Cal Poly Computer Account Billing

Overview

Earlier this Fiscal Year the Cal Poly Core Computer Account Policy was approved by the Administration and Finance Division. Prior to this, the policy was reviewed and approved by the IRMPPC. This policy defines those computer accounts ITS will support as part of their baseline services and those additional accounts they will support on a cost recovery basis.

During the course of this Fiscal Year ITS has been working to develop an automated process to bill for those accounts provided on a cost recovery basis, outside of ITS baseline services, “special” accounts. These accounts include accounts for university auxiliary organizations, sponsored individuals (e.g. consultants, volunteers) who have a valid need for access to university systems, secondary departmental accounts, and enhanced e-mail and Unix accounts for individuals or organizations with additional space needs.

As ITS already has a billing system in place for telephone charges, we opted to use this system to bill for these special accounts as well. Using this system also provides a single point of contact for ITS to each department through the existing telephone billing coordinator, who will now assume the role of overall ITS billing coordinator.

All requests for sponsored or enhanced accounts will be coordinated through the departmental billing coordinator who will be responsible for obtaining the proper departmental approval for such accounts prior to submitting requests for such new accounts or services.

Implementation Plan

ITS now has the support mechanisms in place to begin billing for sponsored accounts and secondary departmental accounts, however due to our position within the current Fiscal Year we have elected to implement billing for sponsored accounts and secondary departmental accounts at the beginning of the 2003/2004 Fiscal Year. We will also begin billing university auxiliary organizations through our “telephone” billing system at this time as well as opposed to the previous annual lump sum transfer method.

Between now and the new Fiscal Year (2003/2004) ITS will work to communicate this billing implementation to the campus through multiple avenues (e.g. IRMPPC, AACC, IACC, LAN coordinators, billing coordinators, etc.).

Billing for enhanced accounts will be rolled out, in concert with the implementation of the new messaging system, targeted for the end of 2003. The decision to delay billing for enhanced accounts was made to avoid duplication of effort and potential delay of the implementation of our new messaging system. The work to monitor e-mail account space usage and automate the billing process in the current system would take a good deal of time from our messaging support group. This would pull their time away from implementation of our new messaging system and also duplicate the work they will need to accomplish as part of that implementation. As this implementation is scheduled to begin this Summer ITS felt it would be most advantageous to
conserve efforts and address enhanced account billing as a part of the implementation of the new
system.

Once in place billing will continue in accordance with Appendix G to the Cal Poly Core
Computer Account Policy (attached). Related charges will be posted to the Web shortly and the
URL be communicated as a point for further information on Cal Poly computer account policy
and related charges.

Issue

1. When we previously reviewed this with the IRMPPC there was a question/concern
   regarding enhanced accounts and particularly the issue of users exceeding their set
   quotas. The IRMPPC requested that rather than a department being automatically billed,
   they be provided the option of implementing “punitive” measures for the offending
   individual instead of the department being billed.

   • Proposal: ITS will monitor user quotas on a set basis (e.g. weekly, daily) and if a
     user exceeds their set quota by 5 MB at any point during a month for three months
during a Fiscal Year the department will have the option of paying for the next
higher level of service for that individual or restricting the individual’s ability to
receive e-mail at any point at which that individual exceeds their quota by 5 MB
in the future.

   ITS will notify the appropriate department of individuals within their department
pending a decision of payment for enhanced services or implementation of
punitive measures. If no response is received within 30 days the issue will be
escalated to the Dean/Division head and in parallel the department will be billed
for the next level of enhanced service for related individuals.