Review and Submission Procedures

**Network, Computer (PC)/Printer / FAQ**

Each year the annual reports are sent to the campus community for review. The departments are allowed approximately 4-6 weeks to complete the review. During the review departments can submit corrections, changes or updates prior to returning the annual billing reports to the Information Technology, Systems Billing Administrator. The maintenance fee assessed covers repairs, parts, labor or replacement to keep the equipment in working condition.

All Annual Billing Reports are required to be returned by the deadline listed on the annual billing memo attached to the reports.

Instructions for completing the review and submission procedures with instructions can be found on the web:

http://www.wtamu.edu/informationtechnology/information-technology-telecommunications.aspx

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

Please direct all questions to Carron Sanders, csanders@wtamu.edu or extension 2165.

**Frequently Asked Questions (Procedures and instructions)**

1. Must I review and return my department’s billing report each year?
2. What happens if I fail to return my annual billing report?
3. How much are the annual maintenance fees?
4. What equipment is charged maintenance fees?
5. What equipment is not charged maintenance fees?
6. What do the maintenance fees cover?
7. What should be reviewed on the annual maintenance report?
8. What if I fail to report equipment not listed on my billing report?
9. How do I report equipment with the same WT id # on my report?
10. How do I add equipment not listed on the billing report?
11. How do I change or correct the end users name?
12. How do I report equipment that has been exchanged or transferred between departments?
13. How do I remove, delete or surplus equipment listed on the annual billing report?
14. How do I remove equipment listed on my report that was previously picked up for surplus by IT?

15. How do I report equipment listed on the report I am unable to find or locate?

16. How do I change the location of equipment that is listed incorrectly on my report?

17. How do I report stolen equipment?

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1. Must I review and return my department’s billing report each year?

All Annual Billing Reports are **required to be returned** by the deadline. The deadline for return is emailed out to all the campus and a copy of the memo is sent out by campus mail attached to the annual billing reports.

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2. What happens if I fail to return my annual billing report?

Each department is responsible for all equipment that has been issued to the department. 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.**

Failure to return the reports by the deadline will result in the equipment not being covered for any type of repairs or maintenance. The annual billing report is a tool to be used to check all equipment assigned to the department.

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3. How much are the annual maintenance fees?

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

Computer and Printer:
$40.00 per year (per each Computer, Printer, Laptop)
$250.00 per year (per each Networked Black/White printer)
$300.00 per year (per each Networked Colored printer)

** Ipads are currently not being billed network or maintenance, are subject to change.

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4. What equipment is charged maintenance fees?

The following equipment is assessed maintenance fees:
- All desktop and laptop computers.
- (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

5. What equipment is not charged maintenance fees?

The following types of equipment are not assessed maintenance fees.
- Local printers (only one person can use or print to).
- Computer used as Swipe Station.
- Smart Classroom computers located at the podiums.
- Ipads (subject to change)

6. What do the maintenance fees cover?

All maintenance fees assist with supporting and maintaining the infrastructure for WTAMU technology.

The network fee covers the cabling from each person’s computer to the network switch, the infrastructure to increase and support the speed of the system, security, hardware, software internet and wireless connectivity.

The computer (PC), laptop, printer fee covers all repairs (parts and labor) costs, replacement or upgrading of equipment, installation, setup, software updates and patches, licensing of software, software operation, general support by the Information Technology and Help Desk.

7. What should be reviewed on the annual maintenance report?

The following items are to review for each piece of equipment:
- Department name
- Department account number
- WT Identification number (WT ID#)
- Location (Building and Room number)
- Fees
- End User - First and Last Name
  (Do not depend on the user name to locate equipment this information may be incorrect if departmental does not report changes to IT during the year.)
8. **What if I fail to report equipment not listed on my billing report?**

Equipment not added to the report and assessed fees will be subject to a per incident charge for any repair or maintenance costs. Equipment not covered by maintenance needing a repair during the current year will require a work order to be placed with the IT ‘Help desk, ext. 4357. When the repairs are completed an invoice for parts and labor will be billed to the department. *However, if you fail to list equipment in your department’s possession which has been reported to Information Technology as missing. Your department can be billed for the arrearage maintenance fees for past years.*

Labor for a repair is approximately $50.00 plus parts.

*Also See Missing Equipment.*

Any missing equipment reported to the state can result in WTAMU losing funding.

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9. **How do I report equipment with the same WT id # on my report?**

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

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10. **How do I add equipment not listed on the 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 (if needed)
   - 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
   - Comments: write in Add Equipment to account
   - Email the transfer form to the IT, Systems Billing Administrator.
   - Then attach a copy of the transfer to the annual report when it is ready to be returned.

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11. **How do I change or correct the end users name?**

To change the end user name write the correct full name (First and Last name) on the report if it is legible. If you require more space to make the name legible use the Additional Information Network, PC/Printer form located [https://wtaccess.wtamu.edu/forms/#oit](https://wtaccess.wtamu.edu/forms/#oit).

*You must provide the first and last name!*

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12. How do I report equipment that has been exchanged or transferred between departments?

Equipment (computer, laptops, ipad 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 completion of the transfer form by filling out sections A and D and the other department to complete section B. When both A and B are signed and section D is completed forward the transfer to the IT Systems Billing Administrator for immediate processing. Attach a copy of the transfer form to both departments annual billing report. The IT Equipment transfer form can be found https://wtaccess.wtamu.edu/forms/#oit.

IT Equipment Transfers should be completed throughout the year to keep the inventory updated.

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13. How do I remove, delete or surplus equipment listed on the annual billing report?

Equipment that is no longer used by your department can be removed and the fees removed by completing an IT Equipment Surplus form located at https://wtaccess.wtamu.edu/forms/#oit. All IT Equipment Transfer and IT Equipment Surplus Only form must emailed to IT using the Email tab in the upper left hand corner of the form. By emailing the form to IT a work order is creating automatically for your department and a technician will be assigned. Please DO NOT SEND IT Equipment Transfer or Surplus forms to Purchasing, Central Supply or Paige Hochstein the equipment will not be removed from your inventory!

Any equipment in storage or being held for future use is required to pay all 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.

The IT Service technicians will make two attempts to pick up equipment listed on the IT Equipment Surplus form. 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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14. How do I remove equipment listed on my report that was previously picked up for surplus by ITSC?

If you find equipment listed that you know has been previously picked up by IT for surplus, draw a line through the equipment and attach a copy of the supporting
We must have a completed transfer form to support the removal of any equipment from the report.

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15. How do I report equipment listed on the report I am unable to find or locate?

It is the responsibility of the department to maintain all of their own inventory and its location. The department must make every effort to locate the equipment. If you have checked all storage closets and etc., then list all missing equipment on the Additional Information for Network, PC/Printer form located https://wtaccess.wtamu.edu/forms/#oit. Write the word missing in the Change Name section.

If a department has exhausted all of its means in trying to locate equipment including any closets, storage areas and etc. within the department, then IT will assist.

*IT will assist the department with trying to locate equipment. However, should it become necessary for IT to go to the department to research and locate equipment; the request will become a billable work order and the department may assessed fees at an hourly rate.*

All missing equipment the department or IT is unable to locate will remain on the departments billing report for the current year as IT continues to search for the equipment and reviewed yearly for the next two years or until state regulations permit the equipment to be removed. *The department will be held accountable for all equipment and must pay the maintenance fees during this time.*

If you know that 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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16. How do I change the location of equipment that is listed incorrectly on my report?

To correct or change the location of equipment line through the location currently listed and write beside it on the report the correct location if it can be added legibly. If more space is required use the use the Additional Information for Network, PC/Printer form located https://wtaccess.wtamu.edu/forms/#oit.
You must provide the first and last name!
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17. How do I report stolen equipment?

If you know for certain the equipment has been stolen immediately contact ITSC at extension 4357 and University Police Department extension 2300 to file a report.
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