

Public Web HRIS COMPASS

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Business Information Services

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BIS Services and Fees

If you don't see the service you need described below, please call the BIS Service Desk at 1-800-262-3112.

Note: The fixed rates are Non-Negotiable by BIS.

Service	Summary of Service	Cost	Cost Notes	How To Request	Estimated time to completion
IMAC Process Installs, Moves, Adds & Changes (IMAC) IMAC Request System IMAC Guidelines Departure Form Instructions Frequently Asked Questions BIS Services and Fees BIS Hardware Catalog BIS Software Catalog Related Documents Departmental Liaisons (PDF) VPN Access for City Vendors Form Wireless PDA/Phone Request Form Supervisor's Guide to Onboarding (PDF) Personal Device ActiveSync Access Form (word)	Access to COM Outlook via personally procured data devices This service provides the ability to use personal data devices that are Microsoft ActiveSync enabled to access COM Outlook Any changes or additions to department BIS asset inventory. Setup restricted network and email account. User can login to network, browse CityTalk and check email. User may or may not have a personal home drive (H: drive), or have access to departmental file folders.	\$25.00 \$85 for additions to inventory. \$85	This fee is for setup only. We do not support the personal mobile device. There is no fee to depart or change devices but there is an \$85 fee for additions to inventory.	IMAC Request System IMAC Request System IMAC Request System	5 - 10 Days - Business Days from receipt of IMAC. 1 - 5 Business Days from receipt of IMAC.
Departure/De-Install	-Use when an employee or contractor is leaving city employment. -Use to decommission unused BIS equipment.	\$0		Use this form: Departure/De-Installation Services.	For help with the form see:

Learn about the Training Department's, Project Management Course

	- Use to request de-installation of unused software.			<u>Departure Form Instructions</u>	
Hardware Add/Change	Install or change an add-on device to a PC or Network Printer. Includes installing required software drivers and printer maintenance kits.	\$85	This fee does not include cost of the new equipment. (See Hardware Catalog for pricing).	<u>IMAC Request System</u>	1 -5 Business Days from receipt of IMAC.
Hardware Install	Install new BIS equipment, such as a PC, Network or Local Printer or other device. Assumes setup for existing computer users; does not include new user setup.	\$220	This fee does not include cost of the new equipment. (See Hardware Catalog for pricing).	<u>IMAC Request System</u>	1 -5 Business Days from arrival of equipment after receipt of IMAC
Hardware Move	Coordination and moving of existing PCs, printers or other BIS equipment. Includes activating existing network jack, if needed. Choose this service when you are not moving people, just equipment. An IMAC is required any time you move BIS equipment (see Penalty for Unauthorized Moves, below).	\$220	This fee does not include adding new network jacks. A price quote will be provided.	<u>IMAC Request System</u>	1 -5 Business Days from receipt of IMAC.
New Software Requests	If you need to purchase new software, or upgrade existing approved software you are currently using please submit a <u>Project Idea Form</u> . Check the <u>Standard Software List</u> for software currently available. Important! Do not purchase software before initiating the project idea request. BIS can't guarantee that a	Varies	Fees will vary depending on software purchase and/or upgrade costs and complexity of implementation.	<u>Project Idea Form</u>	Varies. A BIS staff member will contact you to review.

	product you purchase outside this process can be successfully implemented in our environment.					
New User Setup	Coordination and setup of network access email access, PC configuration and telephone/extension setup for new employees and contractors.	\$220	This fee does not include cost of the new equipment. (See Hardware Catalog for pricing.)	IMAC Request System	1-5 Business Days from receipt of IMAC.	
	This setup assumes the user will receive a standard phone and will use existing computing equipment.		This fee does not include Property Services cost to configure work spaces.			
Project Idea	If your department needs to purchase new software; upgrade current software or needs a solution to meet a business need or improve a process that can't be met through a standard service request or an IMAC, please submit a <u>Project Idea Form</u> .		Varies. A BIS staff member will contact you to review.	<u>Project Idea Form</u>	Varies. A BIS staff member will contact you to review.	
Unauthorized Moves	Do not move BIS equipment yourself. Only authorized BIS personnel, working within the standard IMAC procedures can move equipment.	\$500 + IMAC fee	The penalty for unauthorized moves is \$500 + IMAC Fee.			
User Move	Coordination and moving of 1 or 2 existing employees or contractors from one location to another. Costs include moving the person's PC, telephone and other IT equipment from one location to another (within same area or room, floor to floor or building to building).	\$220	This fee does not include Property Services cost to move non-BIS equipment or configuration of work spaces.	IMAC Request System	1 -5 Business Days from receipt of IMAC.	
	An IMAC is required any time you move BIS equipment (see Unauthorized Moves).					

Smart Phones	Use for procurement of Windows Mobile Devices (aka. PDA Phones).	See Hardware Catalog.	Cost varies by model. See Windows Mobile Devices in the BIS Hardware Catalog.	Use this form: Windows Mobile Devices	
Software Install	Install current version of <u>Standard Software</u> on up to 30 PCs.	\$ 0		IMAC Request System	1 -5 Business Days from receipt of IMAC.
Swiftreach	Mass phone calling application.	Fee for service.	Approval by BIS Enterprise Content Management.	Contact BIS Service Desk at 1-800-262-3112.	
Vendor VPN Access	Use when requesting remote access for external City vendors.	\$85		Use this form: VPN Access for City Vendors	
VPN Access for City employees/contractors	Provide VPN access for employees/contractors to work off site	\$85	If an air card is needed there is an additional \$50.00 monthly fee.	IMAC Request System	1-5 Business Days from receipt of IMAC.
Web Publishing	There is no charge for most standard web content assistance and maintenance. Significant new work, or functionality beyond standard publishing, may require submission of a BIS <u>Project Idea Form</u> .	Varies.	Significant new work, or functionality beyond standard publishing, may require a BIS <u>Project Idea Form</u> .		Varies. A BIS staff member will contact you.

Unauthorized Move Charge:
This penalty fee is applied when end-users move equipment with or without completing an IMAC form. The penalty is \$500 + IMAC fee per

piece of equipment moved.

The fixed rates are Non-Negotiable by BIS.

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This information is maintained by Business Information Services.

Contact the Service Desk at 1-800-262-3112 to report technical issues with CityTalk.

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