Request to review UMCP Policy X-3.01(A) - Alternative Version

NAME/TITLE	**Gene Ferrick (Staff Senator), Chris Jarzynski (TT Faculty Senator), Jordan Goodman (TT Faculty Senator), Marc Pound (PTK Faculty Senator), and Ellen Williams (TT Faculty Senator)**

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UNIT	**CMNS**	**CONSTITUENCY**	Noted above

DESCRIPTION OF ISSUE

The proposal from Jeffery Klauda/IT Council Chair dated December 7, 2022 notes that the **Telephone Billing Policy X-3.01(A) has not been updated in over 30 years. He asks the SEC to charge the IT Council with a review of the old policy that would lead to policy revisions for consideration by the Senate.**

DESCRIPTION OF CHANGE YOU WOULD LIKE TO SEE

We believe our Alternative Version of this request provides a more appropriate approach for reviewing Policy X-3.01(A) that will lead to an updated version of the policy for Senate consideration.

SUGGESTION FOR HOW YOUR PROPOSAL WOULD BE PUT INTO PRACTICE

The review of the Telephone Billing Policy X-3.01(A) should not stay with the IT Council; it should go to the Campus Affairs Committee. Campus Affairs *oversees the policies, concerns, and issues that affect the entire campus. The committee reviews and creates policies and procedures to protect the campus community in both external relationships, as well as internal operations.*

ADDITIONAL INFORMATION

- **DIT overrode the previous Senate policy, without working properly with the Senate. The DIT Networking Charge Announcement from Spring 2021 (Appendix 1) came as a surprise to all users without broad discussion or Senate review.**
- **The current DIT practice of charging units for telecom services on the basis of FTEs is particularly inequitable for units with many off-campus employees (such as Astronomy, which has seen its telecom charges roughly doubled, and ESSIC); for those who hire undergraduate TAs, or who hire many graduate students, even if they do not give them phones or offices (e.g., Math); for Extension Service Faculty and for Grounds and Maintenance workers and Cafeteria workers. The Network Funding Model presentation that occurred prior to FY22 (link here) shows how drastic the changes would be for the different colleges and divisions on campus. However, the College/Division totals mask extreme changes for individual sub-units.**

- **Many units had limited the number of telephones and jacks they supported to reduce budget pressures. The new DIT Networking Charge announcement abruptly forced them to pay higher telephone/networking fees and cut their budgets in other areas.**
- **This issue is timely due to the upcoming conversion to Workday, which should make it easier to apply a billing policy that accounts for a variety of appointments (e.g. off-campus vs. on-campus); the logistical difficulties with implementing such a policy under the current (pre-Workday) system has been invoked by DIT as a reason for the fixed 'per FTE' billing.**
- **Units are not allowed to charge IT fees to grants, so units must cover the new fees as a reallocation of their state funds.**
- **The charge elements should be crafted with the goal of leading to an IT billing policy that is applied equitably with respect to the operational needs for telephone use.**
- **The charge elements must be written carefully so that they produce policy statements, not operational statements (which are likely to be dismissed).**

Recommended Charges to the Campus Affairs Committee
1. **Review the University of Maryland, College Park Policy and Procedures Concerning Telephone Billing (X-3.01[A]).**
2. **Review the [DIT New Network Funding Model](#) as it pertains to Networking Funding Charge per FTE.**
3. **Consult with a representative of the Division of IT about the DIT New Network Funding Model**
4. **Consult with representatives of the Division of IT and Student Affairs about how undergraduate and graduate student access to UMD email, internet, and other network functions are funded.**
5. **Consult with the Council of Deans about how the New Network Funding affected the operations of their colleges and units, and about why some units were disproportionately affected.**
6. **Consult with the heads of Facilities Management and Student Serves about how the New Network Funding affected the operations of their units, and about why some units were disproportionately affected.**
7. **Consider whether the DIT New Network Funding Model aligns with the present Telephone Billing (X-3.01[A]) policy.**
8. **Consider whether the elements of the Network Funding Charge per FTE have been applied equitably, given the various nuances in appointments such as off-campus faculty and staff, student employees, extension faculty, etc.**
9. **Consult with a representative of the Office of General Counsel on any proposed changes to the University's policy.**
10. **If appropriate based on the committee's consideration of the above items, recommend revisions to the policy**

APPENDIX 1

DIT Networking change announced in spring of 2021

 KB0016097
https://itsupport.umd.edu/itsupport?id=kb_article_view&sysparm_article=KB0016097&sys_kb_id=54e641ae1bdc3410572ec992604bcbc6&spa=1

From: **Meredith Lee** <mprice2@umd.edu>
Date: Wed, Jun 2, 2021 at 5:39 PM
Subject: New DIT Network Funding Model (FTE) - Action Required
To:

Hello DBOs/CBOs,

Beginning with UMD fiscal year 2022, the Division of IT will implement a new network funding model for university networking services. The new model represents a shift from one-off charges, which departments have been incurring via Pinnacle, to a Per FTE charging model that takes advantage of a bundled rate. This effort replaces the previous charging model and will result in a realignment and simplification of charges to departments. This change has been approved by the Budget Action Committee (BAC).

In order to ensure Network Funding charges can begin with FY22 Pay Period 1, **every department must complete the KFS Network Funding Account maintenance form by June 11, 2021.** We appreciate your attention to this and are relying on you to help make this implementation successful. We ask that you provide this information to your departmental business managers and work with them to ensure that account information is provided. Please see the Process Guide for information about filling out the form and running reports as described below.

Below, you will find additional information about the new network bundle, fees, charge processes, and background of this funding change.

Bundle, Fees, and Processes

The Network Bundle
·   Wired Network Jacks (3.5 per FTE)
·   Wireless network connectivity
·   Telephone units (1 per FTE)
·   Conference room phones (1 per 33 FTEs)
·   Telephone Service
o Local and domestic long distance
o International long distance (up to $200/month per division or college)
·   This will reduce the one-off charges that our campus departments incur currently on an adhoc basis. There will still be some a la carte services that will be charged per request. Non-bundled services that will continue to be charged can be found in this DIT New Network Funding support article.

The Network Funding Charge per FTE
·   The FY22 rate will be $28.87 per FTE (prorated for FTEs < 1) for PHR appointment types: regular, faculty, contingent 2, contingent 1, hourly students, and graduate assistants. Appointment types, such as affiliates, with zero FTE will not be charged as these are non-standard appointments.

·   Charges will occur bi-weekly and will pull FTE information from the PHR appointment after it is updated each pay period.

·   Charges will be incurred at the PHR Department level. Each department will be able to assign a (non-ledger 4 or 5) KFS number that will be used to process these charges.

·   Charges for hourly appointments will be one pay period behind, as they are with payroll. For instance, charges in PP03 will be for hourly appointment FTE records from PP02.

·   Each fiscal year, charges will hit similarly to how payroll does. There will be a reversal from the new FY to the old FY for non-hourly appointments for PP01. For FY22 PP01, there will only be a partial charge in FY22 and no reversal to FY21 since the model is not active until July 1.

·   There will be a yearly review of the rate/bundle. This governance process is still being finalized, but final rate approval will be made by the Budget Action Committee and UMD President.

FY22 Object Codes

·   The Network Funding charge per FTE will utilize object code 3219 - DIT-Network Access Fee.

·   All other DIT services will utilize object code 3790 - DIT-Billable Services. The only exceptions will be charges processed by our Software Licensing team and the Terrapin Tech store.

KFS Account Maintenance Form and Reports (see Process Guide section for screenshots and tips)

·   KFS Network Funding Account: This maintenance form must be used to assign a (non-ledger 4 or 5) KFS account number to each department. It can be used to update the KFS number assigned as well.

·   DIT200: Department Network Funding Accounts: This report will show a summary of the assigned KFS account number to each of your departments, as well as departments that are in need of a KFS number assignment. You can also review any accounts that are missing Continuation Accounts and set them up in KFS.

·   DIT400: Division Network Funding Accounts: This report will show a summary of the assigned KFS account number to each department under a division, as well as departments that are in need of KFS number assignments. You can also review any accounts that are missing Continuation Accounts and set them up in KFS.

·   KFS090: Account Overview - Charges Tab: This report will show the full details of Network Funding charges that hit your accounts assigned to departments.

·   Any new departments created using the Establish a New Campus Organizational Unit/Code form will be required to assign a Network Funding KFS number at the time of creation. This can be updated later on if needed using KFS Network Funding Account maintenance form.

 Additional Background

 In January of 2019, the Division of IT set out to define and implement a new network funding model that would allow us to recoup network costs, invest in future IT needs (both in terms of new technology and refreshing older technologies), and provide transparency to the university community. This model represents a shift from one-off charges, which departments have been incurring via Pinnacle, to a Per FTE charging model that takes advantage of a bundled rate. This effort replaces the previous charging model and will result in a realignment and simplification of charges to departments.

In partnership with Grant Thornton, we interviewed university stakeholders to better understand their experiences with network billing and services. The information gathered was used to

develop cost recovery and rate setting recommendations which are heavily leveraged in the Per FTE charging model we are implementing, effective Fiscal Year 2022. A Per FTE model provides a simplified, predictable, and equitable method of network funding cost recovery.

Thank you,
Meredith

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