UC SANTA BARBARA

Enterprise Technology Services
End User Computing Support
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Santa Barbara, CA 93106
ETS.UCSB

June 2020

Dear Workstation Support Customers,

This year has seen the transition to remote work for many departments and this group continues to adapt the service to the support needed. This was an unexpected transition and if there are accommodations in the coming year that you and your employees need to continue your work for campus, we encourage you to submit a ticket in IT Services Portal at http://ithelp.ucsb.edu

It is our goal to provide the same, if not better, level of support.

Given the budget cuts and constraints the campus will be facing next fiscal year, we have worked to make the current rates a sustainable model for next fiscal year as well. For your budget purposes, the current and forecasted support level rates annually per workstation are:
TIER 1 $760
TIER 2 $690
TIER 3 $400

Please let us know if there are any transaction costs or workstation devices your department would like coded as Cost Type COVID for FEMA reimbursement funding. As a reminder, we encourage communication about LAFS changes throughout the year, and final quarter billing is provided in May (for April, May and June) as a courtesy to our customers who may need to make fiscal year-end adjustments. Billing is always quarterly in arrears. The total charge may vary if the number of workstations in your department changes, as inventory is also reported quarterly. If you have any billing questions or concerns, please contact Sparring by email at sparring@ucsb.edu.

Workstation Support has also undertaken a Microsoft Campus Agreement (MCCA) on behalf of its customers, and your support covers your licensed Microsoft Office and Windows OS. This will also cover upgrades to newer editions of this software without any additional costs to you.

If you have any questions about your current service, we encourage you to check out our descriptions and contact information on our website at https://www.it.ucsb.edu/end-user-computing-euc-support-services. You may also contact us directly: for service support inquiries, please contact the service manager Scott Nowell at x2213 or scott.nowell@ucsb.edu.

Best wishes,
Your Workstation Support Team