

## 7. Generating Revenue and Reducing Costs

The strategic directions call for a supportive environment that includes enriched resources and enhanced revenue opportunities.

In addition to providing quality and cost-effective services, ITS contributes to a supportive environment by securing external funding, by reducing University costs through partnerships with industry and by creating a secure and productive work environment.

### 7.1 Generating Revenue

ITS' mandate is to provide quality and effective services for the University. Competing in the private sector would generate questions and complaints, from both that sector and the campus community, regarding the use of public funds. We rarely provide services outside of the University.

However, ITS actively looks for opportunities to secure outside funding. Some examples of our successes follow.

- **USR-net Project.** This CFI-funded project will bring \$11.5 million of new funding to the University, \$5 million of which counts toward the University's total research income.
- **National Infrastructure Program.** In the late 1990s, we were successful in receiving \$1.5 million for network renewal.
- **ITS, together with the University of Regina, developed the first provincial Internet service (SaskNet).** Once commercial alternatives were available for this services, the network was "sold" to SaskTel in exchange for several years of a reduced Internet service costs.

ITS will continue to seek external funding wherever possible, recognizing this funding must align with the strategic directions and priorities of the University.

### 7.2 Reducing Costs

ITS seeks and negotiates partnerships with the industry in order to reduce the University's cost of equipment and software. The benefits, to the University, of some of these partnerships are outlined below.

- **Our partnership with Cisco and IBM has resulted in \$2 million of industry contributions toward the USR-net project.**
- **Additionally, Cisco has provided approximately \$200,000 worth of equipment for an IP-based telephony project in Kinesiology.**
- **Special pricing agreements have been negotiated with Apple, HP, IBM, Sun Microsystems and others. These agreements benefit colleges, departments, researchers, students, faculty and staff.**
- **ITS, together with SIAST, negotiated a site license for geographical information system (GIS) software with ESRI Canada. The commercial cost of this software is valued at \$7 million whereas the site license costs the University \$15,000 yearly.**

- Partnerships have been established with two suppliers of geological and seismic processing software. This software is used for instruction and research. The cost of this software is estimated at US\$3 million. The University cost is \$5,000 per year.
- A recently negotiated contract with Oracle will save the University \$250,000 per year for the new student information system; assuming a fifteen-year life for this system, these savings will total almost \$4 million. [Note: These discounts were negotiated prior to the selection of the Si! system and were included in the budget to the Board.] These discounts also reduce the University's database license costs related to Banner Finance, About-US, iHelp and other systems.
- A site license for Sophos anti-virus software has been acquired. This license covers all desktop computers and servers on campus as well as all faculty, student and staff workstations at home. This license costs the University \$12,000 per year (less than a \$1.00 per machine per year). This is a significant reduction even from normal educational prices.
- University (low cost) pricing for students, faculty and staff have been negotiated for SaskTel and Shaw high-speed Internet services. Individual savings can be as much as \$240.00 per year.
- The Campus Computer Store negotiates and manages the Campus Microsoft Agreement. Savings to the University are estimated at \$200,000 per year.

The following table summarizes some of the annual cost savings resulting to the University from our industry partnerships.

University Annual Estimated Cost Savings	
Microsoft Campus Agreement	\$200,000
Adobe Software	\$ 60,000
SPSS Software	\$125,000
Oracle (for Si! project)	\$250,000
Estimated Annual Savings	\$635,000

The following table provides a sample of annual cost savings realized by students, faculty and staff from our industry partnerships.

Student, Faculty and Staff Annual Estimated Cost Savings	
Microsoft Software	\$110,000
High Speed Internet	\$ 600,000
Estimated Student, Faculty and Staff Savings	\$710,000

The Campus Computer Store (CCS) is a vital part of ITS' service delivery. They help us administer software and hardware agreements negotiated by the University. Through their membership in Campus Retail Canada and Canadian Consortium of Campus Computer Stores, the store works directly with industry to advocate for special pricing for higher education. Additionally, the CCS offers a free setup service for all computers installed on campus; this support is valued at \$70,000 (based upon the staff effort spent to provide the support).

### **7.3 Providing a More Productive Environment**

Inherent in our mission is the goal of providing a productive work and scholarship environment for the University community. SPAM e-mail and successful Internet-based attacks can make for a very unproductive environment. The following outlines some of the actions that ITS has undertaken with respect to SPAM and Internet security to provide a more productive ICT environment.

- 90,000 virus infected e-mail messages are detected and removed daily at peak times.
- 100,000 SPAM attempts are blocked daily from known SPAM and open relay sites.
- 55,000 e-mail messages are quarantined daily through global SPAM blocking.
- 5.2 million probes of the campus network (attempts to attack campus ICT resources) are blocked daily.

ITS will continue to seek ways to enable instructors, students researchers and staff to be more productive.