

**The Faculty of Medicine**  
**Administrative Productivity Package (APP)**  
**Features and Pricing**  
May 2012

The Faculty of Medicine runs a suite of server software that is collectively named the Administrative Productivity Package (and formerly known as the “Exchange Service”), which provides administrative users (faculty and staff) with the following functionality:

1. Email: fast, secure email with powerful anti-virus and spam protection
2. Scheduling: powerful group scheduling, including rooms & resources
3. File Storage: secure network file storage for individuals, offices, and teams
4. Software Licensing: the latest versions of Microsoft Windows and Office
5. Remote Access (coming soon): secure remote access to all of the above

Some of the most important features of this system are:

- No change to your current email address ([your.name@utoronto.ca](mailto:your.name@utoronto.ca))
- Highly functional, multi-browser web-based email access
- Automated daily backups, firewall protection, and uptime monitoring
- High level of security, compliant with all applicable University policies
- Large per-user space quota, with additional space available (\$)
- PDA / mobile device access to email, schedules, contacts, and files (\$)

In order to serve the widest possible audience, the system includes support for multiple operating systems (Windows, Mac), browsers (MSIE, Firefox, Chrome, Safari), email clients (Outlook, IMAP), and secure file transfer and remote access protocols.

The per-user account costs for the full APP (\$240/year) will be covered by the Faculty of Medicine for all users with an administrative appointment with the Faculty, making the service effectively free for most administrative users. Use of the APP is governed by the *The Faculty of Medicine Administrative Productivity Package: Terms of Use*. Use of any aspect of the APP indicates acceptance of these *Terms of Use*.

The APP was developed for the Faculty of Medicine by the Discovery Commons, which provides user support (new accounts, problem reports, requests for additional space, and help with features) through the Discovery Commons Service Desk. Support is available during office hours, Monday through Friday, 8am to 5pm. The Service Desk can be reached by email at [discovery.common@utoronto.ca](mailto:discovery.common@utoronto.ca) or by phone at (416) 978-8504.

Microsoft Exchange is a leading email and collaboration system in corporate and large institutional environments. Outside of the APP, Exchange is in use in the University in a number of other Faculties, including the central UTORexchange service.

Starting in 2012, the latest versions of Microsoft Windows and Office, along with all required client access licenses (CALs) to APP systems, will be available to current APP users at no charge (other than the cost of a DC technician to perform the upgrade). The cost of this software, valued at approximately \$220 per user (based on Microsoft’s educational “Select” pricing), is being covered by the Faculty of Medicine through the University’s Microsoft Campus Agreement. The benefits include:

- The ability to upgrade all users to the current version of Microsoft software, reducing support costs, simplifying upgrades, and eliminating file incompatibility;
- Eliminating the risk of the Faculty of Medicine being found guilty of software piracy (i.e. using Microsoft software without properly licensing);
- Eliminating the need to track software licenses on a user or device or departmental level, which can be a major source of administrative overhead;
- The ability to enforce the use of enterprise-grade encryption (Bitlocker) on all Faculty of Medicine computers, including laptops and even USB keys.

More information on Microsoft software licenses can be found in the document *The Faculty of Medicine Administrative Productivity Package: Microsoft Software Licensing*.

**Additional fees:**

Standard email & scheduling service, non-administrative users <sup>1, 2</sup>	\$120 / yr
Standard file storage service, non-administrative users <sup>1, 2</sup>	\$120 / yr
Additional personal email or file storage space <sup>2</sup>	\$12 / GB / yr
Additional departmental file storage space <sup>3</sup>	\$6 / GB / yr
Blackberry Enterprise Server (BES) 1 <sup>st</sup> year licensing cost <sup>4</sup>	\$150
Blackberry Enterprise Server annual support <sup>5</sup>	\$100 / yr

These fees will be calculated and billed once a year, near the end of the fiscal year.

**Notes:**

1. Administrative users are defined as someone with a staff or faculty appointment with the Faculty of Medicine who has predominantly administrative (as opposed to educational, research, or clinical) responsibilities. In cases where this definition is not sufficient, the Faculty’s CAO will make the final decision.
2. The standard email and file storage services for individual users consists of a combined 8GB space limit (quota), which is shared between the services (3GB for email, 5GB for files). We will expand these quotas for users upon written request (to [discovery.common@utoronto.ca](mailto:discovery.common@utoronto.ca)), at the specified per-GB rate. We do not recommend email accounts of larger than 3GB, as this has the potential to cause data corruption.
3. The default departmental quota is 10GB, which is provided at no cost to the department. This quota will be expanded to 30GB upon written request (to [discovery.common@utoronto.ca](mailto:discovery.common@utoronto.ca)), again at no cost to the department. Above that, the quota will be expanded on written request by 20GB or 50GB “blocks” at the specified per-GB rate. We reserve the right to set a reasonable upper limit to the amount of space any one department is allocated, based on the total amount of storage space available.
4. Use of a Blackberry and the BES server in combination provides the greatest possible level of mobile device security. In addition to the BES costs specified here, Blackberry users are entirely responsible for the cost of purchasing their device, and any monthly costs for voice service, data service, and other fees. The University’s Telecommunications office offers special rates and suppliers for these services on their website.
5. The annual BES support fee is charged in the second and subsequent years of the service, to cover software maintenance, upgrades, and ongoing support.