

Standard Information	
Approved by:	CNC ITS (Information Technology Services) Leadership
Approval Date:	Nov 30, 2022
Administrator Responsible	David Lampron, CIO
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CNC IT (Information Technology) Services Chargeback Standard

Statement about this Standard

Our aim is to ensure that CNC has access to the technological services that are required to deliver an excellent educational experience to our students.

Purpose / Rationale

The purpose of this document is to define standards for chargeback models that transparently outline the underlying costs and presents an approach to ensure that chargebacks directly align with the business value they deliver and are administratively efficient to manage.

Scope / Limits

This standard shall apply to all employees, departments within CNC who work with and require access to CNC systems and ITS issued equipment while executing business functions, activities or services for or on behalf of CNC or its customers. Policies, Standards, and Procedures may be expanded, or exceptions may be made as needed.

Principles

1. Simpler is better: Approaches to departmental charge backs should yield the highest value to the college as possible;
2. Charge backs incur administrative overhead; charge backs should be used only in cases when the administrative overhead is deemed of value;
3. CNC owns all technology assets that are purchased using CNC funds;
4. CNC departments, programs and users should endeavor to ensure that technology assets are used to the highest potential to ensure maximal return on investment (unused technology assets should be returned to ITS promptly);
5. Broadly consumed technology services and infrastructure should be centrally funded;
6. Required specialty items services and infrastructure should be funded by the department/program.

Chargeback Standard

The following guidelines underpin the approach for determining what services and equipment are subject to departmental chargeback and which are paid for centrally.

1. **Fundamental Corporate Services:** Technology services and equipment that are considered fundamental, are broadly used across the college. These services are often used by 80% or more of the CNC user base will be paid for centrally out of the ITS budget. These services include (but may not necessarily be limited to):
 - a. Network (wired, wireless)
 - b. Corporate Telephony and Unified Communications (MS Teams)
 - c. Email
 - d. File Storage (MS OneDrive)
 - e. Cybersecurity (Multifactor Authentication, anti-malware)

2. **Essential End-User Computing Equipment & Productivity software:** most employees at CNC need access to basic computing equipment to perform their duties. [CNC's IT Equipment standard](#) provides more detail on this topic. Each employee's basic computer equipment requirements will be paid for out of the ITS budget. This equipment includes (but may not necessarily be limited to):
 - a. A computing device (laptop, tower)
 - b. A monitor (two monitors if the position duties require and/or location allows)
 - c. Peripherals (docking station, headset, mouse, keyboard, webcam)
 - d. Office productivity (MS Office)
 - e. Mobile phone¹ (device, incl. case, charger)

3. **Business-specific Applications and Infrastructure:** some departments/programs require business-specific applications and infrastructure. These items are often unique to the department/program. These will be charged-back on a cost-recovery from associated department. These include (but may not limited to):
 - a. Department specific (security systems, cameras, building environmental monitoring, marketing software, etc.)
 - b. Program specific software (health/dental clinic software, power engineering, lab equipment, etc.)

4. **Specialized End-User Computing Equipment:** some departments/programs require business-specific applications and infrastructure. These items are often unique to the department/program. These will be charged-back on a cost-recovery from associated department. These include (but may not limited to):
 - a. Printers² (device, toner, paper)

¹ **Mobile Phones:** it's more economical for CNC to purchase mobile phones outright (rather than via a monthly payment plan). ITS will purchase devices using central funds. Manager approval is required prior to assigning an employee a mobile phone.

² **Printers:** Printing paper has largely given way to more effective digital approaches. Given that printing needs and volumes vary greatly across various departments, printers are a cost-recovery item. Printers

- b. Specialized equipment (high resolution monitors & cameras, 3d printers, etc.)
- c. Cell Mobility Plan³

Legislative and Collective Agreement References

[CNC & FANC 2014-2019 Collective Agreement](#)
[CNC & CUPE 2019-2022 Collective Agreement](#)

Other related policies, documents and websites

[Acceptable Use of CNC Information Technology](#)
[Identity and Access Management](#)
[Information Cybersecurity](#)
[Information Technology Asset Procurement and Vendor Management](#)

Links to procedures which support the Standard

[Computer Hardware Order](#)
[ITS Standard Hardware Guide](#)

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are charged to the ordering departmental budget code. Service/use invoices go to the Print room and are then sent out to each department for approval on a monthly basis.

³ **Mobility Plan:** for users who require a mobile phone to perform their duties, the mobility plan will be charged back to their home department.