

Lanny Creedle

September 26, 2013

**GETS Education Program**

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**WELCOME**

# Review of last month

## Topics: Mainframe

### Learning Objectives

- Understand Mainframe services provided by GETS
- Understand the way charges are calculated in a GETS invoice for Mainframe
- Become familiar with the primary processes and tools to manage an agency's usage of the Mainframe Resource Units

### Learning Objectives Evaluation

- You have copies of the evaluation summary and attendance report
- Please take the time to complete these evaluations at the end of each session, we want to ensure we are meeting the learning objectives

# Additional GETS Education News

- **The additional GETS Dispute Process education session was held August 28, 2013, 10 to 11am**
  - 34 agency participants on-site and via webinar
  - If you or your staff missed the session – webinar posted at <https://gta.georgia.gov/gets-education-sessions>
- **GETS Education 2 – Extending GETS Education to Agency Staff**
  - Have completed 2 sessions (Invoice Overview and Transformation/How to work with GTA)
  - If you have any additional staff that you would like to add to the email list, let me know today
- **Deeper Dive Mainframe Webinar to be held October 2, 1:30 – 2:30pm**
  - Mainframe agencies asked for more information at the August Ed Session
  - Webinar invitations were sent September 16<sup>th</sup>
- **Special November session on storage – details to follow**



# 2013 GETS Education Program

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

Lanny Creedle

Kevin Schultz

September 26, 2013

**GETS Education Program**

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# **VOICE, LAN, WAN**

# Ensuring our common understanding

- **The learning objectives for this session will ensure you:**
  - Understand Voice/LAN/WAN services provided by GETS
  - Understand the way charges are calculated in a GETS invoice for Voice/LAN/WAN services
  - Become familiar with the primary processes and tools to plan and manage an agency's usage of the Voice/LAN/WAN Resource Units
- **After this session, you will be asked to complete a feedback form demonstrating 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

- **Better understanding of your GETS Voice/LAN/WAN services**
- **Understand the Resource Units and charges for the Voice/LAN/WAN Towers**
- **Understand how to leverage primary processes and tools to better plan and manage your service usage in these towers**

# The GETS Model: A Paradigm Shift

**In 2009, the state moved from buying and maintaining hardware to purchasing IT *services*.**

**GETS model is consumption-based.**

**The agency pays for only the services it consumes.**

**The agency is enabled and empowered to own and manage consumption of services.**

# Managed Network Services: Voice, LAN, WAN Towers

- **AT&T provides the following GETS services:**
  - Voice communications (telephones)
  - Contact Center
  - Web conferencing
  - Video conferencing
  - Internet and State's Wide Area Network
  - Local Area Networks
  - Wireless Local Area Networks
  - Virtual Private Network (VPN)
  - Common network services like IP address services (DNS, DHCP, address management), cable and wiring, network security, RADIUS

# Voice, LAN, WAN on the Invoice

	Units	Unit Rate	Amount	GTA Admin Fee	Charge
WAN Type A	<a href="#">1.0000</a>	810.8500	810.85	69.08	879.93
WAN Type B	<a href="#">1.0000</a>	423.0800	423.08	36.05	459.13
Capitol Hill Fiber WAN Link - 1 Gbps	<a href="#">2.0000</a>	2,803.2800	5,606.56	477.68	6,084.24
Point to Point - 1.5Mbps	<a href="#">2.0000</a>	411.8900	823.78	70.19	893.97
WAN Link without CoS Capability - 1.5Mbps	<a href="#">1.0000</a>	371.6200	371.62	31.66	403.28
Remote VPN Subscriber - SSL Only Single Factor Authentication	<a href="#">157.0000</a>	2.2700	356.40	30.36	386.76
<b>WAN Services</b>			<b>8,392.29</b>	<b>715.02</b>	<b>9,107.31</b>
Voice Port - Basic	<a href="#">174.0000</a>	18.4600	3,212.03	273.67	3,485.70
Voice Port-Premium	<a href="#">258.0000</a>	24.6100	6,349.38	540.97	6,890.35
Voice Mailbox	<a href="#">195.0000</a>	3.9700	774.17	65.96	840.13
Video Conference Room with On Site Support	<a href="#">5.0000</a>	919.5900	4,597.95	391.75	4,989.70
Audio Conferencing	<a href="#">60,070.0000</a>	0.0280	1,681.98	143.31	1,825.29
Audio Conference / Web Meeting	<a href="#">10,930.0000</a>	0.0850	929.06	79.16	1,008.22
<b>Voice Services</b>			<b>17,544.59</b>	<b>1,494.80</b>	<b>19,039.39</b>
LAN Port	<a href="#">308.0000</a>	14.7700	4,549.23	387.59	4,936.82
Wireless Access Port	<a href="#">18.0000</a>	125.0600	2,251.08	191.79	2,442.87
<b>LAN Services</b>			<b>6,800.30</b>	<b>579.39</b>	<b>7,379.69</b>

# GETS Glossary for the Voice Tower

<b>IMAC</b>	Install, Move, Add, Change
<b>IMAC-D</b>	Install, Move, Add, Change, Delete
<b>Trunk</b>	Are a common group of central office lines (pooled) that terminate in Private Branch Exchange (PBX) systems or Key Telephone Systems
<b>Video Conferencing</b>	Conferencing that allows two or more locations to engage in two-way audio and video communications simultaneously
<b>Web Conferencing</b>	Webinar, allows presentation to be shared with remote locations

# Before and After GETS – Voice Tower

Before GETS	After GETS
<b>Voice</b>	
<p>-Each agency used GTA’s services or procured its own contract for voice services from AT&amp;T or another telephone company</p> <p>-Agencies also managed their own base equipment like private branch exchange (PBX), key telephone systems (KTS), or contracted with a third-party vendor to perform these services</p>	<p>AT&amp;T manages all voice services and voice systems across the enterprise</p>
<b>Video Conferencing</b>	
<p>Each agency managed its own contract for video conferencing</p>	<p>AT&amp;T negotiated contract with third-party and provides end-to-end management</p>
<b>Audio and Web Conferencing</b>	
<p>Audio conferencing provided by Quest</p> <p>Each agency contracted with separate third-party vendors for web conferencing</p>	<p>AT&amp;T Connect provides unified audio and web conferencing</p>

# Resource Units Recovering the Costs of Voice Tower Services

- **Voice Port – Basic**

- includes a Handset and the following features:

dial tone for up to two (2) station appearances	ability to restrict calling to long distance, toll, toll free, or directory assistance numbers
direct inward and direct outward dialing	call forwarding on busy or no answer
last number redial	call hold/consultation
caller ID capability	three-way calling
anonymous call rejection	call waiting
call groups and hunt groups	unlimited long distance

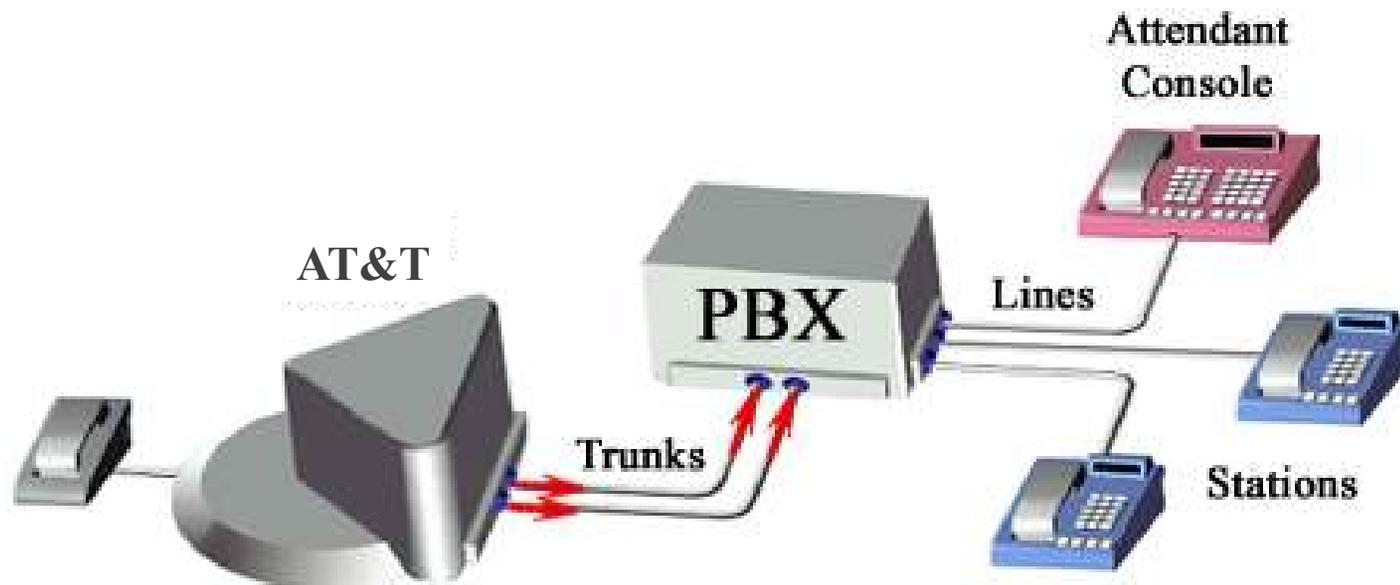
# Resource Units Recovering the Costs of Voice Tower Services

- **Voice Port – Premium**
  - includes a Handset with all the Basic features and following:

dial tone for up to six (6) station appearances	Personal web site features such as click to call, call log, missed call notification, and user location
Access to ACD, Auto Attendant, and UCD call arrangements	multiple appearances of telephone numbers
Intercom capability	conferencing calling
E-mail integration	queuing
distinctive ringing	“do not disturb” functions
call pickup–group and directed	call forwarding –unconditional

# Resource Units Recovering the Costs of Voice Tower Services

- **Voice Port – Trunk**
  - Includes all the features in the Voice Port-Basic Resource Unit
  - Does not provide for handset nor station appearances
  - 911 service provided through Pinpoint 911 RU



# **Resource Units Recovering the Costs of Voice Tower Services**

- **Voice Mailbox**
- **Video Conference Room – With or without on-site support**
- **Contact Center Seat – CRM, Basic, Premium**
- **IVR (Interactive Voice Response) Port**
- **Auto Attendant Port**

# GETS Glossary for the LAN Tower

<b>DHCP</b>	Dynamic Host Configuration Protocol - network protocol (set of rules) used to configure devices connected to a network so they can communicate on that network using the Internet Protocol (IP)
<b>DNS</b>	Domain Name System - the “phone book” for the Internet that translates computer host names into IP addresses
<b>IMAC</b>	Install, Move, Add, Change
<b>IMAC-D</b>	Install, Move, Add, Change, Delete
<b>IP</b>	Internet Protocol – the primary communications protocol, or system of digital rules for message exchange within or between computers, that establishes the Internet
<b>IP Addressing Services</b>	A numerical label assigned to each device on a network (DNS, DHCP)

# GETS Glossary for the LAN Tower

<b>Network</b>	Connections that allow computers to share data
<b>IPAM</b>	Internet Protocol Address Management is a method of tracking and modifying the information associated with a network's IP address space
<b>LAN</b>	Local Area Network – a network that connects computers in a small area, like an office
<b>WLAN</b>	Wireless Local Area Network

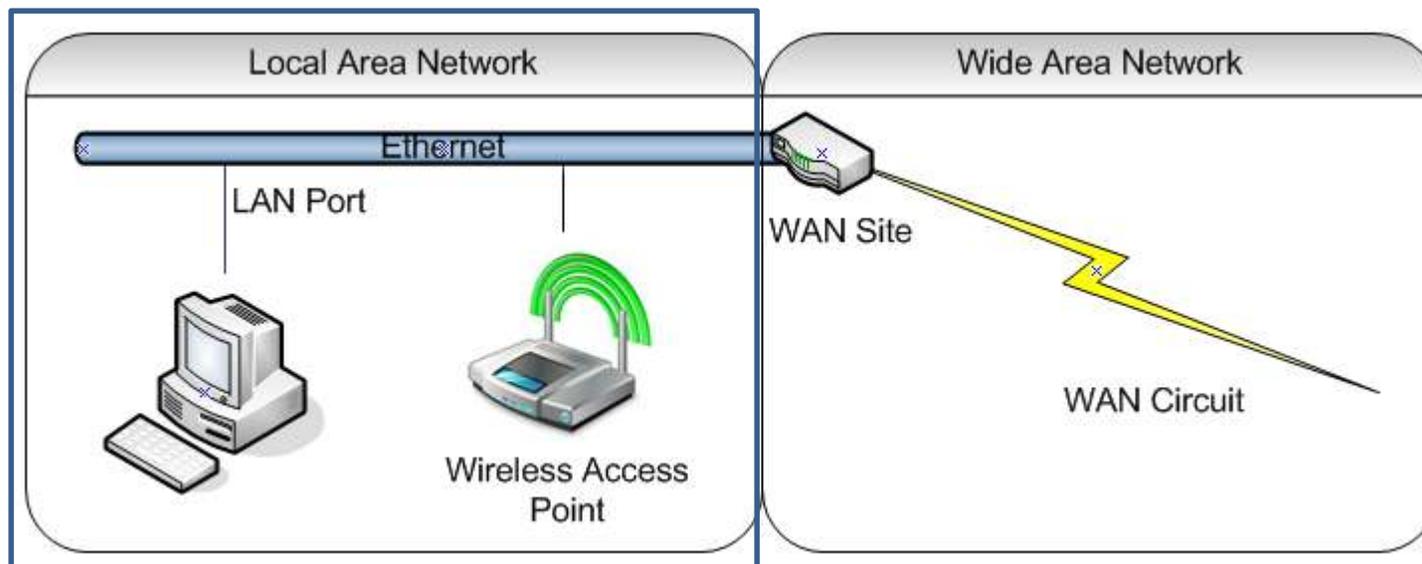


# Before and After GETS – LAN Tower

<b>Before GETS</b>	<b>After GETS</b>
Each agency managed LAN with multiple architectures and solutions. Varying levels of support.	Enterprise-wide single solution. Standard reference architecture, centrally managed, consistent support. Integrates LAN and WLAN to other telecom services. Includes common network services (DNS/DHCP/IPAM, RADIUS)
Hardware refresh occurred when funds allocated.	Hardware refreshed on a consistent schedule.

# Resource Units Covering the Costs of LAN Tower Services

- **LAN Port**
  - A LAN Port is considered active when it is connected via wiring to equipment or a physical wall jack and authorized for use by a GTA Customer
  - IBM's current LAN Attached Device measurement is used for billing and volumes lag a month behind the IBM billing
- **Wireless Access Point (WAP)**
  - an active Wireless Access Point fully managed by AT&T



# GETS Glossary for the WAN Tower

<b>Capitol Hill Fiber</b>	a high availability, high bandwidth fiber network surrounding the Capitol and Towers
<b>Class of Service (CoS)</b>	a way of managing traffic in a network by grouping similar types of traffic together and treating each type as a class with its own level of service priority
<b>MPLS</b>	Multiprotocol Label Switching technology which speeds up network traffic flow and makes it easier to manage
<b>Network</b>	Connections that allow computers to share data
<b>POP</b>	Point of Presence
<b>POP Diversity</b>	a WAN site that is connected to the State network via multiple WAN Access Links and the WAN Access Links are connected to two different AT&T MPLS POPs for a redundant connection

# GETS Glossary for the WAN Tower

<b>RADIUS</b>	Remote Access Dial In User Service , a method for securing remote access to services
<b>SSL VPN</b>	Secure Socket Layer Virtual Private Network
<b>VPN</b>	Virtual Private Network - extension of a private network across a public network like the Internet, allowing for remote access in the GETS environment
<b>WAN</b>	Wide Area Network – a network that links across broad areas like cities, regional, or national boundaries

# Before and After GETS – WAN Tower

Before GETS	After GETS
Each agency provided its own network security.	AT&T responsible for network security. All devices are proactively managed and monitored in a consistent way.
Monitoring was inconsistent and done by many organizations.	Standards are consistent and follow applicable regulatory requirements.
Hardware refresh occurred when funds allocated.	Hardware refreshed on a consistent schedule.

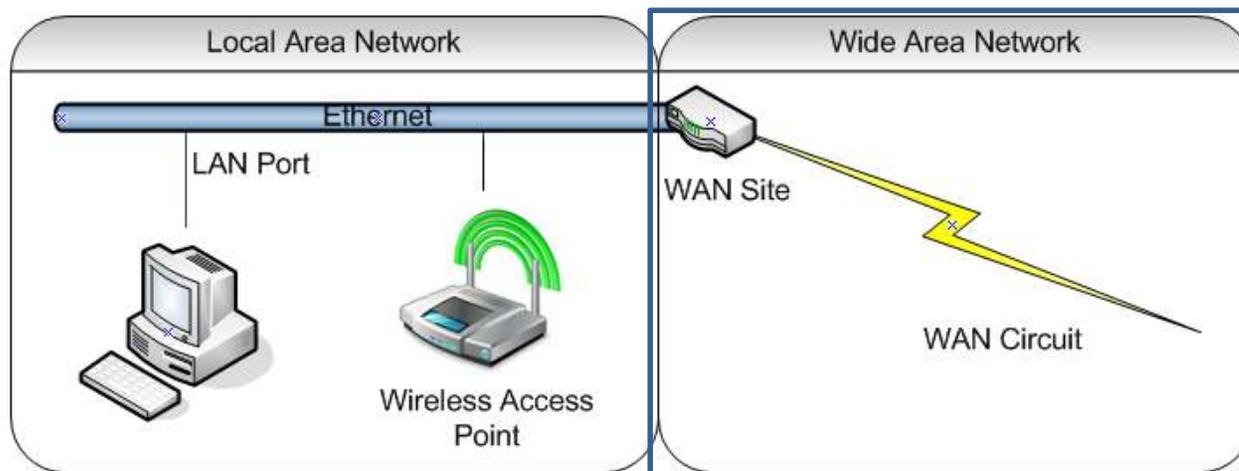


# Resource Units Covering the Costs of WAN Tower Services

- **WAN Site**
  - Type A: Capitol Hill Fiber
  - Type B: Enterprise customer WAN site
  - Type D: Non-Enterprise customer WAN site
  - Firewall Management: Cisco Integrated Services Router Firewall
  - Broadband Internet: WAN site connected to the public Internet via broadband transport obtained separately
  - Premise Firewall: Firewall Device for Remote Data Centers
    - Small: single device
    - Medium: single device
    - Medium: high availability
    - Large: single device
    - Large: high availability

# Resource Units Covering the Costs of WAN Tower Services

- **WAN Link with CoS Capability**
  - Circuit allowing prioritization and bandwidth reservation of customer specified data types (voice, video, apps, etc.) with bandwidth from 64Kbps – 1000Mbps
- **WAN Link without CoS Capability**
  - Circuit not allowing prioritization and bandwidth reservation of customer specified data types with bandwidth from 64Kbps – 3Mbps



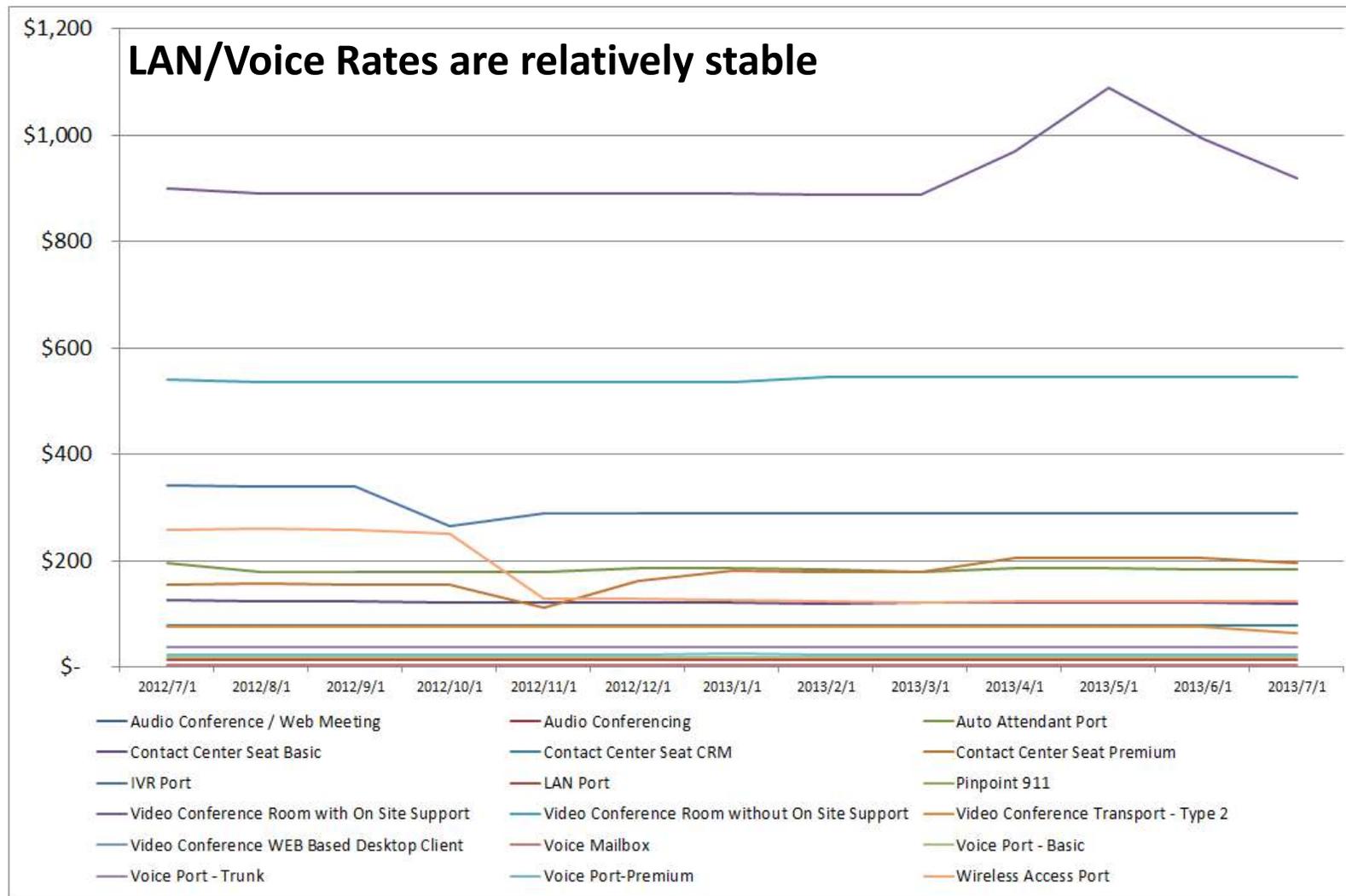
# Resource Units Covering the Costs of WAN Tower Services

- **POP Diversity - WAN Link with CoS Capability**
  - Circuit that is engineered with MPLS POP Diversity
  - 1.5Mbps - 200Mbps
- **Point to Point Circuit - Under 56Kbps and 1.5Mbps**
- **MetroEthernet - 20Mbps, 100Mbps, or 250Mbps**
- **Capitol Hill Fiber WAN Link**
  - Port connection to a Capitol Hill Fiber switch
  - 100 Mbps and 1 Gbps
- **Remote VPN Subscriber – SSL Only Single Factor or Two Factor Authentication**
- **Broadband Internet Transport – Basic or 3Mbps and 6Mbps Ethernet**

# Rate History



# Rate History



# Best Practices in Consumption Management

- One of the Agency's key roles: *Reconcile your bill*

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# Best Practices in Consumption Management

- Diligently manage EUC device count – directly impacts LAN Port Resource Units (refer to EUC presentation)
- Disconnect circuits no longer in use (e.g. where office has closed)
- Set agency telecommunications policy in accordance with *Rules, Regulations and Procedures Governing the Acquisition and Use of Telecommunications Services and Equipment (OPB-GTA Policy 4, Revision 9)*

[http://opb.georgia.gov/sites/opb.georgia.gov/files/imported/vgn/images/portal/cit\\_1210/29/27/163223035acquisition\\_and\\_use\\_of\\_telecommunications\\_services\\_and\\_equipment\\_policy\\_december\\_2008.pdf](http://opb.georgia.gov/sites/opb.georgia.gov/files/imported/vgn/images/portal/cit_1210/29/27/163223035acquisition_and_use_of_telecommunications_services_and_equipment_policy_december_2008.pdf)



# Best Practices in Consumption Management

## Right size transport circuit speed and capacity to meet business requirements and application needs – WAN Capacity Management Process

- If a circuit is “Hot” (50% or above monthly average):
  - If exception is new, wait until the following month to see if overutilization trend continues. If overutilization continues:
    - Submit an RFS to request circuit upgrade
    - Submit RFS to ask AT&T to further analyze network traffic distribution (top talkers, hours, traffic types)
- If a circuit is “Cold”(1% or below monthly average):
  - Determine if circuit is needed, and submit RFS to disable/disconnect if appropriate.

# Managing Voice, LAN, WAN Services

<b>WAN, Internet, WLAN</b>	<ul style="list-style-type: none"> <li>• Requires a Request for Solution (RFS)</li> </ul>
<b>LAN</b>	<ul style="list-style-type: none"> <li>• IMAC-Ds up to 10 via Order Now service catalog</li> <li>• Over 10 require RFS</li> </ul>
<b>Voice</b>	<ul style="list-style-type: none"> <li>• IMAC-D up to 20 telephone numbers via OrderNow service catalog</li> <li>• “Large” IMAC-D from 21 to 50 telephone numbers via OrderNow using spreadsheet in catalog</li> <li>• RFS for larger quantities and for any services that require infrastructure builds, extensive scheduling, coordination of resources, or price quotes.</li> </ul>
<b>SSL</b>	<ul style="list-style-type: none"> <li>• IMAC-D up to 20 via Order Now service catalog</li> <li>• Over 20 require RFS</li> </ul>

***No additional cost for LAN, Voice and SSL IMAC-Ds***

# Wiring/Cabling: *Prior Agency Approval Required*

- **1-9 individuals**
  - Agency initiates work through OrderNow!
  - AT&T project manager will secure agency signature on order approval letter before work begins to avoid billing surprises.
  - If technician arrives onsite and finds need for wiring or cabling that was not pre-approved, technician will ask for written agency approval before beginning work.
    - If approval cannot be secured, the agency will submit request via OrderNow! (as above)
- **10 or more (no changes)**
  - Initiate request through RFS process
  - Agency approves Custom Solution Proposal and pricing before work begins

# Reports to Manage Consumption of Voice, LAN, WAN

- **WAN Hot/Cold Utilization Report –**
  - AT&T Account Manager shares with agency
  - “Hot” – heavily used circuits, consider upgrade
  - “Cold” – Circuits not used; Did agency forget to turn off?
- **Agency Vital Net – AT&T Reporting Tool**
  - More information than the Hot/Cold Report provides
    - Agency can use Vital net to pull report on all WAN transport capacity and consumption
    - Request access from CRM for ONE technical staff member, including the following information:
      - Agency
      - First and Last Name of technical person
      - User Phone Number
      - User Email Address
- **Video Conference Utilization Report** - Coming soon via GETS+ in agency reports

# How to Address Discrepancies

## What if the agency discovers a discrepancy in the detail of its Voice, WAN, LAN Resource Units?

- If the agency identifies a discrepancy, its Asset Manager uses the “Change an Attribute to an existing Asset” product in the OrderNow! online service catalog to change Asset Attributes

## What if the agency identifies resource units incorrectly assigned to the agency or devices remaining on the invoice after a decommission order has been completed?

- Submit a dispute to [chargebackadmin@gta.ga.gov](mailto:chargebackadmin@gta.ga.gov) with the required documentation



# GTA's Role in Voice, LAN, WAN Management

- **Governance of Voice, LAN, WAN Towers**
  - Process improvement, verification, and reporting
  - Service level agreement (SLA) validation and management
  - Transparency in total cost of services, negotiating competitive rates
- **Dispute Resolution**
  - Submission through [chargebackadmin@gta.ga.gov](mailto:chargebackadmin@gta.ga.gov) with the required documentation
  - Escalation through **Customer Relationship Manager (CRM)**
- **Empowering agencies with knowledge and tools**

# **VOICE, LAN, WAN Consumption Management Summary**

**The Agency is enabled and empowered to perform consumption management for VOICE, LAN, WAN :**

- **Disconnect circuits no longer in use**
- **Right size transport circuits through WAN capacity management process (Hot and Cold Circuits)**
- **Manage EUC device count for LAN Ports**
- **Set and enforce agency telecommunications policy**

**QUESTIONS???**

# Preview of What's Ahead

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

## **Close**

- **Please complete your Learning Objectives Evaluation**
- **Next GETS Education Session – October 24, 2013**

# ADDENDUM

## Report Examples

- **Hot/Cold Report**
- **Vital Net Report**
- **Voice RU Group Invoice Detail Report – New!**
- **LAN RU Group Invoice Detail Report – New!**
- **WAN RU Group Invoice Detail Report – New!**

# Hot/Cold Report

## Summary

2013						
Month	Hot Exceptions	Cold Exceptions	Upgraded	Downgraded	Tickets	Tickets (exceptions)
Jan	11	0	1	0	17	1
Feb	9	0	0	0	17	3
Mar	11	0	0	0	14	0
Apr	11	0	0	0	7	0
May	10	0	0	0	14	2
June	9	0	0	0	12	0

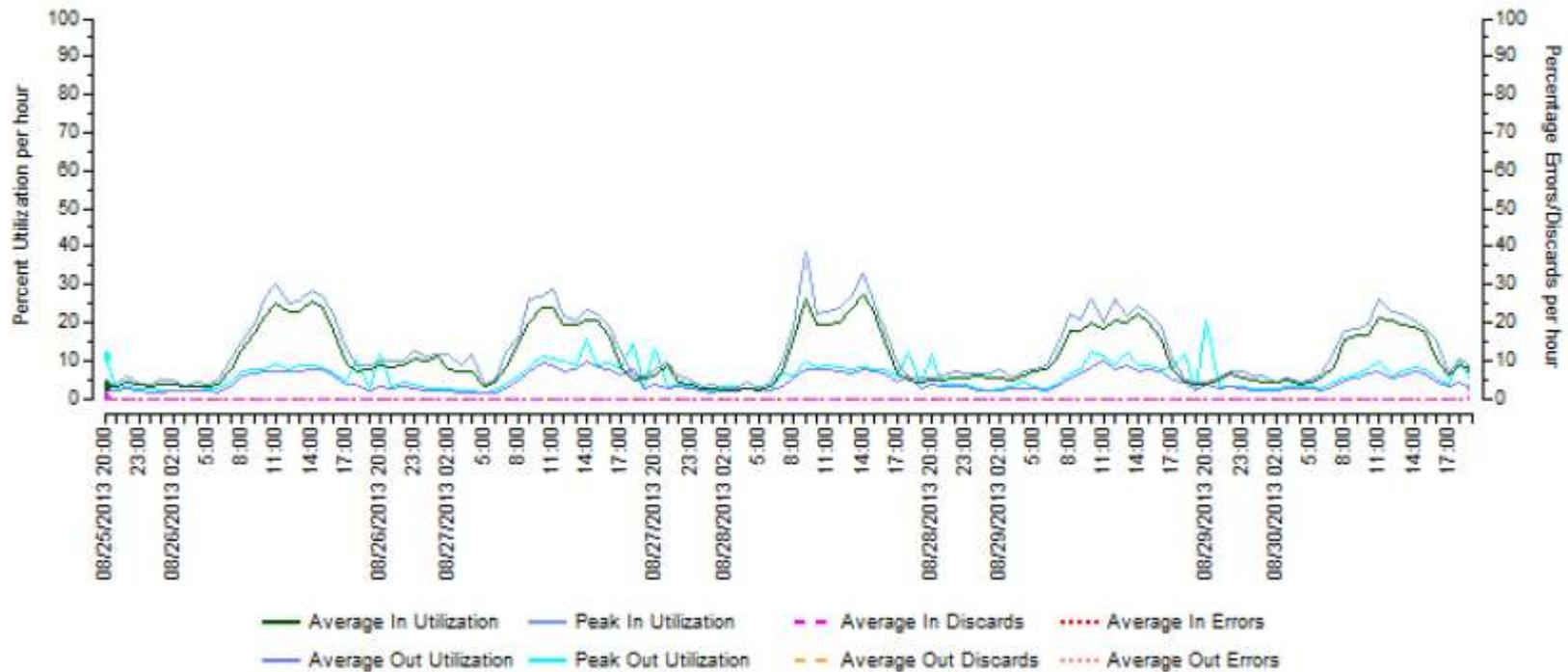
## Detail

device	Address	speed	customer engaged	upgrade requested	analysis notes	Time on Report
GTAGDJJFGRAEASGA01R1	176 Feaman Graham Blvd, Eastman GA	3.088 Mbps	Yes	Undecided	Daytime traffic avg ranges from 70%-95% with spikes 100%	over 3M
GTAGDJRMILMACGA01R1	4160 Riggins Mill Rd Macon, GA	3.072 Mbps	Yes	Undecided	Dropped from report and should remain. Daytime utilization avg ranges from 60-100%.	over 3M
GTAGDJMMILAMEGA01R1	300 McMath Mill Rd, Americus	3.088 Mbps	Yes	No	Heavy Daytime traffic ranging from 35%-75% with peaks to 100%. Was on report in January 2013.	over 3M
GTAGDOCGAINALTGA01R1	2023 Gainesville Hwy, Alto GA	3.072 Mbps	Yes	No	Daytime ranges are 60%-90% with peaks to 100%.	3M
GTAGDJMPADAUGGA01R1	3485 Mike Padgett Hwy, August GA	3.072 Mbps	No	No	Daytime ranges from 25%-95%. Starting 6/17 daytime traffic average frequently at 100% daily.	1 M
GTAGDPHWWAYDECGA01R1	445 Winn Way, Decatur GA	6.114 Mbps	No	No	Daytime traffic averages ranging from 60%-100%. Utilization during evening hours stays at around 20%. Traffic growth averages growing over the month with week four averages regularly at 100%.	1M
DSL						
GTAGDJJNVNMAISYGA01R1	107 N Main St, Sylvania GA	1536kbps(d) x 356kbps (u)	No	No	This information is not correct. Bandwidth statement on router needs to be updated. Traffic averages up and down are typically below 30%	NA
GTAGDJJNVRIVEMACGA01R1	3588 Riverside Dr, Macon GA	1472kbps(d) x 256kbps(u)	Yes	No	Download traffic Daytime utilization avg 20%-40% with spikes from 40%-60%. Upload is at 100% during daytime hours.	2 M
GTAGDNRRNVGSCHATHGA01R1	745 Gaines School Rd, Athens	1472kbps(d) x 256kbps(u)	Yes	No	Download traffic Daytime download utilization avg 20%-65% with infrequent spikes to 80%. Upload traffic ranges from 20%-90%.	2M

# Vital Net Report Example

## STGAGTAGDISTTTW1DOASSTATE\_GE1/11\_Trunk to NADC MP1 (ATT 38.KRFL.600700) In vs. Out, High Capacity LAN Interfaces Statistics

08/26/2013 00:00 to 08/31/2013 00:00



Polling Address: 167.200.254.13 - ifIndex: 11 - Actual Speed: 1 Gbps



# Voice Services Group Invoice Detail

Resource Description	Phone Number	Rate Code	Invoice Number	Usage Dates	Units	Amount Charged	GTA Admin Fee	Total Amount Charged	Agency Code	Agency Defined	Agency Defined Description	Cost Center	Cost Center Description
Audio Conferencing		2AUCONF	924-980005-13	20130430	121	\$3.39	\$0.29	\$3.68	98000	00000000	Georgia Technology Authority	000000000980151	Human Resources
Audio Conferencing		2AUCONF	924-980005-13	20130430	66	\$1.85	\$0.16	\$2.01	98000	00000000	Georgia Technology Authority	000000000980151	Human Resources
Audio Conferencing		2AUCONF	924-980005-13	20130430	293	\$8.20	\$0.70	\$8.90	98000	00000000	Georgia Technology Authority	000000000980151	Human Resources
Audio Conferencing		2AUCONF	924-980005-13	20130430	241	\$6.75	\$0.57	\$7.32	98000	00000000	Georgia Technology Authority	000000000980151	Human Resources
Audio Conferencing		2AUCONF	924-980005-13	20130430	2	\$0.06	\$0.00	\$0.06	98000	00000000	Georgia Technology Authority	000000000980171	Data Sales
Audio Conferencing		2AUCONF	924-980005-13	20130430	2	\$0.06	\$0.00	\$0.06	98000	00000000	Georgia Technology Authority	000000000980171	Data Sales
Audio Conferencing		2AUCONF	924-980005-13	20130430	24	\$0.67	\$0.06	\$0.73	98000	00000000	Georgia Technology Authority	000000000980171	Data Sales
Audio Conferencing		2AUCONF	924-980005-13	20130430	37	\$1.04	\$0.09	\$1.12	98000	00000000	Georgia Technology Authority	000000000980171	Data Sales
Audio Conferencing		2AUCONF	924-980005-13	20130430	33	\$0.92	\$0.08	\$1.00	98000	00000000	Georgia Technology Authority	000000000980171	Data Sales
Audio Conferencing		2AUCONF	924-980005-13	20130430	55	\$1.54	\$0.13	\$1.67	98000	00000000	Georgia Technology Authority	000000000980171	Data Sales
Audio Conferencing		2AUCONF	924-980005-13	20130430	84	\$2.35	\$0.20	\$2.55	98000	00000000	Georgia Technology Authority	000000000980191	Chief Technology
Audio Conferencing		2AUCONF	924-980005-13	20130430	52	\$1.46	\$0.12	\$1.58	98000	00000000	Georgia Technology Authority	000000000980191	Chief Technology
Audio Conferencing		2AUCONF	924-980005-13	20130430	163	\$4.56	\$0.39	\$4.95	98000	00000000	Georgia Technology Authority	000000000980191	Chief Technology
Audio Conferencing		2AUCONF	924-980005-13	20130430	88	\$2.46	\$0.21	\$2.67	98000	00000000	Georgia Technology Authority	000000000980191	Chief Technology
Audio Conferencing		2AUCONF	924-980005-13	20130430	219	\$6.13	\$0.52	\$6.65	98000	00000000	Georgia Technology Authority	000000000980191	Chief Technology
Audio Conferencing		2AUCONF	924-980005-13	20130430	40	\$1.12	\$0.10	\$1.22	98000	00000000	Georgia Technology Authority	000000000980191	Chief Technology
Audio Conferencing		2AUCONF	924-980005-13	20130430	76	\$2.13	\$0.18	\$2.31	98000	00000000	Georgia Technology Authority	000000000980211	Chief Financial Officer
Audio Conferencing		2AUCONF	924-980005-13	20130430	24	\$0.67	\$0.06	\$0.73	98000	00000000	Georgia Technology Authority	000000000980211	Chief Financial Officer
Audio Conferencing		2AUCONF	924-980005-13	20130430	132	\$3.70	\$0.31	\$4.01	98000	00000000	Georgia Technology Authority	000000000980211	Chief Financial Officer
Audio Conferencing		2AUCONF	924-980005-13	20130430	78	\$2.18	\$0.19	\$2.37	98000	00000000	Georgia Technology Authority	000000000980211	Chief Financial Officer
Audio Conferencing		2AUCONF	924-980005-13	20130430	159	\$4.45	\$0.38	\$4.83	98000	00000000	Georgia Technology Authority	000000000980211	Chief Financial Officer
Audio Conferencing		2AUCONF	924-980005-13	20130430	45	\$1.26	\$0.11	\$1.37	98000	00000000	Georgia Technology Authority	000000000980211	Chief Financial Officer
Audio Conferencing		2AUCONF	924-980005-13	20130430	73	\$2.04	\$0.17	\$2.22	98000	00000000	Georgia Technology Authority	000000000980211	Chief Financial Officer
Audio Conferencing		2AUCONF	924-980005-13	20130430	165	\$4.62	\$0.39	\$5.01	98000	00000000	Georgia Technology Authority	000000000980211	Chief Financial Officer
Audio Conferencing		2AUCONF	924-980005-13	20130430	717	\$20.08	\$1.71	\$21.79	98000	00000000	Georgia Technology Authority	000000000980211	Chief Financial Officer
Audio Conferencing		2AUCONF	924-980005-13	20130430	64	\$1.79	\$0.15	\$1.94	98000	00000000	Georgia Technology Authority	000000000980231	Accounting Services
Audio Conferencing		2AUCONF	924-980005-13	20130430	87	\$2.44	\$0.21	\$2.64	98000	00000000	Georgia Technology Authority	000000000980231	Accounting Services
Audio Conferencing		2AUCONF	924-980005-13	20130430	118	\$3.30	\$0.28	\$3.59	98000	00000000	Georgia Technology Authority	000000000980242	ASO Finance
Audio Conferencing		2AUCONF	924-980005-13	20130430	91	\$2.55	\$0.22	\$2.77	98000	00000000	Georgia Technology Authority	000000000980322	Strategy Reporting
Audio Conferencing		2AUCONF	924-980005-13	20130430	180	\$5.04	\$0.43	\$5.47	98000	00000000	Georgia Technology Authority	000000000980351	SPM Fusion Center
Audio Conferencing		2AUCONF	924-980005-13	20130430	36	\$1.01	\$0.09	\$1.09	98000	00000000	Georgia Technology Authority	000000000980351	SPM Fusion Center
Audio Conferencing		2AUCONF	924-980005-13	20130430	88	\$2.46	\$0.21	\$2.67	98000	00000000	Georgia Technology Authority	000000000980351	SPM Fusion Center
Audio Conferencing		2AUCONF	924-980005-13	20130430	52	\$1.46	\$0.12	\$1.58	98000	00000000	Georgia Technology Authority	000000000980351	SPM Fusion Center
Audio Conferencing		2AUCONF	924-980005-13	20130430	120	\$3.36	\$0.29	\$3.65	98000	00000000	Georgia Technology Authority	000000000980351	SPM Fusion Center
Audio Conferencing		2AUCONF	924-980005-13	20130430	11	\$0.31	\$0.03	\$0.33	98000	00000000	Georgia Technology Authority	000000000980421	DS&T Director
Audio Conferencing		2AUCONF	924-980005-13	20130430	1	\$0.03	\$0.00	\$0.03	98000	00000000	Georgia Technology Authority	000000000980421	DS&T Director
Audio Conferencing		2AUCONF	924-980005-13	20130430	181	\$5.07	\$0.43	\$5.50	98000	00000000	Georgia Technology Authority	000000000980421	DS&T Director
Audio Conferencing		2AUCONF	924-980005-13	20130430	5	\$0.14	\$0.01	\$0.15	98000	00000000	Georgia Technology Authority	000000000980431	ADM Director
Audio Conferencing		2AUCONF	924-980005-13	20130430	33	\$0.92	\$0.08	\$1.00	98000	00000000	Georgia Technology Authority	000000000980431	ADM Director
Audio Conferencing		2AUCONF	924-980005-13	20130430	51	\$1.43	\$0.12	\$1.55	98000	00000000	Georgia Technology Authority	000000000980431	ADM Director
Audio Conferencing		2AUCONF	924-980005-13	20130430	212	\$5.94	\$0.51	\$6.44	98000	00000000	Georgia Technology Authority	000000000980431	ADM Director
Audio Conferencing		2AUCONF	924-980005-13	20130430	83	\$2.32	\$0.20	\$2.52	98000	00000000	Georgia Technology Authority	000000000980431	ADM Director
Audio Conferencing		2AUCONF	924-980005-13	20130430	117	\$3.28	\$0.28	\$3.56	98000	00000000	Georgia Technology Authority	000000000980431	ADM Director
Audio Conferencing		2AUCONF	924-980005-13	20130430	42	\$1.18	\$0.10	\$1.28	98000	00000000	Georgia Technology Authority	000000000980432	ADM Internal App Support
Audio Conferencing		2AUCONF	924-980005-13	20130430	56	\$1.57	\$0.13	\$1.70	98000	00000000	Georgia Technology Authority	000000000980432	ADM Internal App Support
Audio Conferencing		2AUCONF	924-980005-13	20130430	109	\$3.05	\$0.26	\$3.31	98000	00000000	Georgia Technology Authority	000000000980432	ADM Internal App Support

# LAN Services Group Invoice Detail



Resource Description	Invoice Number	Cost Center	Cost Center Description	Asset Tag	User ID	User Name	Site Code / Site Name	Address	Rate Code	Usage Date	Units	Amount Charged	GTA Admin Fee
LAN Port	924-980005-13	000000000300044		3809885	GREGORY.PRICE@GAA.GA.GOV	Price, Scott	GAA0001 / Fulton County Airpor	4005 Fulton Industrial Blvd, Atlanta, GA, US, 3033	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980101	GTA - Chief Information Officer	3389975			GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980101	GTA - Chief Information Officer	3389961	KMSAFFOLD@DHR.STATE.GA.US	Saffold, Kimberly	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980101	GTA - Chief Information Officer	3537705	EPCASTELLANOS@DHR.STATE.GA.US	Castellanos, Exy P.	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980110	GTA - Chief Operating Officer	3420311	DEAN.JOHNSON@GTA.GA.GOV	Johnson, Dean	GTAA0022 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980110	GTA - Chief Operating Officer	3420292	DEAN.JOHNSON@GTA.GA.GOV	Johnson, Dean	GTAA0022 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980111	CIO/Executive Director	4596192	CALVIN.RHODES@GTA.GA.GOV	Rhodes, Calvin	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980111	CIO/Executive Director	4287399	DOUG.SHADDIX@GTA.GA.GOV	Shaddix, Doug	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980111	CIO/Executive Director	3975156	JOE.WEBB@GTA.GA.GOV	Webb, Joe	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	4051539	LIEN.LE@GTA.GA.GOV	Le, Lien N.	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	4050263	CAROLYN.LESTER@GTA.GA.GOV	Lester, Carolyn	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	4051142	LAVELL.RICE@GTA.GA.GOV	Rice, Lavell	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	4596169	KRISTY.CALDWELL@GTA.GA.GOV	Caldwell, Kristy	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	4596184	LAVELL.RICE@GTA.GA.GOV	Rice, Lavell	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	4609291	EXCEPTIONS@GTA.GA.GOV		GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	3975048	TGREENWAY@GTA.GA.GOV	Greenway, Teresa	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	3975046	KRISTY.CALDWELL@GTA.GA.GOV	Caldwell, Kristy	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	3973294	LOIS.HURT@GTA.GA.GOV	Hurt, Lois West	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	3974091	TONIA.BEAM@GTA.GA.GOV	Beam, Tonia F.	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980121	GTA / Administrative Support	3973996	TERESA.GREENWAY@GTA.GA.GOV	Greenway, Teresa	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980131	Communications	4596200	MICHAEL.CLARK@GTA.GA.GOV	Clark, Michael	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980131	Communications	4596180	JEFF.MCCORD@GTA.GA.GOV	McCord, Jeffrey L.	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980131	Communications	3975233	PAULA.CALHOUN@GTA.GA.GOV	Calhoun, Paula	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980131	Communications	3971908	LES.THOMASSEN@GTA.GA.GOV	Thomassen, Les	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980141	General Counsel	3974000	JTHOMAS@GTA.GA.GOV	Thomas, Jim	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980151	Human Resources	4596189	DEBBIE.SMITH@GTA.GA.GOV	Smith, Debbie P	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980151	Human Resources	4613484	CASSANDRA.JOSEPH@GTA.GA.GOV	Joseph, Cassandra	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980151	Human Resources	3973296	TNNORDIN@GTA.GA.GOV	NORDIN, TERRY	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980160	GTA - Information Security	3390762	ANITA.RUSSELL@GTA.GA.GOV	Russell, Anita	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980160	GTA - Information Security	3390760	ANITA.RUSSELL@GTA.GA.GOV	Russell, Anita	GTAA0022 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980161	Procurement Management	4596201	DEIRDRE.JOHNSON@GTA.GA.GOV	Johnson, Deirdre R.	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980161	Procurement Management	3973285	CHUCK.BROOKS@GTA.GA.GOV	Brooks III, Charles	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980161	Procurement Management	3973310	DALE.HARFORD@GTA.GA.GOV	Harford, Dale	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980161	Procurement Management	3973297	RAY.MEANS@GTA.GA.GOV	Means, Ray	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980161	Procurement Management	3973298	ROBERT.MANN@GTA.GA.GOV	Mann, Robert	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980161	Procurement Management	3973311	JENNIE.SMITH@GTA.GA.GOV	Smith, Jennie	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980161	Procurement Management	3973293	FREDA.SNIDER@GTA.GA.GOV	Snider, Freda P.	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980161	Procurement Management	3971830	NGGAY@GTA.GA.GOV	Glazer-Gay, Nanci	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980171	Data Sales	4596183	BOB.HAUERT@GTA.GA.GOV	Hauert, Robert J.	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980171	Data Sales	3975061	GINA.BRUNSON@GTA.GA.GOV	Brunson, Gina L	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980171	Data Sales	3975456	ANUP.DEV@GTA.GA.GOV	Dev, Anup	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980171	Data Sales	3974643	ASHLEY.WOOLF@GTA.GA.GOV	Woolf, Ashley	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980171	Data Sales	3971798	IVAN.SUMTER@GTA.GA.GOV	Sumter, Ivan K	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980181	Integration & Administration	4596199	SHAWN.WHITNEY@GTA.GA.GOV	Whitney, Shawn	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980191	Chief Technology	4596178	DACIA.GILKEY@GTA.GA.GOV	Gilkey, Dacia	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980191	Chief Technology	3971907	STEVE.NICHOLS@GTA.GA.GOV	Nichols, Steve	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25
LAN Port	924-980005-13	000000000980211	Chief Financial Officer	4596188	KEVIN.STANFORD@GTA.GA.GOV	Stanford, Kevin	GTAA0020 / 47 Trinity	47 Trinity Avenue SW, Atlanta, GA, US, 30334-900	2LANPORT	20130430	1	\$14.72	\$1.25

