principal-dates/>
2. **Cost centre and fund numbers** – Valid and appropriate Faculty of Medicine, Nursing and Health Sciences cost centre and fund numbers will be required when job requests are submitted. This is to ensure that any required consumables, external resources or extra fees can be charged to the correct area.

3. **Charges for consumables/equipment** – Any consumables or equipment (e.g. computer hardware/cables etc.) required to complete a job request will be charged to the client. The client will be quoted on any equipment required before any charges are applied.
4. **External services and products** – Any non-faculty or external services, products or resources that need to be employed by Desktop Services staff to complete a job request will be charged to the client. Client approval will be sought before proceeding.
5. **Travel** – Any costs incurred by Desktop Services staff when travelling to and from requested jobs will be charged to the client (e.g. petrol, parking etc.).  
*<http://www.monash.edu.au/entbarg/academic-general-2005/75.html>*
6. **Telephone support** – Telephone support is covered under the current charging model. Staff can contact Desktop Services on (03) 990 51335.

Desktop Services also offers a 24 hours online Jobdesk System for all logging of IT requests:

*[http://jobdesk.monash.edu.au/login/index.cfm?jobdesk\\_id=2](http://jobdesk.monash.edu.au/login/index.cfm?jobdesk_id=2)*

7. **Private Computers** – Privately owned computers are not covered under the current charging model. All support for privately owned computers will be charged at the rate of \$75 per hour. Exemptions may be granted on a case by case basis.
8. **Non-Monash approved computers** – Computers purchased that are not supported under the Monash procurement endorsed suppliers program are not covered under the current charging model.  
*<http://www.adm.monash.edu.au/procserv/suppliers/IT/index.html>*  
*#Suppliers*  
*<http://www.med.monash.edu.au/tsg/policies/hardware.html>*  
All support for non-Monash approved computers will be charged at the rate of \$75 per hour.  
Exemptions may be granted on a case by case basis for specialised equipment.
9. **Urgent fees** – Any job requested by the client as requiring immediate attention will be charged at an initial charge of **\$112.50** upfront for the first hour and **\$112.50** for every hour thereafter. These are generally jobs that require timelines for other job requests to be interrupted and modified unreasonably. Client approval will be sought before proceeding.

10. **After hours work** – Any job request that requires staff to work outside the standard operational hours (weekdays 9am-5pm) will be charged at **\$112.50** per hour. Please note that this will be at the discretion of TSG management and the availability of suitable staff to carry out the request. This will be discussed with the client before additional charges are applied.
  
11. **Project work** – Project work is defined by the Desktop Services manager to be work that takes staff away from their normal daily duties to focus solely on one particular job request for an extended period of time. This may include non-standard hardware or software.  
Hardware: <http://www.adm.monash.edu.au/procserv/products-and-suppliers/suppliers.php>  
Software: <http://www.its.monash.edu.au/staff/systems/windows/technical/staffsoe>  
Project work is outside the scope of the standard Desktop Services services and will be charged at **\$112.50** per hour). This will be discussed with the client before additional charges are applied.  
Feel free to contact the Manager, Desktop Services, for clarification on this type of work.
  
12. **Reasonable use of Desktop Services resources** – TSG management reserves the right to suspend resources and services to clients that are deemed to be inappropriately using the available resources.

### **Job request examples**

(NB. A more comprehensive list of resources and charges will be available on the TSG Desktop Services website.)

1. **Account Creation** – Desktop Services staff time required for the creation of computer accounts will not be charged to the client. This assumes that the job was logged via Jobdesk using the official online form:  
<http://itm.med.monash.edu.au/itss/accounts/newaccount/computer-access.cfm>.
  
2. **Computing Imaging and Deployment – Monash-approved hardware** – Desktop Services staff time required for the imaging, registration and deployment of Monash-approved computers will not be charged to the client.
  
3. **Computing Imaging and Deployment – non Monash-approved hardware or privately owned computers** – Desktop Services staff time required for the imaging, registration and deployment of these computers will be charged at the rate of \$75 per hour. This rate may be waived where the purchase of another brand of computer is required (e.g. as specified by a scientific instrument vendor).
  
4. **Software Installation** – Desktop Services staff time required for software support will not be charged to the client.
  
5. **Hardware Support** - Desktop Services staff time required for hardware support will not be charged to the client.

6. **Telephone Support** – Jobs logged by telephone (or email) will not be charged to the client.
7. **Equipment quotes** - Desktop Services staff time required for the creation of computer accounts will not be charged to the client.
8. **Urgent fees** – If a job request is submitted that unreasonably requires other work to be placed on hold in order to complete the new job, the client will be charged \$112.50 immediately and \$112.50 every hour thereafter.

If the urgent job takes 1.5 hours to complete, the charge will be:  
\$112.50 flag fall and  $\$112.50 \times 1.5\text{hrs} = \$281.25$ .

All charges will be discussed with the client before any additional costs are applied.

Please feel free to contact myself or Mick Foy if you have any questions regarding these new changes to the way TSG Desktop Services charges.

**Darren Bourke**  
**Manager – Desktop Services**  
**Technology Services Group**  
**Darren.Bourke@med.monash.edu.au**  
***<http://www.med.monash.edu.au/tsg>***  
**990 51335**