

**WAC 296-17A-5302 Classification 5302.**

**5302-00 Computer consulting, programming, software and website development, and internet service providers (ISPs), N.O.C.**

Applies to establishments engaged in providing computer consulting - primarily recommending and designing hardware systems and/or software for the needs of the contracting entity. Consultants may provide training on software programs and hardware systems. Programming may include creating or maintaining programs using computer language code. Activities include product conceptualization, design of the blueprint, creating flowcharts, coding the program, beta testing, etc. Included is web site development.

Software development firms design and develop "packaged" software for sale in retail stores for mainframe systems or PCs, or they may develop general application programs, educational, entertainment or games software. Additional program aspects could include musical and sound code applications, visual representation and animation artists.

Internet service providers offer business and commercial computer users access to the internet by various telephony, digital and wireless means. Most ISPs charge subscribers a monthly or annual fee. Some may offer a variety of free web-related services as part of a total package—i.e., search engines, email address, personal web page, quick links to popular websites, twenty-four hour customer service and technical support and instant messaging. Tech support is generally engaged in troubleshooting and will frequently walk users through whatever steps are needed to correct a computer problem. Some ISPs have technical professionals who assist clients by designing, upgrading, and/or maintaining their business web site or home page. This classification includes clerical office and outside sales personnel who travel from one office environment to another.

This classification excludes adjustments, service, or repairs and hardware installations to business machines for others which are to be reported separately in classification 4107; computer technical support staff for firms not in the computer industry are inclusive within that firm's primary class, i.e., a law firm's computer support staff are inclusive within class 5301-11; retail and internet store activities are to be reported separately in classification 6406; CD copy/write scanning are to be reported separately in classification 6506; electrical prewiring when performed by a specialty contractor not in the business to install computer equipment is to be reported separately in classification 0608; assembly and repair of premanufactured parts into operative computer components, shop only, is to be reported separately in classification 3602; business that has instructors/trainers (only) is to be reported in either 4904 or 6303 depending on training room location.

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