

**APPROVAL OF A MEMORANDUM OF UNDERSTANDING WITH INDIANA
UNIVERSITY FOR INFORMATION TECHNOLOGY HELP DESK SERVICES**

RESOLUTION NUMBER 2012-49

WHEREAS, at the request of President Snyder, the Office of Information Technology has successfully negotiated an agreement with Indiana University for help desk services for students, faculty and staff, and

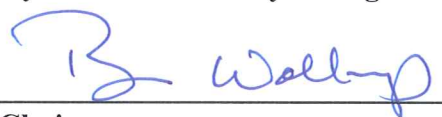
WHEREAS, under the agreement, beginning in December 1, 2012 and ending on May 31, 2014, the College will have the ability to provide enhanced IT help desk services from Indiana University at an annual cost that is less than providing the same services in house, and

WHEREAS, based on negotiations with Indiana University and benchmarking the results against other entities, the Office of Technology has determined that Indiana University offered the lowest total cost to the College for IT help desk services that will meet the College's specifications, and

WHEREAS, the Finance Committee of the State Board of Trustees has considered the proposed agreement with Indiana University and recommended that the Board authorize the College to enter into the agreement:

NOW THEREFORE BE IT RESOLVED, that the State Board of Trustees of the College hereby authorizes and directs the President of the College, or any other officer of the College designated by the President, to sign the proposed agreement with Indiana University for IT help desk services after review by the College's General Counsel.

**State Trustees
Ivy Tech Community College of Indiana**



Chairman



Secretary

August 9, 2012