

CFAES

Network

- OSU Wireless & existing network connectivity

Base Infrastructure

- Servers, Storage & Backup

Teaching, Meeting, and Event Spaces

- Break/Fix and Support
- Centrally Funded A/V Improvements

Site-Licensed Software, including:

- OneDrive Cloud Storage
 - Collaborate, deliver, manage, and backup files
- Docusign
 - Instantly complete contracts, approvals, and agreements electronically
- BuckeyeLearn
 - University training and professional development
- Operating Systems
- Microsoft Office

Security

- IT Information Risk & Strategy

Research Support

- Consultation on Unique Requests
 - High Performance & Cloud Computing
 - Instrumentation Computing

Local Applications Support

- 3rd Party Cloud & Security Assessments
- Support for Unique CFAES Enterprise Apps



Unit

24/7 IT Service Desk Support

- Support via phone, email, in-person, and remote assistance
- Includes: email and password assistance, device management, security fixes, wireless troubleshooting, loaner device program, printing, warranty support, new computers every four years on average

University phone service

- Phone device (USB Desk Phone or Headset)
- Voice Mail in email
- Free long distance (includes parts of Canada/Mexico)
- Conferencing for every user
- Instant messaging
- Screen sharing and collaboration
- Microsoft Application Integration (Word, Outlook, etc)



CFAES Pays - 58%

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Unit Pays - 35%

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*Voluntary costs - 7%

*Voluntary costs represent items or services that the unit elects to purchase, beyond standard packages, which facilitate or enhance their business needs.

