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GETS Education Program

INVOICE OVERVIEW

Ensuring our common understanding

- **The learning objectives for this session will ensure you:**
 - have a good understanding of the contents of a GETS Invoice
 - understand the agency’s responsibilities for GETS invoicing, including the monthly invoice review
 - are familiar with the primary reports and tools available to your agency to better understand and manage a GETS Invoice
- **After this session, everyone will be asked to complete a feedback form indicating your understanding of the material**

Ensuring our common understanding

- **We will review your feedback**
 - If there is a group need for information, we will incorporate it into the curriculum or have an additional training session
 - If the need is specific to an individual or agency – we will schedule a one-on-one session to ensure you get the information you need
- **We are committed to your success**

Agenda

- **Invoice Responsibilities and Contents**
- **Invoice Reports and Tools**

INVOICE RESPONSIBILITIES AND CONTENTS

GETS Common Invoice Definitions

- **Vendors** – IBM and AT&T (Service Provider Partners)
- **Service Provider** – Georgia Technology Authority
- **Contract** – The outsourcing service contracts GTA has with IBM and AT&T
- **Enterprise** – the State of Georgia agencies, colleges, and local municipalities consuming GTA services
- **Volume** – Quantity of Services
- **Resource Units (RU)** – the “unit of measure” for IT services provided under the IBM and AT&T outsourcing contracts
- **Service Tower** – a grouping of related Resource Units based on IT services provided (i.e., Voice, End User Computing, etc...)
- **INF** – Infrastructure Services
- **MNS** – Managed Network Services

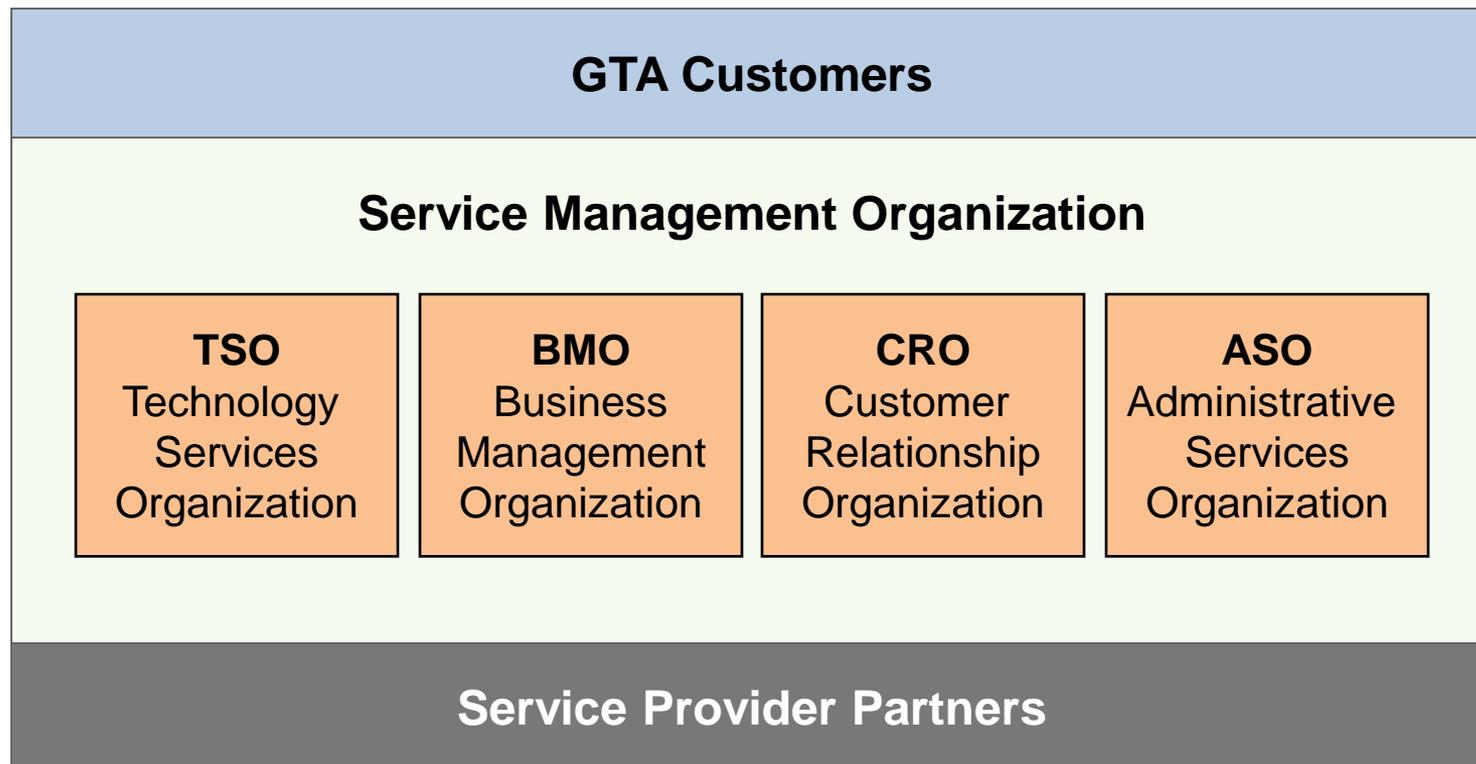
Responsibilities

- **GTA**
 - Reviews Enterprise invoices with Vendors monthly to understand drivers or outliers in volumes or charges
 - Validates the Vendors' invoices to ensure charges comply with the GTA/Vendor contracts
 - Establish Unit Rates to recover the cost of the services provided
- **The Agency**
 - Reviews Invoice Monthly
 - Determine appropriate Cost Center Structure for reconciliation
 - Reconciles Resource Unit Volume for accuracy
 - Updates RU Invoice Detail: user names for PCs, email, etc
 - Initiates Add/Remove Activity for services through OrderNow!

The GETS Invoice Contents...

- **Charges for IBM and AT&T services**
- **Transformation charges**
- **Pass-through expenses**
 - Contract and license expenses
- **Incremental project-related expenses as approved by the agency**
 - IBM and AT&T
 - GTA Portal Hosting and Development
 - Independent Verification and Validation (IV&V)
- **GTA Administrative Fee**
 - Recovers direct cost of the GTA Service Management Organization - governance and oversight function for INF and MNS contracts.
 - Annual Cost basis recovery of GTA direct expense – Federal compliance to OMB – A87

GTA's Service Management Organization



The SMO organizational structure enables proper management, governance, oversight, and process improvement

GTA Account Code Structure

Name	Length	Total Length
GA	4	4
Agency	6	10
Customer Defined	9	19
Identification	16	35

Length includes leading period

Examples

GA	Agency	Customer Defined	Identification
GA01	.42230	.00000000	.00000000GETSSAN
GA01	.46200	.00000000	.EUC462031020000
GA01	.98000	.00000000	.000000000980171

Cost Center

- The Account Code structure is used to define which agency will be included in the generated reports and invoices.
- Agencies can define cost centers through an Excel template (see Appendix) and working with GTA's Chargeback Admin

Note: Security allows the user to only view data for the user's Agency or Customer Account.

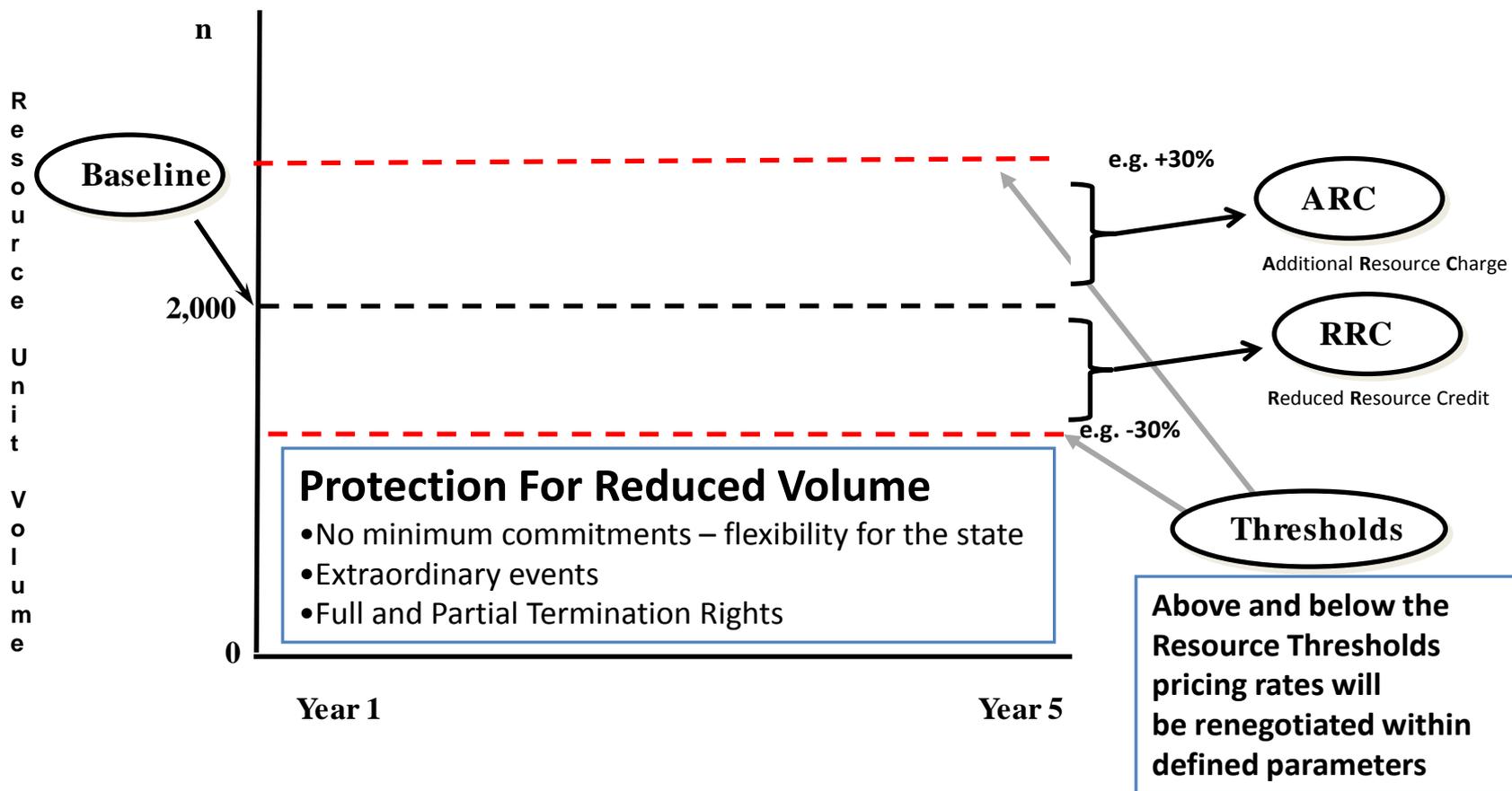
Overhead/Indirect Costs

- **Resource Unit charges on the GTA Invoice recover the Vendors' direct cost of Resource Unit services as well as indirect costs**
- **Examples of the indirect costs are:**
 - Invoicing
 - Planning and Strategy
 - Systems: OrderNow!, Maximo, GSMRT...
 - Project Resources
 - Disaster Recovery

TAKEAWAY

GETS Indirect costs are allocated throughout resource unit charges

Volume Thresholds Provide Safeguards



The GETS Invoice Collection Dates

Activity	AT&T	IBM
Vendor takes snapshot of active RUs	Last day of the month, two months prior to billing month	15th day of the month prior to billing month
Vendor bills GTA	5th business day of the month	10th business day of the month
GTA bills customers	10th business day of the month	15th business day of the month

- AT&T's invoice is due to GTA 35 days from the resource unit snapshot date in order for AT&T to process the data to produce the invoice
- IBM's invoice collection in the middle of the month allows them 25 days to produce their invoice to GTA

The GETS Invoice Collection Dates

Example:

Activity	AT&T	IBM
Resource Unit inventory date	October 30, 2012	October 15, 2012
Vendor Invoice produced from inventory snapshot	December 7, 2012	November 15, 2012
GTA Invoice Date	December 14, 2012	November 22, 2012
GTA GSMRT Invoice Date Range	12/01/2012 - 12/31/2012	11/01/2012 - 11/30/2012

INVOICE REPORTS AND TOOLS

Invoice Example

MNS Invoice



Georgia Technology Authority

Georgia Technology Authority

P.O. Box 945941

Atlanta, GA 30394-5941

Georgia Technology Authority

47 Trinity Avenue SW

Floor 6

Atlanta, GA 30334-9006

Invoice Number: 924-980000313

Date Range: 03/01/2013 to 03/31/2013

Hyperlink to Details

Totals for Tower

Agency Totals for: GA01.98000 Georgia Technology Authority

Resource Units

Resource Unit Group or Tower

	Units	Unit Rate	Amount	GTA Admin Fee	Charge
WAN Type A	1.0000	764.1400	764.14	65.10	829.24
WAN Type B	1.0000	414.6300	414.63	35.33	449.96
Capitol Hill Fiber WAN Link - 1 Gbps	2.0000	2,803.2800	5,606.56	477.68	6,084.24
Point to Point - 1.5Mbps	2.0000	411.8900	823.78	70.19	893.97
WAN Link without CoS Capability - 1.5Mbps	1.0000	371.6200	371.62	31.66	403.28
Remote VPN Subscriber - SSL Only Single Factor Authentication	155.0000	2.2700	351.84	29.98	381.82
WAN Services			8,332.57	709.94	9,042.51

Usage Trend & Variance Example

MNS Resource Usage Trend & Variance



Account Codes: GA01.98000 to GA01.98000
 Date Range: 01/01/2013 to 03/31/2013
 Report Type: Summary

Variance and Delta for selected & previous month

RU quantity billed

Usage is displayed based on invoice dates.

One line for each RU

(Mar 2013 vs Feb 2013)

	Jan 2013	Feb 2013	Mar 2013	Variance	Delta
WAN Services					
WAN Type A	1.000	1.000	1.000	0.000	0.00 %
WAN Type B	1.000	1.000	1.000	0.000	0.00 %
Capitol Hill Fiber WAN Link - 1 Gbps	2.000	2.000	2.000	0.000	0.00 %
Point to Point - 1.5Mbps	2.000	2.000	2.000	0.000	0.00 %
WAN Link without CoS Capability - 1.5Mbps	1.000	1.000	1.000	0.000	0.00 %
Remote VPN Subscriber - SSL Only Single Factor Authentication	252.000	193.000	155.000	-38.000	-19.69 %
Voice Services					
Voice Port - Basic	176.000	173.000	175.000	2.000	1.16 %
Voice Port-Premium	278.000	252.000	226.000	-26.000	-10.32 %
Voice Mailbox	225.000	217.000	145.000	-72.000	-33.18 %

Location of Reports

<https://www-01.ibm.com/services/connect/portal>

Main | Portal settings | Portal support | GSMRT Analytics

Welcome

Welcome to the State of Georgia GETS Portal

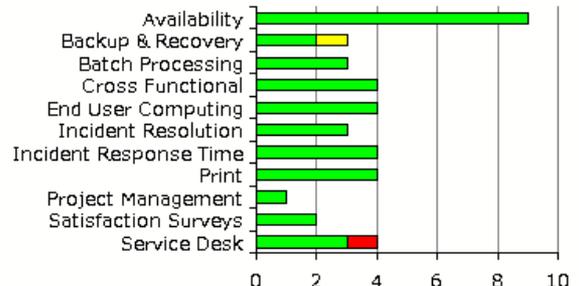
The Portal serves GTA customers and is your online access point provided via GTA vendor partners, IBM and AT&T.

The IBM Services Connection Team

Service level attainment

Service level attainment - (01 Feb 2013 - 28 Feb 2013)

- Metrics that met expected target
- Metrics that met minimum but not expected
- Metrics that did not meet minimum



Metric	Met Expected Target	Met Minimum but not Expected	Did Not Meet Minimum
Availability	9	0	0
Backup & Recovery	3	1	0
Batch Processing	3	0	0
Cross Functional	4	0	0
End User Computing	4	0	0
Incident Resolution	3	0	0
Incident Response Time	4	0	0
Print	4	0	0
Project Management	1	0	0
Satisfaction Surveys	2	0	0
Service Desk	3	0	1

Broadcast messages

Received Message

Site launcher

IBM Sites

- GTA Chargeback System - TUAM Reports
- IBM Invoicing System - TUAM Reports
- Services Catalog

IBM Partner Sites

- There are no links available

Operational report viewer

Global Systems Management Reporting Technology



[Click here to access service level and operational reports.](#)

CRMs can facilitate boarding to the GETS Portal and GSMRT

All GSMRT invoice reports are located in the GETS Portal

Location of Reports



IBM

Home | Products & services | Support & download

Documents

My Jobs

Channels

IBM Global Systems Technology

Documents > State of Georgia

Folders

- [ACD](#)
- [ACD Management](#)
- [Administrative](#)
- [Asset and Configuration](#)
- [Asset Query](#)
- [Availability](#)
- [Change](#)
- [Change Query](#)
- [Chargeback](#)
- [Data Exchange Services](#)
- [End User Computing Services](#)

→ [Print and Mail Services](#)

→ [Problem](#)

→ [Product Management](#)

Clicking on the **Chargeback** link will generate a list of documents the user is authorized to view



IBM

Home | Products & services | Support & download

Documents

My Jobs

Channels

IBM Global Systems M Technology

Documents > State of Georgia > Chargeback

Documents You Can View

- [Chargeback Reports](#) [Version](#)

About IBM | Privacy | Legal | Contact

Clicking on the **Chargeback Reports** link will generate a list of reports the user is authorized to view

GSMRT Chargeback Report List

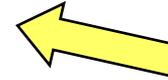
Invoices

[Infrastructure Invoice](#)

[MNS Invoice](#)

[Run Total Invoice](#)

[Account Total Invoice](#)



From the Report List, the user selects which report to view

Account Reports

[Daily Crosstab - Usage](#)

[Weekly Crosstab - Usage](#)

[Monthly Crosstab - Usage](#)

Trend

[MNS Resource Usage Trend & Variance](#)

[Infrastructure Resource Usage Trend & Variance](#)

[Cost Trend](#)

[Resource Usage Trend](#)

[Cost Trend by Rate](#)

Top Usage Reports

[Top 10 Cost](#)

Crosstabs

[Weekly Crosstab - Usage](#)

[Monthly Crosstab - Usage](#)

[Daily Crosstab - Usage](#)

Reconciliation Scenario

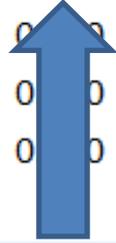
- The Trend and Invoice reports in GSMRT should be used to reconcile your invoice
- The next slides walk through a reconciliation scenario

Infrastructure Invoice				
		Georgia Technology Authority P.O. Box 945941 Atlanta, GA 30394-5941		
Georgia Technology Authority 47 Trinity Avenue SW Floor 6 Atlanta, GA 30334-9006		Invoice Number: 943-980000113 Date Range: 01/01/2013 to 01/31/2013		
Agency Totals for: GA01.98000 Georgia Technology Authority				
	Units	Unit Rate	Amount	GTA Admin Fee Charge

Using Trend and Variance Reports

- Start with the INF Trend and Variance Report
- Look for a change in volume

	Dec 2012	Jan 2013	(Jan 2013 vs Dec 2012)	
			Variance	Delta
End User Computing				
Central/Campus Desktops	118.000	119.000	1.000	0.85 %
Central/Campus Laptops	153.000	156.000	3.000	1.96 %
Central/Campus Tablet PCs	2.000	2.000	0.000	0.00 %
Central/Campus VIP Printer	3.000	3.000	0.000	0.00 %
Central/Campus Network Printers	10.000	10.000	0.000	0.00 %



Using Trend and Variance Reports

- Run the INF Trend and Variance Report at the cost center level of detail (this could be the starting point)
- Look for the cost center(s) with changes in volume
- Notice the GTA has organized its cost centers by department IDs in PeopleSoft (Best Practice)

	Dec 2012	Jan 2013	Variance	Delta
End User Computing				
Central/Campus Laptops	153.000	156.000	3.000	1.96 %
GA01.98000.00000000.000000000980171 Data Sales	5.000	4.000	-1.000	00 %
GA01.98000.00000000.000000000980331 ARRA Broadband Grant	0.000	1.000	1.000	
GA01.98000.00000000.000000000980433 ADM App Dev & Maintenance	7.000	8.000	1.000	14.29 %
GA01.98000.00000000.000000000980523 VMO Cross Functional	6.000	7.000	1.000	16.67 %
GA01.98000.00000000.000000980160110 Administrative Services Financial Management	0.000	1.000	1.000	

Using the Invoice at the Cost Center level

- Run the INF Invoice at the cost center level for the prior month AND the current month to see the change
- Locate the cost center in question
- Click on the Units hyperlink to drill into the detail

Date Range: 12/01/2012 to 01/31/2013

Agency Totals for: GA01.98000.00000000.000000000980171 Data Sales

	Units	Unit Rate	Amount	GTA	
				Admin Fee	Charge
Central/Campus Desktops	2.0000	38.3443	76.13	6.49	82.62
Central/Campus Laptops	9.0000	37.0298	333.04	28.37	361.41
Desktop Hardware Service Charge	18.2000	1.0000	18.21	1.55	19.76
Tablet PC Hardware Service Charge	86.8800	1.0000	86.88	7.40	94.28
End User Computing			514.26	43.81	558.07
Authorized Devices	11.0000	24.1351	264.73	22.56	287.29
Service Desk			264.73	22.56	287.29

Drilling into Invoice Detail

- The source of the volume change is identified when comparing the invoice detail of December vs. January
- Reports can be sent to business owners for verification of changes when cost centers are aligned to business units

GA01.98000.00000000.000000000980171		
Central/Campus Laptops		
Billing Period: 12/01/2012 to 01/31/2013		
Accounting Dates		
User Name		
12/15/2012 - 12/15/2012		
Brunson, Gina L		1.0000
Dev, Anup		1.0000
Harrell Jr, John J.		1.0000
Hauert, Robert J.		1.0000
Sumter, Ivan K		1.0000
12/15/2012 - 12/15/2012	Total:	5.0000
01/15/2013 - 01/15/2013		
Brunson, Gina L		1.0000
Dev, Anup		1.0000
Hauert, Robert J.		1.0000
Sumter, Ivan K		1.0000
01/15/2013 - 01/15/2013	Total:	4.0000

Detail with Identifiers Report

Does it seem like there were a lot of steps taken to reconcile a change in resource unit volume?

- Making reconciliation easier for our customers, GTA currently emails the supporting invoice detail Excel file for the Infrastructure Invoice to the Full Service GETS agencies each month
- In the fall, all customers will use GSMRT to download the supporting invoice detail (self-service)

Here is an example of the Detail file

	A	B	C	D	E	F	G	H	I	J	K
	GA	Agency	Customer	Identification	Agency	End Date	Type	Rate Group	Resource	Resource Description	Resource
1		98000	00000000	000000000980171	Description						Units
2	GA01	98000	00000000	000000000980171	Data Sales	2013-01-31	Infrastructure	End User Computing	EUCCO21	Central/Campus Laptops	1
3	GA01	98000	00000000	000000000980171	Data Sales	2013-01-31	Infrastructure	End User Computing	EUCCO21	Central/Campus Laptops	1
4	GA01	98000	00000000	000000000980171	Data Sales	2013-01-31	Infrastructure	End User Computing	EUCCO21	Central/Campus Laptops	1
5	GA01	98000	00000000	000000000980171	Data Sales	2013-01-31	Infrastructure	End User Computing	EUCCO21	Central/Campus Laptops	1

Ad Hoc Reporting

- In addition to these reports available to agencies, GTA can run ad hoc reports upon request for Resource Unit Consumption Variance for a single asset detail
- For Example:
 - Asset Tag or User Name
 - Server Host Name
 - Phone Number

Agency	Agency Description	Resource	Resource Description	Identifier Name	Identifier Value	12-2012	1-2013	Difference
GA01.98000.000000000.000000000980171	Data Sales	EUCC021	Central/Campus Laptops	User Name	Harrell Jr, John J.	1	0	-1
GA01.98000.000000000.000000000980331	ARRA Broadband Grant	EUCC021	Central/Campus Laptops	User Name	Hall, Loretta	0	1	1
GA01.98000.000000000.000000000980433	ADM App Dev & Maintenance	EUCC021	Central/Campus Laptops	User Name	Bellangue, George	0	1	1
GA01.98000.000000000.000000000980523	VMO Cross Functional	EUCC021	Central/Campus Laptops	User Name	Caldwell, Kristy	0	1	1
GA01.98000.000000000.000000980160110	GTA - Administrative Services Financial Management	EUCC021	Central/Campus Laptops	User Name	Diggins, Regina	0	1	1
Run Total						1	4	3

Reports to Support Invoice

- **Invoices**
 - Infrastructure Invoice – slide 24
 - MNS Invoice – slide 16
 - Run Total Invoice (INF and MNS)
 - Account Total Invoice (INF and MNS with detail drilling)
- **Trend Reports**
 - MNS Resource Usage Trend & Variance – slide 17
 - Infrastructure Resource Usage Trend & Variance – slides 22, 23
 - Cost Trend (results by Resource Unit)
 - Resource Usage Trend (results by Resource Unit)
 - Cost Trend by Rate (results by Tower)
- **Top 10 Cost** – (returns greatest cost drivers by Resource Unit)
- **Volume Charges and Trend Reports**
- **Detail with Identifiers Report** – slide 26
- **Detail Monthly Comparison Report** – slide 27

See Appendix for More Report Samples

Appendix Contents

- **Available Tools Summary**
- **Tools Examples**
 - Cost Center Creation and Changes – slide 34, 35
 - Resource Unit Definitions Document – slide 36
 - Cost Estimating Tool – slide 37
- **Report Samples**
 - INF Invoice – slide 38
 - INF Resource Usage Trend & Variance – slide 39
 - Cost Trend (results by Resource Unit) – slide 40
 - Resource Usage Trend (results by Resource Unit) – slide 41
 - Cost Trend by Rate (results by Tower) – slide 42
 - Top 10 Cost (returns greatest cost drivers by Resource Unit) – slide 43
 - Volume and Charges Trend Reports – slide 44

Preview of What's Ahead

- **These are the topics to be covered:**
 - Better understanding your GETS services
 - Knowing the charges (Resource Unit) for your GETS services
 - Knowing how to leverage processes and tools to better manage your service usage

Month	Topic	Month	Topic
Feb 28	Introduction	Aug 22	Mainframe
March 28	Invoice Overview	Sep 26	Voice
April 25	Transformation & How to work with GTA	Oct 24	LAN/WAN
May 23	EUC and Service Desk	Nov	No training
June 27	Servers	Dec	No training
July 25	Storage		

Close

- **Please complete your Learning Objectives Evaluation**
- **Next GETS Education Session - April 25, 2013**
 - Transformation
 - How to work with GTA

APPENDIX

Tools available to agencies

Tool	How to get it
Managing Cost Centers	OrderNow! Online Service Catalog
Moving Assets between Cost Centers	
Resource Unit Definitions Document	Customer Relationship Manager
GSMRT Training Presentation	
Cost Estimating Tool	

Managing Cost Centers through OrderNow!

- Adding the highlighted items below to the shopping cart enables agencies to create or change cost centers

OrderNow!

View cart

Shop catalog

- Quick shop
- Search catalog
- PC Equipment and Services/IMAC
- Telecommunication and Services
- New Site

• System or Application Access

• Request for Solution

• Office Move

• Conferencing Services

• Employee Move

• New Hire / Employee Separation

• Storage Request

• Super User Access Only

• Asset Management access only

Feedback

Request

Status

My profile

Application help

New Site Page help

Organization	Business level	Country
State of Georgia (GAIT)	Georgia Technology Authority	United States



New Site - Please select this if you need to add a New Cost Center or Ship To Location, or Change an existing Cost Center / Ship To Location. Please Note; services for a new site / ship to may be included on the same order, but those orders will not be initiated until the new site / ship to order is completed.

For selected items: Sort à la carte products by:

Mfr part #

à la carte products

Product short description	Product extended description	Price
<input type="checkbox"/> New Cost Center / Ship To Location:		0.00 USD
	If you are unable to locate your site or if an office is closing and moving to a new location, please select this Service Item	<input type="button" value="Add to cart"/>
	Mfr part #: 01_Newsite	
<input type="checkbox"/> Change Existing Cost Center / Ship To Location / Address		0.00 USD
	Please select this Service Item if you need to change your current Cost Center, Ship To Location or Address	<input type="button" value="Add to cart"/>
	Mfr part #: 02_BillShip	
<input type="checkbox"/> New address		0.00 USD
	If you are unable to locate your service address or if an office is closing and moving to a new location, please select this Service Item	<input type="button" value="Add to cart"/>
	Mfr part #: 03_newsite	

Moving Assets between Cost Centers through OrderNow!

- Adding the highlighted item below to the shopping cart enables agencies to download the asset change template

OrderNow!

View cart

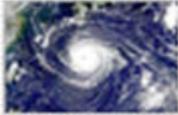
Shop catalog

- Quick shop
- Search catalog
- PC Equipment and Services/IMAC
- Telecommunication and Services
- New Site
- System or Application Access
- Request for Solution
- Office Move
- Conferencing Services
- Employee Move
- New Hire / Employee Separation
- Storage Request
- Super User Access Only

Asset Management access only

Only available to Agency Asset Manager

Organization	Business level
State of Georgia (GAIT)	Georgia Technology Authority
	United States



This category is only to be selected by agency asset management personnel. The agency asset management leads will receive weekly reports.

For selected items:

 **Add to cart**

 **Cancel**

Sort à la carte products by:

Mfr part #  

à la carte products

Product short description	Product extended description	
<input type="checkbox"/> Change an Attribute to an existing Asset Please select this if you want to request a change or update of an Asset Attribute, such as a location, assigned User, etc. Mfr part #: CHANGE_ATTRI		<p style="color: #0070C0; font-weight: bold;">0.00 USD</p> <p> Add to cart</p>

Resource Unit Definitions Example

Resource Category	Resource Unit	Description	Invoice Metric	Invoice Collection Date
Mainframe Services	IBM - Application CPU Hour	The CPU - IBM 2094-705 equivalent application hours, or its equivalent, defined as one 2094-705 Application CPU Hour that operates in a general purpose (GCP) mainframe engine	Hour	Daily - Closes on last day of the month
Mainframe Services	zIIP - IBM - Application CPU Hour	The CPU - IBM 2094-705 equivalent application hours, or its equivalent, defined as one 2094-705 Application CPU Hour that operates on a zIIP mainframe engine	Hour	Daily - Closes on last day of the month
Mainframe Services	IBM - Allocated Application DASD	Storage for the Mainframe on direct access storage devices	Gigabyte	Highest volume storage day of the month for the enterprise
Mainframe Services	Automated Application Tape Storage - IBM	Application data on a tape reel or cartridge utilized by GTA Customers for agency business application data storage and stored by Service Provider in active rotation at Data Centers or at offsite storage during the calendar month of measurement, excluding Tape Storage attributable to Systems Overhead.	Gigabyte	15th day of the month
Mainframe Services	Application Tapes in Storage - Archived - MF	Tape cartridge, reel or other media such as CD, DVD, or optical platter that is stored for long-term retention	Tape Cartridge	15th day of the month
Mainframe Services	Backup Retention - Offsite	Tape cartridge, reel or other media such as CD, DVD, or optical platter utilized by a GTA Customer and physically transported and stored at an offsite facility. Backup Retention – Offsite excludes media included in “Application Tapes in Storage – Archived”.	Tape Cartridge	15th day of the month
Mainframe Services	Print Images - Standard (thousands)	The aggregate number of print images where print software captures volumes in images, measured in thousands of pages (or fractions thereof), produced by Service Provider for GTA Customers for the month in connection with the performance of Mainframe Services. If a printer is not able to capture images then physical print pages should be counted. Standard - A white page with black text printed on 8.5' blank white paper	Print Image	Last day of the month
Mainframe Services	Print Images - Custom (thousands)	The aggregate number of print images where print software captures volumes in images, measured in thousands of pages (or fractions thereof), produced by Service Provider for GTA Customers for the month in connection with the performance of Mainframe Services. If a printer is not able to capture images then physical print pages should be counted. Custom - A Print Image printed on preprinted form paper as required and provided by GTA Customer	Print Image	Last day of the month
Mainframe Services	Optical Storage	Optical storage capacity utilized by GTA Customers each month.	Gigabyte	15th day of the month

Cost Estimating Tool Example

Monthly Unit Rates

Fiscal Year End 6/30

		FY 13			FY 14			FY 15		
Unit of Measure		Year 4	Units	Yearly Amt	Year 5	Units	Yearly Amt	Year 6	Units	Yearly Amt
Tower: Wide Area Network (WAN)										
WAN Sites										
Type A	Per Site	\$ 745.31	-	\$ -	\$ 698.90	-	\$ -	\$ 669.08	-	\$ -
Type B	Per Site	\$ 412.19	-	\$ -	\$ 386.52	-	\$ -	\$ 370.03	-	\$ -
Type D	Per Site	\$ 334.49	-	\$ -	\$ 313.66	-	\$ -	\$ 300.28	-	\$ -
Premise Firewall – Small; single device	Per Device	\$ 1,693.00	-	\$ -	\$ 1,693.00	-	\$ -	\$ 1,693.00	-	\$ -
Premise Firewall – Medium; single device	Per Device	\$ 2,047.00	-	\$ -	\$ 2,047.00	-	\$ -	\$ 2,047.00	-	\$ -
Premise Firewall – Medium; high availability	Per Device	\$ 2,593.00	-	\$ -	\$ 2,593.00	-	\$ -	\$ 2,593.00	-	\$ -
Premise Firewall – Large; single device	Per Device	\$ 2,491.00	-	\$ -	\$ 2,491.00	-	\$ -	\$ 2,491.00	-	\$ -
Premise Firewall – Large; high availability	Per Device	\$ 3,238.00	-	\$ -	\$ 3,238.00	-	\$ -	\$ 3,238.00	-	\$ -
Firewall Management - ISR	Per Device	\$ 405.07	-	\$ -	\$ 395.00	-	\$ -	\$ 395.00	-	\$ -
Broadband Internet Site	Per Device	\$ 107.68	-	\$ -	\$ 105.00	-	\$ -	\$ 105.00	-	\$ -
WAN Transport										
Alarm Circuit	Per Link	\$ 75.00	-	\$ -	\$ 75.00	-	\$ -	\$ 75.00	-	\$ -
Dry Pair	Per Link	\$ 61.00	-	\$ -	\$ 61.00	-	\$ -	\$ 61.00	-	\$ -
Capitol Hill Fiber WAN Link – 100 Mbps	Per Link	\$ 1,406.15	-	\$ -	\$ 1,406.15	-	\$ -	\$ 1,406.15	-	\$ -
Capitol Hill Fiber WAN Link – 1 Gbps	Per Link	\$ 2,803.28	-	\$ -	\$ 2,803.28	-	\$ -	\$ 2,803.28	-	\$ -
MetroEthernet 250Mbps	Per Link	\$ 1,829.80	-	\$ -	\$ 1,829.80	-	\$ -	\$ 1,829.80	-	\$ -
MetroEthernet 100Mbps	Per Link	\$ 1,460.23	-	\$ -	\$ 1,460.23	-	\$ -	\$ 1,460.23	-	\$ -
MetroEthernet 20Mbps	Per Link	\$ 919.41	-	\$ -	\$ 919.41	-	\$ -	\$ 919.41	-	\$ -
Point to Point - 1.5Mbps	Per Link	\$ 411.89	-	\$ -	\$ 411.15	-	\$ -	\$ 411.15	-	\$ -
Point to Point Under 56Kbps	Per Link	\$ 177.27	-	\$ -	\$ 177.27	-	\$ -	\$ 177.27	-	\$ -

INF Invoice Sample

Infrastructure Invoice



Georgia Technology Authority
 P.O. Box 945941
 Atlanta, GA 30394-5941

Invoice Number: 943-000000313
 Date Range: 03/01/2013 to 03/31/2013

Agency Totals for: GA01 State of Georgia

	Units	Unit Rate	Amount	GTA Admin Fee	Charge
IBM - Application CPU Hour	289.6463	2,489.5758	721,094.45	61,437.25	782,531.70
CICS Region Management CPU Hours	176.2872	2,489.5758	438,880.34	37,392.60	476,272.94
CICS Transaction CPU Hour	414.1563	2,489.5758	1,031,070.52	87,847.21	1,118,917.73
DB2 Region Management CPU Hours	102.4193	2,489.5758	254,980.53	21,724.34	276,704.87
DB2 Transaction CPU Hour	83.6368	2,489.5758	208,219.84	17,740.33	225,960.17

INF Resource Unit Trend and Variance Sample



Infrastructure Resource Usage Trend & Variance



Account Codes: GA01 to GA01

Date Range: 01/01/2013 to 03/31/2013

Report Type: Summary

Usage is displayed based on invoice dates.

	Jan 2013	Feb 2013	Mar 2013	(Mar 2013 vs Feb 2013)	
				Variance	Delta
Mainframe Services					
IBM - Application CPU Hour	262.570	285.425	289.646	4.221	1.48 %
CICS Region Management CPU Hours	164.083	190.422	176.287	-14.135	-7.42 %
CICS Transaction CPU Hour	333.993	440.377	414.156	-26.220	-5.95 %
DB2 Region Management CPU Hours	81.733	101.637	102.419	0.782	0.77 %
DB2 Transaction CPU Hour	63.215	79.137	83.637	4.500	5.69 %
zIIP - IBM - Application CPU Hour	15.826	19.684	19.398	-0.286	-1.46 %
zIIP - DB2 Transaction CPU Hour	76.576	148.678	94.786	-53.892	-36.25 %
zIIP - Region Management CPU Hours	45.764	55.758	52.949	-2.809	-5.04 %
IBM - Allocated Application DASD	4,455.156	4,570.115	4,649.757	79.642	1.74 %
Automated Application Tape Storage - IBM	74,881.195	70,947.887	75,075.837	4,127.951	5.82 %

Cost Trend Sample



Cost Trend



Account Codes: GA01 to GA01
 Date Range: 10/01/2011 to 03/31/2012
 Report Type: Expanded

	October 2011	November 2011	December 2011	January 2012	February 2012	March 2012
GA01 State of Georgia	18,229,286	17,832,162	15,978,872	17,185,834	18,038,770	17,076,762
Mainframe Services	3,592,468	3,496,610	3,201,220	3,131,970	3,239,175	3,290,116
IBM - Application CPU Hour	2,825,051	2,709,449	2,450,880	2,354,337	2,461,703	2,503,668
zIIP - IBM - Application CPU Hour	62,217	78,009	57,844	54,729	55,561	55,899
IBM - Allocated Application DASD	64,000	64,211	64,121	64,311	63,978	59,710
Automated Application Tape Storage - IBM	209,556	213,264	215,479	221,888	225,046	230,092
Application Tapes in Storage - Archived - MF	2,096	2,096	2,096	2,096	2,090	2,090
Backup Retention - Offsite	18,261	18,434	18,627	19,081	19,181	19,632
Print Images - Standard	329,338	319,562	310,616	328,861	321,948	324,340
Print Images - Custom	69,098	70,164	68,275	69,124	71,438	69,467
Print Images - Custom Form	6,516	15,149	7,006	11,265	11,901	18,886
Optical Storage	6,335	6,271	6,274	6,277	6,328	6,330

Resource Unit Trend Sample

Resource Usage Trend



Account Codes: GA01 to GA01

Date Range: 03/01/2011 to 03/31/2012

Usage is displayed based on invoice dates.

	March 2011	April 2011	May 2011	June 2011	July 2011	August 2011	September 2011
GA01 State of Georgia							
Mainframe Services							
IBM - Application CPU Hour	999	1,098	974	1,071	1,151	1,079	1,175
zIIP - IBM - Application CPU Hour	124	146	130	135	192	133	139
IBM - Allocated Application DASD	4,233	4,212	4,294	4,264	4,208	4,297	4,343
Automated Application Tape Storage - IBM	64,566	57,098	63,273	75,136	68,687	58,863	69,715
Application Tapes in Storage - Archived - MF	194	97	97	97	97	97	97
Backup Retention - Offsite	10,907	12,021	6,344	6,049	2,065	2,165	2,263
Print Images - Standard	3,782,738	3,848,728	3,463,936	3,170,355	3,164,092	3,350,809	3,676,276
Print Images - Custom	611,146	645,336	735,789	946,802	507,612	862,098	605,877
Print Images - Custom Form	329,612	367,824	490,584	282,566	263,668	272,765	167,810
Optical Storage	4,835	4,527	4,533	4,667	5,023	4,500	4,724
Server							
Intel High Complexity/Service Level	312	241	260	194	302	303	312
Intel Medium Complexity/Service Level	423	403	392	590	420	422	421
Intel Low Complexity/Service Level	233	208	129	204	180	177	193
Unix High Complexity/Service Level	115	102	102	9	83	83	82
Unix Medium Complexity/Service Level	155	113	135	132	132	132	132
Unix Low Complexity/Service Level	13	13	13	13	13	13	13

Cost Trend by Rate Sample

Cost Trend by Rate



Account Codes: GA01 to GA01

Date Range: 10/01/2011 to 03/31/2012

Report Type: Summary

	October 2011	November 2011	December 2011	January 2012	February 2012	March 2012
Mainframe Services	3,592,468	3,496,610	3,201,220	3,131,970	3,239,175	3,290,116
Server	4,703,582	4,602,792	4,926,606	3,935,830	4,055,919	3,946,622
End User Computing	2,170,846	2,243,296	2,299,285	2,217,798	2,418,732	2,373,955
Service Desk	932,209	933,087	931,435	960,099	955,120	961,653
WAN Services	1,601,225	1,581,617	1,582,592	1,565,780	1,646,109	1,621,747
Voice Services	3,030,597	3,057,013	3,030,928	3,041,151	3,055,444	3,050,504
LAN Services	587,558	603,723	596,769	596,693	615,912	612,638
Portal Services	33,250	33,250	33,250	33,250	33,250	33,250
Professional Services	216,349	91,758	45,851	438,816	542,504	114,636
Miscellaneous Charges	412,586	48,213	78,210	33,017	265,135	89,787
Miscellaneous Credits	-159,546	-140,240	-2,120,712	-63,368		-196,119
Transformation Costs	988,252	983,143	983,135	983,141	983,141	983,141
Infrastructure Projects			58,973	14,021	15,195	38,282
MNS Projects	119,909	297,900	331,329	297,636	213,133	156,550
Report Total	18,229,286	17,832,162	15,978,872	17,185,834	18,038,770	17,076,762

Top 10 Cost Sample

Top 10 Cost



Account Codes: GA01.98000 to GA01.98000

Date Range: 02/01/2013 to 02/28/2013

Report Type: Expanded

TopN: 10

Account	Percent	Charges
GA01.98000 Georgia Technology Authority	100.00 %	297,050.22 Invoice
Unix Medium Complexity/Service Level	24.37 %	72,395.38
Unix High Complexity/Service Level	6.89 %	20,480.41
Intel Medium Complexity/Service Level	6.70 %	19,905.75
Tier 2 - Business Critical	5.76 %	17,108.46
AT&T - LAN/WAN/VOICE	5.42 %	16,087.14
Intel High Complexity/Service Level	5.24 %	15,564.06
Unix Low Complexity/Service Level	3.05 %	9,047.09
Application/Utility Tapes in Storage (Active)	2.53 %	7,508.49
Authorized Devices	2.49 %	7,399.57
INF Miscellaneous Charge	2.47 %	7,332.50

Volume and Charges Trend Report Sample

