
About This Manual

Through the Georgia Enterprise Technology Services (GETS) program, participating state agencies purchase technology *services* and not infrastructure, avoiding having to budget separately for many of the indirect or one-time costs associated with IT. GTA aims to equip agencies with visibility into their IT costs, as well as the know-how to manage service volumes to best match their budgets and business needs.

In this manual we provide easy-to-follow guidance for each main type of GETS service. Each section includes an overview of the service, the Resource Units billed to cover service cost, best practices in managing service consumption, and step-by-step directions for adding, deleting, or changing service in the GETS environment.

For more information on managing GETS services, please contact the [Agency Relationship Manager](#) ^[1] assigned to your agency.

Want overview information about GETS IT service consumption management? GTA has developed tools to help agencies implement [best practices](#) ^[2]. In addition to the manual offered here, comprehensive data reporting is available to GETS agencies. Contact GTA's [Jeff Strane](#) ^[3] to learn how your agency can benefit.

Source URL: <http://gta.georgia.gov/book-page/about-manual>