

Ongoing Joint Venture ITAC funding request

Initially requested in 2005-2006 funding cycle

Microsoft Premier Support

Partners: Business, Engineering & ITS

Brief Description	Requested Funding
<p>Business, Engineering and ITS have consistently found it desirable and necessary to procure premier level support from Microsoft as a resource to reinforce mission-critical IT services ranging from clustered email, file services, web, and directory services, among others.</p> <p>Premier Support most importantly provides 7x24x365 expert consultation to resolve critical issues and a Technical Account Manager (TAM) to act as a proponent and advocate for campus issues. This communication is essential in an environment where Microsoft Windows systems are deployed for mission-critical and curriculum sensitive services. Through Premier Support we are also able to gain early access to security vulnerabilities, remediation and other insights, such as product releases, critical to effective and efficient planning.</p> <p>Premier resources also facilitate pilot projects, pre-beta evaluation and act as a catalyst for developing and deploying new services for and across campus.</p> <p>These units also consistently act as a resource for other campus entities in order to leverage and scale the knowledge and insights gleaned from having the Microsoft Premier Support contract in place. This dynamic makes it especially reasonable for these College to request to have this cost deferred consistently by an ITAC funding allocation.</p>	<p>\$97,000 (per year) {small percentage increase over years would be useful}</p>
Total:	\$97,000 per year

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