

# computer resource consulting (crc)

*Computer consulting and support*

*Support for Windows and Macintosh systems.*

*Computer backup installation and configuration.*

*Quality customer service and lower hardware maintenance costs.*

*Technical project management.*

**WHAT IS COMPUTER RESOURCE CONSULTING?** IT Services Computer Resource Consulting (CRC) provides for-fee computer support to Stanford schools, departments, and institutions. CRC offers clients the time- and cost-saving advantages of having their own Stanford knowledgeable departmental IT support without having to manage IT staff themselves. CRC services are provided through Field Support Teams—teams of highly trained IT professionals. Although each client is assigned one or more primary consultants (depending on the size of the IT environment to be supported), the team approach enables CRC to leverage the expertise of all team members to provide each client the highest level of expertise.

**WHY SHOULD I USE IT?** Typical departmental computing support services include:

- Day-to-day support of Mac and/or Windows client desktops, laptops, and associated peripheral hardware and software;
- Day-to-day support for departmental servers and peripheral network equipment;
- Local Network Administrator support and local network troubleshooting;
- Purchasing and configuration advice for computing and networking devices;
- Support for data backups and restores;
- Support for Personal Digital Assistants such as Palm Pilots, iPhones, and Windows Mobile Devices.

CRC also provides Extended Services to clients. These services can be in addition to or instead of services provided by a Field Support Team.

- *Stabilization Services*—provides dedicated resources to transition the client environment to a support level that is both manageable and predictable;
- *Long-Term Projects*—provides service to clients who have a major IT infrastructure overhaul requiring dedicated resources to complete the project. Predetermined deliverables and timelines are agreed upon with the client.

**WHAT DOES IT COST?** CRC rates are based on the number of devices and complexity of the environment to be supported. The table below lists rates for Field Support Team-based departmental computing support. Pricing for Extended Services requires a discussion with the client to determine appropriate costs.

	Workstations (desktops/laptops)	Category 1 Servers*	Category 2 Servers**
Fewer than 200 workstations	\$58/month per workstation	\$720/month per server	\$850/month per server
More than 200 workstations	\$55.50/month per workstation	\$720/month per server	\$850/month per server
More than 500 workstations	\$52/month per workstation	\$720/month per server	\$850 /month per server

\* Category 1 servers are straightforward servers and typically include file servers, backup servers, etc.

\*\* Category 2 servers require more specialized server expertise and typically include application servers, domain controllers, firewalls, etc.

**HOW CAN I FIND OUT MORE?** If you are interested in this service, please submit a HelpSU request at <http://helpsu.stanford.edu>, or see the web site: <http://contractsupport.stanford.edu>

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