State Data Center
Cost Allocation Plan
Fiscal Year 2022

The Cost Allocation Plan is the State of Missouri's initiative to develop a cost-based method to establish billing rates for Information Technology services and products. The Cost Allocation Plan works to ensure State of Missouri IT services are provided in a cost effective manner.

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Introduction

The State Data Center's Cost Allocation Plan was developed to establish a cost-based recovery method for the State's Information Technology Services. The benefits of the CAP are twofold. First, the CAP allows for a full-cost recovery process of SDC services. Both, direct and indirect costs, are included in the full-cost recovery to minimize under or over recovery of the SDC's total budgeted costs. Secondly, each customer is treated in an equitable manner, based on the resources used by that customer.

This document will provide the methodology used for determining the rates billed, an explanation of terms used, summarized anticipated personnel expenses, itemized estimated expenditures for the SDC, a summarized list of the costs per service with the rate calculation, an estimated billing based on utilization per customer, and a rate comparison of the current year and the preceding four years.

Methodology

To develop the CAP, the following components were analyzed to establish the final SDC CAP rates.

- **Determination of the Rate Category for Services Provided:** All services provided to the customer by the SDC are identified and approved by the Chief Information Officer (CIO).
- **Units of Service:** The unit of service used to measure the volume of the service provided by each CAP item is established based on three criteria.
    - The relationship to the function performed
    - The measurability
    - The controllability by the customer
- **Compilation of the Estimated Utilization by Customer:** For each CAP item, the utilization by customer is compiled and totaled to develop the basis for the billing rate computation.
- **Identify the Type of Cost:** There are two types of costs identified in the CAP, allocated direct and allocated indirect costs. Allocated direct costs are associated with personnel and equipment costs that can be directly identified based on the type of service. Allocated indirect costs are related to support costs for services provided by the SDC and cannot be identified by a specific type of service.
- **Determine the Allocated Direct Cost:** Allocated direct costs are those costs budgeted for personnel, equipment or other expenses that can be directly identified with providing a specific service. These costs are accumulated to determine the total allocated direct costs associated with each type of service provided.
- **Determine the Allocated Indirect Cost:** Allocated indirect costs are those costs budgeted that are not associated with a specific service. These costs are accumulated to determine the total allocated indirect costs and prorated across each type of service provided.
- **Summarization of the Total Costs by Service:** The summarized total cost by service is determined by adding both direct and indirect allocated costs with job costs.
- **Calculated Rate per Unit of Service:** The rate per unit of service is calculated by dividing the total annual cost by the total estimated annual utilization.

Five Year Rate Summary

Num.	Category Description	FY22	FY21	FY20	FY19	FY18
1	Laser Feet Printed		0.044	0.045	0.043	0.030
1	Lines (Impact) Printed/1000		0.528	0.532	0.453	0.354
1	Laser Feet Printed/Duplex		0.035	0.0357	0.034	0.024
1	Simplex Rate (by page)	0.06				
1	Duplex Rate (by page)	0.05				
2	CPU Service Units/1000	0.0053	0.0061	0.0069	0.0071	0.0058
3	CICS Transactions	0.0012	0.0011	0.0009	0.0009	0.0009
5	zOS Enterprise Data Backup/GB Day	0.0049	0.0057	0.0055	0.0040	0.0032
7.1	AD User ID per Month	1.19	1.12	1.01	1.43	1.28
7.2	Exchange Mailbox per Month	6.79	6.34	5.92	6.40	5.72
8	zOS Data Storage/GB Day	0.067	0.068	0.085	0.085	0.086
10	zOS IDMS Run Units	0.0060	0.0041	0.0040	0.0035	0.004
11	zOS DB2 Service Units/1000	0.0031	0.0050	0.0037	0.0033	0.0030
15	VM per Image per Month	66.05	61.83	72.63	82.77	103.40
16	SAN per 1GB per Month	0.1664	0.1834	0.1922	0.1971	0.2481
19	DistSys Backup-Recovery/GB per Month	0.0618	0.0705	0.0577	0.0517	0.0020
21	WAS per JVM Heap Size	40.96	48.65	53.89	63.94	45.48
23	SQL per Base Unit per Month	37.53	38.50	37.20	35.42	28.37
23	SQL Memory per GB per Month	4.12	4.45	3.85	4.82	4.77
23	SQL Overage per GB per Month	0.52	0.67	0.95	0.90	0.87
23	SQL License per License per Month	132.32	138.06	111.84	121.98	98.64
26	Server Support/Month	115.24	90.53	94.59	100.31	167.84
27	VDI per Virtual Desktop per Month	27.86	34.72	33.67	29.33	43.64
27	VDI - Office 365	10.92	10.34	8.65	9.06	
27	RDP Pool Users VDI per Month	7.72	10.58	10.33	10.91	10.91
28	sFTP Account per Month	2.73	2.78	2.19	1.78	1.60
29	SharePoint/GB/Month	16.93	25.12	18.20	3,244.22	1,753.78
33	SSRS per Enterprise Instance	95.13	75.78	70.56	78.89	67.07
33	SSRS Per Dedicated Instance	451.00	376.20	297.47	359.93	
34	JIRA	10.85	3.40	5.75	4.68	4.16
42	OnBase ECM	19.58	18.50	18.29	18.86	12.39
43	Web Utility	11.33	13.91	12.18	8.98	9.08
44	MySQL Base	83.16	100.48	86.33	88.78	39.24
44	MySQL Overage	0.79	1.39	1.37	5.71	1.38
45	Web Hosting	14.26	11.21	10.61	12.60	5.08
47	Tableau		54.98	87.41	77.68	92.39
47	Tableau Enterprise-Base/agency/month	47.90				
47	Tableau Enterprise -Internal/project/mo	Allocation				
48	DB2LUW Base	274.15	185.73	155.85	133.06	31.10
48	DB2LUW Memory	6.59	4.28	3.78	3.11	4.70
48	DB2LUW Overage	3.02	1.92	1.72	1.43	0.89
48	DB2LUW License	745.21	491.74	343.54	309.10	191.49
49	BOX	15.96	21.28	21.24	21.21	20.38

State Data Center
Budget Summary

		FY21 CAP	FY22 CAP
	Personal Services	6,378,158	6,347,499
	Employee Benefits	3,422,896	3,426,578
	Expense and Equipment	31,035,594	29,932,353
	Total Budgeted Costs	40,836,648	39,706,431

Number	Description	FY21 CAP	FY22 CAP
	Personal Services	6,378,158	6,347,499
	Fringe Benefits	3,422,896	3,426,578
	Total Personal Services and Fringe Benefits	**9,801,054**	**9,774,078**
103	CPU	1,023,235	1,023,235
106	DASD Growth	303,799	296,605
107	Deduplication/Replication HW Lease	802,731	686,322
108	Disaster Recovery CPU (Springfield Site)	160,000	160,000
113	SAN DASD	1,363,025	1,170,000
119	VM Hardware Lease/Purchase	759,850	513,264
120	DR Print Services	112,760	118,000
121	OnBase HealthCheck - HyLand Services	80,000	65,000
205	DASD maintenance	100,500	100,000
206	Data Domain Server and Storage Maintenance	177,560	169,000
214	External Coupling Facility	30,456	32,300
222	Print Burster/Trimmer/Stacker	115,000	115,000
223	Print Usage	195,000	140,000
224	Printer-Impact	5,000	5,000
225	Printer-Laser	80,000	80,000
229	Remote Server Maintenance	1,500	1,500
231	SAN Sever and Storage Maintenance	450,200	220,850
233	GTX Qualifier Maintenance	3,000	3,000
238	VM Server and Storage Maintenance	44,000	44,000
239	Batteries/UPS Maintenance	193,000	160,000
240	Generator Maintenance	59,000	59,000
243	VDI Server Maintenance	30,000	35,200
244	VDI Storage Maintenance	55,000	30,000
245	DistSys SVC Hardware Maint	42,000	25,000
246	QCX E138 MICR Verifier		2,500
303	Softek TDMF Replicator for zOS	67,000	67,000
305	BMC Mainview	112,470	122,470
306	CICS Transaction Gateway	59,600	131,400
307	CICS/TS V5	979,850	744,500
308	COBOL for MVS	126,800	96,350
309	Mackinney Software	8,960	9,156
311	AFP Toolbox (Toolkit)	4,590	3,000
313	DSF/DSS/HSM	146,000	146,000
321	Interactive Output Facility (IOF)	6,250	6,500
324	WebSphere MQ for Z/OS	500,450	471,000
328	OGL	8,718	6,000
329	OS/390	1,778,884	1,306,746
330	Page Print Format Aid/370 V1 PPFA	6,114	4,000
331	Enterprise PL/1 Alternate Function	117,000	88,900
332	PSF	63,666	40,000
333	SDF II	37,520	28,550
338	DB2 for Z/OS V9	973,852	683,082
340	Microsoft Server Operating System Subsc.		16,200

Number	Description	FY21 CAP	FY22 CAP
341	UDB - DB2 Utilities Suite	47,373	42,671
342	Symantec EndPoint Protection Subsc. - RSS	500	500
343	Antivirus for Exchange	143,000	155,000
344	Vmware vCloud Enterprise Suite	987,828	1,228,000
345	SiteScan	5,000	5,000
349	Lansweeper	28,800	50,000
351	Kiwi Syslog	300	400
353	Solarwinds NPM	9,700	10,700
354	Solarwinds SAM	7,808	8,700
355	Solarwinds NTA	5,843	6,500
356	Orion Polling Engines	55,000	51,000
357	Orion Web Server	101	500
360	IBM SKLM encryption licenses	3,012	3,000
361	Splunk Logging	104,127	150,300
363	EMC Software ELA	488,288	384,706
364	Solarwinds WPM	3,300	3,700
365	Enhanced ACIF	6,732	4,500
401	Axceler ControlPoint - SharePoint Internal	26,500	-
404	CA Interest W/XA-ESA-Batch	48,180	48,180
405	CA Interest W/XA-ESA-CICS	107,430	107,430
406	CA Librarian	164,362	164,362
408	CA Restart/Recover (CA11)	3,173	3,200
410	CA Scheduling Package (CA7)	175,192	175,192
411	CA TMS (CA1)	195,000	195,000
412	CA UNIPAK	1,231,612	1,231,612
414	Omegamon for CICS	75,800	66,000
415	CL/Supersession for z/OS	79,600	71,800
416	IBM Tivoli Omegamon XE DB2 V4	182,756	159,815
417	IBM Tivoli Omegamon XE z/OS V2	151,500	131,500
419	DB2 Connect	552,781	366,589
420	SEA JCL Plus	22,574	22,574
421	Document Management Systems (MOBIUS)	182,594	595,000
422	Dumpmaster MVS	122,265	129,800
424	Group 1 Software Zip+4	29,600	28,100
427	Red Hat Enterprise\Network Satellite Maint	110,000	100,000
428	Tivoli WAS\ND	114,696	333,333
429	Insync MVS	102,514	108,800
431	Tic Toc	9,425	10,185
433	Symantec EndPoint Protection Subsc. - VM	20,000	22,000
434	Connect:Direct	20,500	30,000
435	Merrill Consultants MXG	2,500	2,500
436	MVS Quick Reference	38,500	40,500
438	DistSys SSL Certificates	2,200	-
439	MoveIT Software Maint	13,978	13,700
440	Platinum DB2 Tools	564,174	564,174
443	SAS Base	118,285	118,285
444	SAS/STAT	82,431	82,431
445	SAS/ACCESS	79,259	79,259
446	Rocket Software	25,000	25,000
447	SAS/ETS	82,431	82,431
451	SA Licenses for SQL	800,171	840,179
452	SI SYNC/SORT	33,569	33,569
453	SynRecovery software	1,000	1,000
454	SPC Systems Cobol RW Precompiler	3,144	-
458	DistSys SSRS Software Maintenance	28,000	28,000
460	Tivoli Storage Management	156,809	232,100

Number	Description	FY21 CAP	FY22 CAP
463	Vanguard Administration	61,060	61,060
468	SQL	105,197	105,197
469	VMWare Software Maintenance	229,869	171,301
470	Microsoft VDA Licensing (Software Subscription)	534,000	534,000
471	Catalog Recovery Software - zOS Enterprise Data Backup	5,405	5,500
472	SDI TN3270 Emulation	165,000	34,100
473	DB2 Maintenance	723,396	713,667
474	Software - Maintenance Renewals AD	137,000	121,940
477	SAN Software	689,549	954,000
478	Vranger Software Maintenance	22,000	35,000
481	Software -Maintenance Renewals -ShareGate	6,600	6,600
482	Software - Maintenance Renewals SharePoint	3,800	3,800
483	JIRA Software Maintenance plus plugin	15,483	97,800
487	Solimar	39,054	39,520
489	uDeploy software Maintenance	173,707	74,950
490	Rocket software Fast Audit & Catalog audit	29,000	33,000
491	ITSM Tool Maintenance	124,000	136,000
492	Office 365 ProPlus	592,021	592,021
494	Tidal License	47,985	47,985
498	Enterprise OnBase Licenses	225,000	225,000
499	AppViewX Software Maintenance	15,392	34,118
503	Deduplication/Replct Purchase-DistBU-Rcvry	155,000	300,000
510	Servers - AD	48,000	48,000
514	VM Hardware Purchase	312,125	312,125
516	VDI End-Point Device	100,000	40,000
517	VDI Server and Upgrades	535,000	467,997
518	VDI Storage and Upgrades	125,000	-
519	DistSys SAN Hardware Upgrade	308,500	532,000
520	z/OS InfoPrint Hardware Purchase	150,000	820,000
529	Exchange Growth	44,000	-
530	Enterprise Vault Growth	66,000	-
532	NOC - Desktop Computer Equipment	3,200	3,200
533	zOS Data Backup Purchse	605,725	504,863
536	Security Review Audit	30,000	30,000
537	Plesk License Purchase	5,940	1,188
538	Box software subscription	181,312	256,543
539	Scanner for OnBase	8,400	4,500
540	Print Room Changes		610,000
606	TSM Software Purchase	7,500.00	27,000
607	VM Software Purchase	118,000.00	257,971
608	Vranger License Enhancement	15,000.00	7,000
609	VMWare View Licensing	526,665.00	16,000
618	Microsoft System Center Suite	43,000.00	43,000
620	Foglight license purchase/maintenance	80,000.00	44,000
622	New Enterprise Modules	16,000.00	-
633	Exchange Server License Purchase	82,500.00	30,000
634	Enterprise Vault Renewal	236,500.00	270,000
635	*Proofpoint Mail Relay Software (90% of total cost)	555,500.00	450,000
636	Quadrotech Flightdeck PST software	1,430.00	12,000
640	SQL Software	538,633.00	392,667
641	MySQL Software	22,146.00	15,483
644	Tableau License	39,340.00	-
645	Additional 26 Client licenses	26,974.00	-
648	AppViewX additional licenses	18,009.00	508
654	Rave Texting	25,000	5,000
655	ILMT	50,000	-

Number	Description	FY21 CAP	FY22 CAP
657	Software Delivery Tool	51,000	25,000
660	SharePoint Server Licenses	450,000	65,000
661	Creator license		290,253
704	Paper	210,000	430,000
706	Printer Supplies	145,000	190,000
802	Consulting Service	50,000	225,000
808	Internet Expenses	47,000	40,000
811	Office Supplies, Equipment and Maintenance	35,000	22,000
812	Pagers & Cell Phones	20,000	29,000
813	Electrical Distribution, Maintenance	1,000	20,000
814	Postage/Inter Agency Mail Delivery		300
816	Racks, Cabinets, Furniture & Building Changes	50,000	100,000
818	S390 SoftwarExcel	114,966	114,966
820	Subscriptions & Publications	1,000	2,000
821	Telephone Service and Equipment	45,000	36,700
822	Training & Professional Development	50,000	115,000
823	Travel	10,000	10,000
824	Resource Oversight	45,000	45,000
825	VPN - Access Charge	3,000	1,500
827	SSL Certificates	1,000	1,000
829	Shredding	2,000	2,000
830	SAN/NAS Support Line	55,877	52,800
831	Disaster Recovery Rental (Springnet)	495,000	515,000
832	Disaster Recovery Electric (Springnet)	120,000	125,000
835	Contractor Services	52,500	110,000
836	Exchange Training\Travel\Tools for Staff	5,195	2,000
837	FTP Staff Training\Travel\Tools for Staff	1,200	-
839	SQL Training \Travel\Tools for Staff	50,000	40,416
840	SharePoint Training \Travel\Tools for Staff	16,600	21,800
841	VM Training\Travel\Tools for Staff	21,000	5,000
842	TSM Training\Travel\Tools for Staff	7,500	7,500
845	WAS Training\Travel\Tools for Staff	5,656	13,610
848	MobaXterm, MiniTab (software tools)	5,400	-
853	SSRS Training\Travel\Tools for Staff	7,410	8,544
857	Calero Software and Billing Expenses	35,000	30,000
858	Fiscal Costs	12,000	15,000
859	CPU Training\Travel\Tools for Staff	20,000	20,000
860	CICS Training\Travel\Tools for Staff	10,000	10,000
863	Watson & Walker Publication	1,430	1,530
869	SSL Training\Travel\Tools for Staff	5,500	7,720
872	NOC Training \Travel\Tools for Staff	50,360	78,200
873	Staff Training	18,000	35,900
874	SSL Training\Travel\Tools for Staff	2,000	29,427
876	Proofpoint consulting/support services	11,000	11,000
880	JIRA Training\Travel\Tools for Staff	2,300	1,198
881	MySQL Training \Travel\Tools for Staff	8,515	5,000
882	DB2 LUW Training\Travel\Tools for Staff	46,210	44,120
883	Tableau Training\Travel\Tools for Staff	3,360	9,276
884	ITSM Training	22,000	20,000
885	Neodynamic Barcode	2,987	2,989
887	BOX Training\Travel\Tools for Staff	800	3,912
888	Professional Services	40,000	40,000
886	Priority Support per server	-	4,869
889	AD Training\Travel\Tools for Staff	7,568	9,968

Number	Description	FY21 CAP	FY22 CAP
M01	Encryption Maintenance	7,700	12,500
M03	Tableau (1 Prod - Encryption License - Estimate)	4,869	-
M04	Tableau Desktop Maintenance Renewal	395	-
M05	WAS Encryption - Guardium	81,694	12,358
M06	SSRS Encryption- Guardium	2,412	687
M07	DistSys SSL Certificates AD	3,500	3,500
M08	Plesk Maintenance		6,534
M09	Server Core - Internal		135,800
M19	Software - Kwizcom		41,230
M20	CICS Performance Analyzer		26,900
	Total Expenses	**30,444,247**	**30,388,018**
	Cost Adjustment		
	Capital Cost	(316,000)	(1,115,000)
	Depreciation	907,346	866,035
	Total Cost Adjustment	**591,346**	**-248,965**
	Total Equipment and Expenses	**31,035,594**	**30,139,053**
	Grand Total	**40,836,648**	**39,913,131**

Category 1   Print

Unit of Service		Lines/Feet Printed	Page
Utilization		**57,000,000**	**54,853,165**
Duplex	**80%**	42,180,000	36,677,743
Simplex		14,820,000	18,175,422

Budgeted Costs		FY21	FY22
Direct Personnel		265,125	294,520
Fringe Benefits		143,167	159,041
Personal Services		**408,292**	**453,561**
120	DR Print Services	112,760	118,000
222	Print Burster/Trimmer/Stacker	115,000	115,000
223	Print Usage	195,000	140,000
224	Printer-Impact	5,000	5,000
225	Printer-Laser	80,000	80,000
246	QCX E138 MICR Verifier		2,500
311	AFP Toolbox (Toolkit)	4,590	3,000
328	OGL	8,718	6,000
330	Page Print Format Aid/370 V1 PPFA	6,114	4,000
332	PSF	63,666	40,000
365	Enhanced ACIF	6,732	4,500
520	z/OS InfoPrint Hardware Purchase	150,000	820,000
540	Print Room Changes		610,000
Hardware/Software Expense & Equipment Total		**747,580**	**1,948,000**
704	Paper	450,000	430,000
706	Printer Supplies	210,000	190,000
Expendable Supplies Total		**660,000**	**620,000**
829	Shredding	2,000	2,000
General Support Expense Total		**2,000**	**2,000**
Depreciation		175,000	168,424
Capital Purchases		(150,000)	(800,000)
Total Capital Cost		**25,000**	**(631,576)**
Dist BU Rec		1,645	1,645
SAN		2,147	2,147
SQL		3,584	3,584
VM		9,637	9,637
Job Costs Total		**17,013**	**17,013**
NOC		134,645	174,731
Indirect Cost		156,402	157,444
Indirect Subtotal		**291,047**	**332,176**
Total Service Costs		**2,150,932**	**2,741,174**
Estimated Revenue		**2,150,932**	**2,741,174**
Simplex Rate		**$0.0443**	**$0.058**
		Per Foot	Per Page
Duplex Rate		**$0.0354**	**$0.046**
		Per Foot	Per Page
Impact Print (per 1,000) Rate		**$0.5280**	

*Print: Reports printed on the high speed production printers are billed based on page with discount for Duplex.

Category 2 CPU Service Units

Unit of Service			CPU Service Units	CPU Service Units
Utilization			**1,250,868,186,662**	**1,310,794,275,960**
Budgeted Costs			**FY21**	**FY22**
Direct Personnel			396,650	385,074
Fringe Benefits			214,191	207,940
Personal Services			**610,841**	**593,013**
	103	CPU	1,023,235	1,023,235
	108	Disaster Recovery CPU (Springfield Site)	160,000	160,000
	214	External Coupling Facility	30,456	32,300
	305	BMC Mainview	112,470	122,470
	308	COBOL for MVS	126,800	96,350
	309	Mackinney Software	8,960	9,156
	321	Interactive Output Facility (IOF)	6,250	6,500
	329	OS/390	1,778,884	1,306,746
	331	Enterprise PL/1 Alternate Function	117,000	88,900
	404	CA Interest W/XA-ESA-Batch	48,180	48,180
	406	CA Librarian	164,362	164,362
	408	CA Restart/Recover (CA11)	3,173	3,200
	410	CA Scheduling Package (CA7)	175,192	175,192
	414	Omegamon for CICS	75,800	66,000
	415	CL/Supersession for z/OS	79,600	71,800
	417	IBM Tivoli Omegamon XE z/OS V2	151,500	131,500
	420	SEA JCL Plus	22,574	22,574
	421	Document Management Systems (MOBIUS)	182,594	595,000
	422	Dumpmaster MVS	122,265	129,800
	424	Group 1 Software Zip+4	29,600	28,100
	429	Insync MVS	102,514	108,800
	431	Tic Toc	9,425	10,185
	434	Connect:Direct	20,500	30,000
	435	Merrill Consultants MXG	2,500	2,500
	436	MVS Quick Reference	38,500	40,500
	443	SAS Base	118,285	118,285
	444	SAS/STAT	82,431	82,431
	445	SAS/ACCESS	79,259	79,259
	447	SAS/ETS	82,431	82,431
	452	SI SYNC/SORT	33,569	33,569
	454	SPC Systems Cobol RW Precompiler	3,144	
	463	Vanguard Administration	61,060	61,060
	472	SDI TN3270 Emulation	165,000	34,100
	487	Solimar	39,054	39,520
	536	Security Review Audit	30,000	30,000
Hardware/Software Expense & Equipment Total			**5,286,567**	**5,034,005**
	818	S390 SoftwarExcel	114,966	114,966
	859	CPU Training/Travel/Tools for Staff	20,000	20,000
	888	CPU Professional Services	40,000	40,000
	863	Watson & Walker Publication	1,430	1,530
General Support Expense Total			**176,396**	**176,496**
Depreciation			-	45,000
Capital Purchases				(225,000)
Total Capital Cost			**-**	**(180,000)**

Category 2   CPU Service Units

Unit of Service	CPU Service Units	CPU Service Units
Utilization	**1,250,868,186,662**	**1,310,794,275,960**
Budgeted Costs	**FY21**	**FY22**
AD	30,000	16,000
Dist BU Rec	15,000	16,000
Exchange		18,000
Print	350	35
Server Support	3,500	2,200
SAN	17,500	18,000
SQL	800	900
VDI	50,000	4,000
VM	45,000	30,000
WAS	3,500	3,500
zOS Data BU	125,000	200,000
zOS Data Storage	200,000	200,000
Job Costs Total	**490,650**	**508,635**
NOC	475,228	444,782
Indirect Cost	552,020	400,778
Indirect Subtotal	**1,027,249**	**845,560**
Total Service Costs	**7,591,702**	**6,977,709**
Estimated Revenue	**7,591,702**	**6,977,709**
Rate	**$0.0061**	**$0.0053**

Prime/Peak Time Utilization for CPU will be billed at 100% of the CPU Rate

Non-Prime/Off Hours Utilization for CPU will be billed at 75% of the CPU Rate.

Low Priority Utilization for CPU will be billed at 65% of the CPU Rate.

*CPU Service Unit: A mainframe's measurement of the amount of CPU consumption for a job or transaction.

CPU Priority Adjustment: CPU Priority Adjustments are based on the batch job priority class defined by the customer and the time of day for TSO usage. Low priority jobs are billed at 75 percent of the normal CPU rate. Low priority jobs are processed during the second and third shifts. Class One jobs are billed at 65 percent of the normal CPU rate. These jobs are processed during weekends and holidays. TSO, CPU, and FOCUS CPU usage during non-prime hours (5pm to 7am) and are billed at 75 percent of the normal CPU rate.

Category 3 CICS Transactions

Unit of Service	CICS Transactions	CICS Transactions
Utilization	**1,909,093,134**	**1,676,429,122**
Budgeted Costs	**FY21**	**FY22**
Direct Personnel	76,476	96,082
Fringe Benefits	41,297	51,884
Personal Services	**117,772**	**147,967**
306 CICS Transaction Gateway	59,600	131,400
307 CICS/TS V5	979,850	744,500
324 WebSphere MQ	500,450	471,000
333 SDF II	37,520	28,550
405 CA Interest W/XA-ESA-CICS	107,430	107,430
M20 CICS Performance Analyzer		26,900
Hardware/Software Expense & Equipment Total	**1,684,850**	**1,509,780**
860 CICS Training/Travel/Tools for Staff	10,000	10,000
General Support Expense Total	**10,000**	**10,000**
zOS Data BU	7,000	9,000
zOS Data Storage	6,900	6,900
zOS DB2	8,500	11,000
zOS IDMS	4,040	10,000
Job Costs Total	**26,440**	**36,900**
NOC	133,137	123,643
Indirect Cost	154,651	111,410
Total Allocated	**287,788**	**235,053**
Total Service Costs	**2,126,851**	**1,939,700**
Estimated Revenue	**2,126,851**	**1,939,700**
Rate	**$0.0011**	**$0.0012**
	Per Transaction	Per Transaction

*CICS Transaction: A CICS Transaction is a request made at a workstation for a display or storage of information from a mainframe application.

Category 5   zOS Data Backup GB/Day

Unit of Service	Backup GB Per Day	Backup GB Per Day
Utilization	**190,000,000**	**193,000,000**

Budgeted Costs	**FY21**	**FY22**
Direct Personnel	57,837	65,390
Fringe Benefits	31,232	35,311
Personal Services	**89,069**	**100,701**
233 GTX Qualifier Maintenance	3,000	3,000
411 CA TMS (CA1)	195,000	195,000
446 Rocket Software	25,000	25,000
471 Catalog Recovery Software - zOS Data Backup	5,405	5,500
533 zOS Data Backup Purchase	605,725	504,863
Hardware/Software Expense & Equipment Total	**834,130**	**733,363**
Depreciation	4,167	4,167
Capital Purchases	0	
Total Capital Cost	**4,167**	**4,167**
Job Costs		
AD	100	100
Dist BU Rec	7,900	-
SAN	16,000	-
SQL	1,513	-
VDI	5,000	-
VM	1,500	-
zOS Data Storage	918	918
Job Costs Total	**32,931**	**1,018**
NOC	60,418	60,873
Indirect	70,182	54,851
Total Allocated	**130,600**	**115,724**
Total Service Costs	**1,090,897**	**954,973**
Estimated Revenue	**1,090,897**	**954,973**
Rate	**$0.00574**	**$0.00495**
	Per GB Per Day	Per GB Per Day

*zOS Enterprise Data Backup: zOS Enterprise Data Backup: zOS Enterprise Data Backup is the utilization of tape backup storage space in the Mainframe environment. Utilization of storage is measured in gigabytes allocated to backup lpars/data sets.

Category 7.1 Active Directory

Unit of Service

	AD Accounts	AD Accounts
Utilization AD User ID	**811,815**	**808,140**

Budgeted Costs	**FY21**	**FY22**
Direct Personnel	267,019	319,249
Fringe Benefits	144,190	172,394
Personal Services	**411,209**	**491,643**
M07 DistSys SSL Certificates	3,500	3,500
474 Software - Maintenance Renewals AD	137,000	121,940
510 Servers - AD	48,000	48,000
Hardware/Software Expense & Equipment Total	**188,500**	**173,440**
835 Contractor Services	25,000	10,000
889 Training/Travel/Tools for Staff	7,568	9,968
General Support Expense Total	**32,568**	**19,968**
Depreciation	7,451	5,862
Capital Purchases		
Total Capital Cost	**7,451**	**5,862**
Job Dist BU Rec	32,100	57,000
Srvr Spprt	19,100	8,700
Remote Server Support	8,200	0
Exchange	500	200
VDI	1,300	5,000
SQL	3,600	5,000
VM	73,700	75,700
MainFrame	4,600	3,600
AD		300
Job Costs Total	**143,100**	**155,500**
NOC	56,672	61,393
Indirect Cost	65,830	55,319
Indirect Subtotal	**122,502**	**116,712**
Total Service Costs	**905,330**	**963,125**
Estimated Revenue	**905,330**	**963,125**
Rate	**$1.12**	**$1.19**

*Active Directory: Active Directory (AD) provides a means to securely authenticate users and access network resources, such as file shares, applications, etc.

Category 7.2 Exchange

Unit of Service		Exchange Users	Exchange Users
Utilization Exchange		**559,380**	**559,380**
Budgeted Costs		**FY21**	**FY22**
Direct Personnel		298,905	289,107
Fringe Benefits		161,409	156,118
Personal Services		**460,314**	**445,225**
343	Antivirus for Exchange	143,000	155,000
438	DistSys SSL Certificates	2,200	
529	Exchange Growth	44,000	
530	Enterprise Vault Growth	66,000	
633	Exchange Server License Purchase	82,500	30,000
634	Enterprise Vault Renewal	236,500	270,000
635	Proofpoint Mail Relay Software (90% total cost)	555,500	450,000
636	Quadrotech Flightdeck PST software	1,430	12,000
Hardware/Software Expense & Equipment Total		**1,131,130**	**917,000**
835	Exchange Contractor Services	27,500	100,000
836	Exchange Training/Travel/Tools for Staff	5,195	2,000
876	Proofpoint/support srvc/hardware replacement	11,000	11,000
General Support Expense Total		**43,695**	**113,000**
Job Costs			
Dist BU Rec		230,000	549,462
SAN		806,788	760,000
VDI		2,100	4,800
SQL		92,000	112,500
VM		300,000	422,000
Job Costs Total		**1,430,888**	**1,848,762**
NOC		221,962	241,098
Indirect Cost		257,830	217,245
Indirect Subtotal		**479,792**	**458,343**
Total Service Costs		**3,545,819**	**3,782,330**
Estimated Revenue		**3,545,819**	**3,782,330**
Rate		**$6.34**	**$6.79**

Exchange: Exchange services are those related to email provided by ITSD. The costs are based on the number of accounts and/or the amount of email stored on the servers.

Category 8   zOS Data Storage GB/Day

Unit of Service		zOS Data Storage GB/Day	zOS Data Storage GB/Day
Utilization		**12,300,000**	**12,350,000**

Budgeted Costs		**FY21**	**FY22**
Direct Personnel		59,342	54,554
Fringe Benefits		32,045	29,459
Personal Services		**91,387**	**84,013**
106	DASD Growth	303,799	296,605
205	DASD maintenance	100,500	100,000
303	Softek TDMF Replicator for zOS	67,000	67,000
313	DSF/DSS/HSM	146,000	146,000
360	IBM SKLM encryption licenses	3,012	3,000
490	Rocket SW Fast Audit & Catalog	29,000	33,000
Hardware/Software Expense & Equipment Total		**649,311**	**645,605**
NOC		46,602	52,921
Indirect Cost		54,133	47,685
Total Allocated		**100,735**	**100,607**
Total Service Costs		**841,433**	**830,224**
Estimated Revenue		**856,607**	**830,224**
Rate		**$0.0684**	**$0.0672**
		Per GB Per Day	Per GB Per Day

*zOS Data Storage: zOS Data Storage provides direct access storage for mainframe data. Utilization of storage is measured in gigabytes allocated to lpars/data sets.

Category 10 zOS IDMS

Unit of Service	zOS IDMS	zOS IDMS
Utilization	**502,108,476**	**249,640,928**

Budgeted Costs	**FY21**	**FY22**
Direct Personnel	105,168	44,151
Fringe Benefits	56,791	23,842
Personal Services	**161,959**	**67,993**
412 CA UNIPAK	1,231,612	1,231,612
Hardware/Software Expense & Equipment Total	**1,231,612**	**1,231,612**
Print	26	26
zOS Data BU	854	942
zOS Data Storage	9,676	7,874
Job Costs Total	**10,556**	**8,842**
NOC	101,651	94,905
Indirect Cost	118,076	85,516
Total Allocated	**219,727**	**180,421**
Total Service Costs	**1,623,854**	**1,488,868**
Estimated Revenue	**1,623,854**	**1,488,868**
Rate	**$0.0041**	**$0.0060**
	Per Run Unit	Per Run Unit

*zOS IDMS: zOS IDMS is a CA/Broadcom mainframe hierarchical relational database solution that provides an agency the ability to store its business data for later retrieval and decision making. zOS IDMS Service Unit is a measurement of the amount of system resources a process in IDMS uses to complete its request.

Category 11 zOS DB2

Unit of Service	zOS DB2 Service Units	zOS DB2 Service Units
Utilization	**612,925,786,000**	**781,648,887,214**
Budgeted Costs	**FY21**	**FY22**
Direct Personnel	199,432	200,365
Fringe Benefits	107,693	107,126
Personal Services	**307,125**	**307,491**
338 DB2 for Z/OS V12	973,852	683,082
341 UDB - DB2 Utilities Suite	47,373	42,671
416 IBM Tivoli Omegamon XE DB2 V4	182,756	159,815
419 DB2 Connect	552,781	366,589
440 Platinum DB2 Tools	564,174	564,174
Hardware/Software Expense & Equipment Total	**2,320,936**	**1,816,331**
zOS Data BU	16,444	16,208
zOS Data Storage	21,492	17,478
Job Costs Total	**37,936**	**33,686**
NOC	193,003	156,490
Indirect Cost	224,190	141,008
Total Allocated Cost	**417,193**	**297,498**
Total Service Costs	**3,083,190**	**2,455,006**
Estimated Revenue	**3,083,190**	**2,455,006**
Rate	**$0.0050**	**$0.0031**
	Per 1,000 Service Units	Per 1,000 Service Units

*zOS DB2: zOS DB2 is a IBM mainframe relational database solution that provides an agency the ability to store its business data for later retrieval and decision making.

The DB2 Service Unit is a measurement of the amount of system resources a process in DB2 uses to complete its request.

Category 15   VM

Unit of Service	VM	VM
Utilization	**31,200**	**30,000**
Budgeted Costs	**FY21**	**FY22**
Direct Personnel	340,706	358,050
Fringe Benefits	183,981	193,347
Personal Services	**524,687**	**551,397**
119 VM Hardware Purchase Lease	759,850	513,264
238 VM Server and Storage Maintenance	44,000	44,000
344 Vmware vCloud Enterprise Suite	987,828	1,228,000
427 Red Hat Enterprise/Network Satellite Maint	110,000	100,000
433 Symantec EndPoint Protection Subsc. - VM	20,000	22,000
514 VM Hardware Purchase	312,125	312,125
607 VM Software Purchase	118,000	257,971
620 Foglight license purchase/maintenance	80,000	44,000
Hardware/Software Expense & Equipment Total	**2,431,803**	**2,521,360**
841 VM Training/Travel/Tools for Staff	21,000	5,000
General Support Expense Total	**21,000**	**5,000**
Depreciation	123,018	50,083
Capital Purchases	0	0
Total Capital Cost	**123,018**	**50,083**
Estimated Extra CPU Revenue	(300,000)	(300,000)
Estimated Extra Memory Revenue	(1,400,000)	(1,400,000)
Dist BU Rec	14,000	20,000
SAN	56,000	65,000
SQL	18,000	17,208
AD	1,000	1,000
Server Support	5,000	4,380
Job Costs Total	**94,000**	**107,588**
NOC	200,987	234,675
Indirect Cost	233,465	211,457
Total Service Costs	**1,928,960**	**1,981,560**
Estimated Revenue	**1,928,960**	**1,981,560**
Rate	**$61.83**	**$66.05**
	Per Image/Month	Per Image/Month

Additional charge of $4.00 per Month extra for every one (1) GB of memory over 2 GB.

Additional charge of $7.00 per Month extra for every one (1) additional virtual CPU over 2 vCPUs.

*Virtual Machine (VM): A VM is a virtualized server, which allows multiple VM's to run on a single physical host.

Category 16 SAN

Unit of Service Utilization	SAN **20,000,000**	SAN **21,600,000**
Budgeted Costs	**FY21**	**FY22**
Direct Personnel	107,510	83,785
Fringe Benefits	58,055	45,244
Personal Services	**165,565**	**129,029**
113 SAN DASD	1,363,025	1,170,000
231 SAN Sever and Storage Maintenance	450,200	220,850
245 DistSys SVC Hardware Maint	42,000	25,000
477 SAN Software	689,549	954,000
519 DistSys SAN Hardware Upgrade	308,500	532,000
Hardware/Software Expense & Equipment Total	**2,853,274**	**2,901,850**
830 SAN/NAS Support Line	55,877	52,800
General Support Expense Total	**55,877**	**52,800**
Depreciation	154,000	75,500
Capital Purchases		
Total Capital Cost	154,000	75,500
NOC	203,139	229,144
Indirect Cost	235,965	206,474
Total Service Costs	**3,667,820**	**3,594,797**
Estimated Revenue	**3,667,820**	**3,594,797**
Rate	**$0.1834** Per GB Per Month	**$0.1664** Per GB Per Month

Storage Area Network: SAN is the disk storage allocated to both virtual and physical servers. Utilization of storage is measured in gigabytes allocated to the server disks.

Category 19 DistSys Backup-Recovery

Unit of Service			DistSys Backup-Rec	DistSys Backup-Rec
Utilization			**35,623,000**	**44,400,000**
Budgeted Costs			**FY21**	**FY22**
Direct Personnel			175,982	212,324
Fringe Benefits			95,030	114,655
Personal Services			**271,013**	**326,979**
	107	Deduplication/Replication HW Lease	802,731	686,322
	206	Data Domain Server/Storage Maintenance	177,560	169,000
	363	EMC Software ELA (FY22 last year)	488,288	384,706
	460	Tivoli Storage Management	156,809	232,100
	478	Vranger Software Maintenance	22,000	35,000
	503	Deduplication/Replct Purchase-DistBU-Rcvry	155,000	300,000
	606	TSM Software Purchase (SKLM)	7,500	27,000
	608	Vranger License Enhancement	15,000	7,000
Hardware/Software Expense & Equipment Total			**1,824,888**	**1,841,128**
	842	TSM Training/Travel/Tools for Staff	7,500	7,500
General Support Expense Total			**7,500**	**7,500**
Depreciation			46,114	190,479
Capital Purchases				
Total Capital Cost			**46,114**	**190,479**
SAN			22,400	2,000
Server Support			7,000	7,000
VM			32,000	34,500
Job Costs Total			**61,400**	**43,500**
NOC			139,103	174,774
Indirect Cost			161,581	157,483
Total Service Costs			**2,511,599**	**2,741,843**
Estimated Revenue			**1,053,923**	**2,741,843**
Rate			**$0.0705**	**$0.0618**
			Per GB per month	Per GB per month

*DistSys Backup and Recovery: DistSys backup and recovery provides data protection services for virtual and physical servers through backup software and storage infrastructure. Utilization is measured in gigabytes and is based on the amount of backup storage the server uses.

Category 20 Indirect

Unit of Service		Indirect	Indirect
Budgeted Costs		**FY21**	**FY22**
Direct Personnel		1,011,631	714,557
Fringe Benefits		546,281	385,861
Personal Services		**1,557,912**	**1,100,418**
239	Batteries/UPS Maintenance	193,000	160,000
240	Generator Maintenance	59,000	59,000
802	MS Premier Support and other Support	145,000	225,000
808	Internet Expenses	50,000	40,000
811	Office Supplies, Equipment and Maintenance	47,000	22,000
812	Cell Phones	35,000	29,000
813	Electrical Distribution, Maintenance	20,000	20,000
814	Postage/Inter Agency Mail Delivery	1,000	300
816	Racks, Cabinets, Furniture & Building Changes	50,000	100,000
820	Subscriptions & Publications	1,000	2,000
821	Telephone Service and Equipment	45,000	36,700
822	Training & Professional Development	50,000	115,000
823	Travel	10,000	10,000
824	Resource Oversight	45,000	45,000
825	VPN - Access Charge	3,000	1,500
827	SSL Certificates	1,000	1,000
831	Disaster Recovery Rental (Springnet)	495,000	515,000
832	Disaster Recovery Electric (Springnet)	120,000	125,000
857	Calero Software and Billing Expenses	35,000	30,000
858	Billing System	12,000	15,000
General Support Expense Total		**1,417,000**	**1,551,500**
Depreciation		125,901	66,540
Capital Purchases		(150,000)	(90,000)
Total Service Costs		**2,950,813**	**2,628,459**

Category 21 WAS

Unit of Service	WAS	WAS
Utilization	**12,876**	**19,128**

Budgeted Costs		**FY21**	**FY22**
Direct Personnel		110,597	108,168
Fringe Benefits		59,723	58,411
Personal Services		**170,320**	**166,579**
428	Tivoli WAS/ND - lease ELO	114,696	333,333
M05	WAS Encryption - Guardium	81,694	12,358
Hardware/Software Expense & Equipment Total		**196,390**	**345,691**
845	WAS Training/Travel/Tools for Staff	5,656	13,610
General Support Expense Total		**5,656**	**13,610**
Depreciation		50,357	12,589
Capital Purchases			
Total		**50,357**	**12,589**
Dist BU Rec		3,767	16,243
SAN		10,448	10,471
AD			1,690
SQL			9,238
VM		112,377	112,377
Job Costs Total		**118,984**	**150,019**
NOC		39,216	49,938
Indirect		45,553	44,997
Indirect Cost		84,770	94,935
Total Service Costs		**626,477**	**783,424**
Estimated Revenue		**626,477**	**783,424**
Rate		**$48.65**	**$40.96**
		Per JVM Heap Size	Per JVM Heap Size

*WebSphere Application Server (WAS): WAS is an Enterprise IBM Application platform that serves up JAVA Web Applications to users.

Category 23 SQL

Unit of Service			SQL	SQL
Utilization-Base	34%		39,216	35,736
Utilization-Memo	3%		27,480	28,692
Utilization-Overa	44%		2,506,344	3,331,560
Utilization-Licens	19%		5,616	5,664
	100%			
Budgeted Costs			**FY21**	**FY22**
Direct Personnel			548,335	555,250
Fringe Benefits			296,101	299,835
Personal Services			**844,435**	**855,086**
	451	SA Licenses for SQL	800,171	840,179
	640	SQL Software	538,633	392,667
Hardware/Software Expense & Equipment Total			**1,338,804**	**1,232,846**
	839	SQL Training /Travel/Tools for Staff	50,000	40,416
General Support Expense Total			**50,000**	**40,416**
Depreciation			11,319	2,830
Capital Purchases				
Total Capital Cost			**11,319**	**2,830**
AD			18,876	45,548
Dist BU Rec			16,108	28,836
Server Support			2,272	1,080
SAN			868,116	940,000
VM			378,640	320,000
Job Costs Total			**1,284,012**	**1,335,464**
NOC			255,448	251,445
Indirect Cost			296,726	226,569
Total Allocated			**552,174**	**478,014**
Total Service Costs			**4,080,744**	**3,944,656**
Estimated Revenue			**4,080,744**	**3,944,656**
			SQL Base (37%)	SQL Base (35%)
Base Rate			**$38.50**	**$37.53**
			SQL Memory (2%)	SQL Memory (2%)
Memory Rate			**$4.45**	**$4.12**
			SQL Overage (41%)	SQL Overage (41%)
Overage Rate			**$0.67**	**$0.52**
			SQL License (20%)	SQL License (20%)
License Rate			**$138.06**	**$132.32**

*SQL: SQL is a Microsoft relational database solution that provides an agency the ability to store its business data for later retrieval and decision making. The rate is broken down as follows:

• **SQL Database Base -** Cost driven by the number of databases

• **SQL Database Overage –** Cost added to the when a database is over 1 gig.

• **SQL Database Memory –** This is an infrastructure cost passed directly to the dedicated application.

• **SQL Database License –** This is a software license cost passed directly to the dedicated application.

Category 26 Server Support

Unit of Service **Utilization**	**Server Support 4440**	**Server Support 3780**
Budgeted Costs	**FY21**	**FY22**
Direct Personnel	224,796	233,402
Fringe Benefits	121,390	126,037
Personal Services	**346,187**	**359,439**
229 Remote Server Maintenance	1,500	1,500
340 Microsoft Server Operating System Subsc.		16,200
342 Symantec EndPoint Protection Subsc.-RSS	500	500
Hardware/Software Expense & Equipment Total	**2,000**	**18,200**
Job Costs		
Dist BU Rec	1,265	600
MySQL	2,076	2,400
RSS	1,224	1,100
SAN	250	250
VM	820	820
Total Job Costs	**5,635**	**5,170**
NOC	22,261	27,766
Indirect Cost	25,858	25,019
Total Service Costs	**401,941**	**435,594**
Estimated Revenue	**409,190**	**435,594**
Rate	**$90.53** Per Server Per Mo	**$115.24** Per Server Per Mo

*Server Support: Server Support encompasses the infrastructure management of physical servers, both in the SDC and in remote offices. Infrastructure management includes installing the OS, maintaining the hardware, providing anti-virus and windows updates, and providing troubleshooting services when issues arise.

Category 27 VDI

Unit of Service		VDI	VDI
Utilization	**Standard**	**57,252**	**54,200**
	Standard-No Office	**2,004**	**1,224**
	Basic	**60,000**	**10,000**

Budgeted Costs		FY21	FY22
Direct Personnel		-	
Fringe Benefits		-	
Personal Services		0	0
243	VDI Server Maintenance	30,000	35,200
244	VDI Storage Maintenance	55,000	30,000
469	VMWare Software Maintenance	229,869	171,301
470	Microsoft VDA Licensing (Subscription)	534,000	534,000
492	**Office 365 ProPlus**	**592,021**	**592,021**
516	VDI End-Point Device	100,000	40,000
517	VDI Server and Upgrades	535,000	467,997
518	VDI Storage and Upgrades	125,000	0
609	VMWare View Licensing-GROWTH	526,665	16,000
Hardware/Software Expense & Equipment Total		**2,727,555**	**1,886,519**
Depreciation		72,480	226,646
Capital Purchases			
Total Capital Cost		**72,480**	**226,646**
AD		99	150
Dist BU Rec		2,987	7,050
SAN		37,299	40,000
SQL		7,332	11,000
VM		43,632	39,000
Job Costs Total		**91,349**	**97,200**
NOC		181,916	160,324
Indirect Cost		211,312	144,462
Total Service Costs		**3,284,612**	**2,515,151**
Total with Office 365 (for NOC/Indirect allocation)		**3,343,847**	**2,515,151**
Estimated Revenue		**3,343,847**	**2,515,151**
VDI Standard Rate per user per month *		**$34.72**	**$27.86**
An additional charge per month for Office 365 VDI		**$10.34**	**$10.92**
Basic (Pool) Rate per user per month *		**$10.58**	**$7.72**

An additional charge of $4 per Month extra for every one (1) gb of memory over our standard Configuration.

An additional charge of $7 per Month extra for every one (1) additional virtual CPU over 2 vCPUs.

Virtual Desktop Infrastructure (VDI): VDI is the hosting of a desktop operating system within a virtual machine (VM). The VM runs on a hosted, centralized server. Access to a VDI can be achieved with various end-point devices.

* FY22 Rate adjusted for FY21 expense less than budgeted. Subtracted $335,000 from FY22 budget.

Category 28   sFTP

Unit of Service	sFTP	sFTP
Utilization	**43,200**	**42,000**
Budgeted Costs	**FY21**	**FY22**
Direct Personnel	49,730	45,992
Fringe Benefits	26,854	24,836
Personal Services	**76,584**	**70,828**
439 SFTP Software Maintenance	13,978	13,700
Hardware/Software Expense & Equipment Total	**13,978**	**13,700**
Dist BU Rec	4,662	8,641
AD		66
SAN	2,525	2,526
SQL	2,459	2,040
VM	2,614	3,095
Total Job Costs	**12,260**	**16,368**
NOC	7,531	7,318
Indirect Cost	8,747	6,594
Total Allocated	16,278	13,912
Total Service Costs	**120,300**	**114,808**
Estimated Revenue	**120,300**	**114,808**
Rate	**$2.78**	**$2.73**
	Per Account Per Mo	Per Account Per Mo

*SFTP: Secure File Transfer is a secure method of sharing files between State Staff and External Entities. This system may use

Category 29 SharePoint

Unit of Service			SharePoint	SharePoint
Utilization			**32,400**	**38,616**

Budgeted Costs			**FY21**	**FY22**
Direct Personnel			173,820	73,319
Fringe Benefits			93,863	39,592
Personal Services			**267,683**	**112,912**
	401	Axceler ControlPoint	26,500	-
	481	Software -Maintenance -ShareGate	6,600	6,600
	M19	Software - Kwizcom		41,230
	482	Software -Maintenance -MS SelectPlus	3,800	3,800
	660	SharePoint Server Licenses	51,000	65,000
Hardware/Software Expense & Equipment Total			**87,900**	**116,630**
	840	SharePoint Training /Travel/Tools for Staff	16,600	21,800
	848	MobaXterm, MiniTab (software tools)	5,400	-
General Support Expense Total			**22,000**	**21,800**
Job Costs				
AD			90	90
Dist BU Rec			34,000	85,000
SAN			11,000	8,000
SQL			230,000	185,000
VM			51,000	45,000
Job Costs Total			**326,090**	**323,090**
NOC			50,942	41,665
Indirect Cost			59,174	37,543
Total Service Costs			**813,789**	**653,640**
Estimated Revenue			**813,789**	**653,640**
Rate			**$25.12**	**$16.93**
			Per GB Per Month	**Per GB Per Month**

*SharePoint: SharePoint provides a web-based platform for file sharing and process management.

Category 33   SSRS

Unit of Service	SSRS	SSRS	SSRS	SSRS
Utilization for Base	**1284**	**288**	**1188**	**276**
	FY21	**FY21**	**FY22**	**FY22**
	Enterprise	**Dedicated**	**Enterprise**	**Dedicated**
Budgeted Costs	**(40%*)**	**(60%*)**	**(40%*)**	**(60%*)**
Direct Personnel	29,075	43,613	37,210	55,814
Fringe Benefits	15,701	23,551	20,093	30,140
Personal Services	**44,776**	**67,164**	**57,303**	**85,954**
458 DistSys SSRS Software Maintenance	11,200	16,800	11,200	16,800
885 Neodynamic Barcode	1,195	1,792	1,196	1,793
M06 SSRS Encryption- Guardium	964	1,448	275	412
Hardware/Software Expense & Equipment Total	**13,359**	**20,040**	**12,671**	**19,005**
853 SSRS Training/Travel/Tools for Staff	2,964	4,446	3,418	5,126
General Support Expense Total	**2,964**	**4,446**	**3,418**	**5,126**
Job Costs				
SAN	1,774		1,651	
SSRS - VM	13,674		13,770	
SSRS - Backup	1,590		1,696	
AD			1,729	
SSRS - Enterprise DB	8,035		6384	
Job Costs	**25,073**		**25,230**	
NOC	5,149	7,724	7,569	7,569
Indirect Cost	5,981	8,972	6,820	6,820
Allocated Costs	**11,131**	**16,696**	**14,389**	**14,389**
Total Service Costs	**97,303**	**108,346**	**113,011**	**124,475**
Estimated Revenue	**$97,303**	**$108,346**	**$113,011**	**$124,475**
Rate for Base	**$75.78**	**$376.20**	**$95.13**	**$451.00**
	Per Enterprise Instance/Mo	Per Dedicated Instance/Mo	Per Enterprise Instance/Mo	Per Dedicated Instance/Mo

*SQL Server Reporting Services (SSRS): SSRS is the Enterprise Reporting tool for the State. The system allows users to create, deploy and manage reports.

Category 34   JIRA

		JIRA	JIRA
Utilization		**12,360**	**12,360**
Budgeted Costs		**FY21**	**FY22**
Direct Personnel		4,308	5,413
Fringe Benefits		2,326	2,923
Personal Services		**6,635**	**8,336**
483	JIRA Software Maintenance plus plugin	15,483	97,800
886	Priority Support	4,869	4,869
Hardware/Software Expense & Equipment Total		**20,352**	**102,669**
880	JIRA Training/Travel/Tools for Staff	2,300	1,198
General Support Expense Total		**2,300**	**1,198**
Dist BU Rec		743	1,886
SAN		**1,419**	**715**
SQL		1,498	615
AD			26
VM		3,423	2,372
		7,083	**5,614**
NOC		2,633	8,546
Indirect Cost		3,058	7,700
Total Allocated		5,691	16,246
Total Service Costs		**42,061**	**134,063**
		42,061	**134,063**
		$3.40	**$10.85**
		Per user Per Month	Per user Per Month

*JIRA: JIRA is a software tool that can manage team activity and track issues.

Category 42   OnBase

Unit of Service			OnBase		OnBase
Utilization	Per user		**63,600**		**58,900**
Budgeted Costs			**FY21**		**FY22**
Direct Personnel			365,889		369,548
Fringe Benefits			197,580		199,556
Personal Services			**563,469**		**569,104**
	121	OnBase HealthCheck - HyLand Services	80,000		65,000
	498	Enterprise OnBase Licenses	225,000		225,000
	622	New Enterprise OnBase Modules	16,000		0
	539	Scanner for OnBase	8,400		4,500
	M01	Encryption Maintenance	7,700		12,500
Hardware/Software Expense & Equipment Total			**337,100**		**307,000**
	873	Staff Training	18,000		35,900
General Support Expense Total			**18,000**		**35,900**
Depreciation			17,200		4,250
Capital Purchases			(16,000)		-
Total Capital Cost			**1,200**		**4,250**
Job Costs					
AD			300		1,050
Dist BU Rec			2,800		3,750
SAN			15,000		15,000
SQL			29,000		34,000
VDI			3,500		3,500
VM			47,000		40,000
Job Costs Total			**97,600**		**97,300**
NOC			73,652		73,516
Indirect Cost			85,553		66,243
Total Service Costs			**1,176,573**		**1,153,312**
Estimated Revenue			**1,176,573**		**1,153,312**
Rate	Per user		**$18.50**		**$19.58**
			Per User/Mo		Per User/Mo

*OnBase ECM: OnBase is State of MO standard Enterprise-level Electronic Content Management (ECM) system used for the storage, retrieval and management of electronic content. Billing is based on "named" users.

Category 43   Web Utility

Unit of Service		Web Utility	Web Utility
Utilization		**44,520**	**44,844**
Budgeted Costs		**FY21**	**FY22**
Direct Personnel		74,933	83,995
Fringe Benefits		39,715	45,357
Personal Services		114,648	129,353
453	SynRecovery software	1,000	1,000
489	uDeploy software Maintenance	173,707	74,950
494	Tidal Maintenance	47,985	47,985
499	AppViewX Software Maintenance	15,392	34,118
648	Cert Costs	18,009	508
Hardware/Software Expense & Equipment Total		**256,093**	**158,561**
869	Web Utility Training/Travel/Tools	5,500	7,720
General Support Expense Total		**5,500**	**7,720**
Depreciation		1,158	1,158
Capital Purchases			
Total Capital Cost		**1,158**	**1,158**
AD		740	6,415
Dist BU Rec		11,727	15,832
SAN		21,670	17,000
SQL		23,531	30,000
VM		100,336	80,000
Total Job Costs		**158,004**	**149,247**
NOC		38,760	32,352
Indirect Cost		45,023	29,152
Total Allocated		83,783	61,504
Total Service Costs		**619,186**	**507,543**
Estimated Revenue		**619,186**	**507,543**
Rate		**$13.91**	**$11.32**
		per site per month	**per site per month**

Web Utility - is all the secondary systems that Web Sites or App Dev can use to support their system. Some of these are Enterprise SSL Cert Services, Enterprise Logging/Staging Services, Enterprise Scheduling and batch services (Tidal and Batch), and uDeploy.

Category 44   MYSQL

Unit of Service			MySQL Base	MySQL Base
Utilization - Base		99.00%	**3,300**	**3,144**
Overage GB		1.00%	**7,392**	**3,336**
Budgeted Costs			**FY21**	**FY22**
Direct Personnel			41,554	39,596
Fringe Benefits			22,439	21,382
Personal Services			**63,993**	**60,978**
	468	MySQL Subscription	105,197	105,197
	641	MySQL Software encryption	22,146	15,483
Hardware/Software Expense & Equipment Total			**127,343**	**120,680**
	881	MySQL Training /Travel/Tools for Staff	8,515	5,000
General Support Expense Total			**8,515**	**5,000**
Depreciation			36,544	8,489
Capital Purchases				
Total Capital Cost			**36,544**	**8,489**
Job Costs				
AD				175
Dist BU Rec			11,860	9,468
SAN			15,422	7,126
VM			31,896	20,174
Job Costs Total			**59,178**	**36,943**
NOC			21,398	16,834
Indirect Cost			24,855	15,169
Total Allocated			**46,253**	**32,003**
Total Service Costs			**341,826**	**264,093**
Estimated Revenue			**341,826**	**264,093**
Base Rate			**$100.48**	**$83.16**
Overage Rate			**$1.39**	**$0.79**

*MYSQL: SQL is an open-source relational database solution that provides an agency the ability to store its business data for later retrieval and decision making. The rate is broken down as follows:
• **MYSQL Database Base -** Cost driven by the number of databases
• **MYSQL Database Overage –** Cost added to the when a database is over 1 gig.

Category 45   Enterprise Web Hosting

Unit of Service	Enterprise Web Hosting	Enterprise Web Hosting
Utilization	**9,720**	**9,984**

Budgeted Costs		FY21	FY22
Direct Personnel			
Fringe Benefits			
Personal Services		-	-
M08	Plesk Maintenance		6,534
537	Plesk License Purchase	5,940	1,188
Hardware/Software Expense & Equipment Total		**5,940**	**7,722**
874	SSL Training/Travel/Tools for Staff	2,000	29,427
General Support Expense Total		**2,000**	**29,427**
Job Costs			
Dist BU Rec		7,735	12,266
SAN		12,754	10,410
AD Costs			26
VM		65,780	65,256
Job Costs Total		**86,269**	**87,958**
NOC		6,820	9,074
Indirect Cost		7,922	8,177
Total Allocated		14,742	17,251
Total Service Costs		**108,951**	**142,358**
Estimated Revenue		**108,951**	**142,358**
Rate		**$11.21**	**$14.26**
		Per site Per mo	Per site Per mo

*Enterprise Web Hosting – is systems that are shared across all agencies. Websites are sharing Web Servers, Software and FTE Resources.

Category 46   Network Operations Center (NOC)

Unit of Service		NOC	NOC
Utilization			
Budgeted Costs		**FY21**	**FY22**
Direct Personnel		1,092,730	1,263,938
Fringe Benefits		590,074	682,527
Personal Services		**1,682,805**	**1,946,465**
345	SiteScan	5,000	5,000
349	Lansweeper	28,800	50,000
351	Kiwi Syslog	300	400
353	Solarwinds NPM	9,700	10,700
354	Solarwinds SAM	7,808	8,700
355	Solarwinds NTA	5,843	6,500
356	Orion Polling Engines	55,000	51,000
357	Orion Web Server	101	500
361	Logging Maintenance	104,127	150,300
364	Solarwinds WPM	3,300	3,700
491	ITSM Tool Maintenance - cherwell	124,000	136,000
532	NOC - Desktop Computer Equipment	3,200	3,200
618	Microsoft System Center Suite - SCOM	43,000	43,000
657	Software Delivery Tool (Big Fix)	50,000	25,000
654	Rave Texting	25,000	5,000
Hardware/Software Expense & Equipment Total		**465,179**	**499,000**
872	NOC Training /Travel/Tools	50,360	78,200
884	ITSM Training	22,000	20,000
General Support Expense Total		**72,360**	**98,200**
Depreciation		82,637	4,018
Capital Purchases			
Total Capital Cost		**82,637**	**4,018**
AD			86
Dist BU Rec		6,000	52,050
Server Support			
SAN		66,000	104,800
SQL		36,000	35,200
VDI		1,340	1,340
VM		128,000	175,900
Total Job Cost		**237,340**	**369,376**
Total Service Costs		**2,540,321**	**2,917,059**

NOC is an internal job cost that is allocated to other categories based on estimated utilization.

Category 47   Tableau Public Enterprise

			User Base	Utilization
Unit of Service			**6,060**	**4,320**
Budgeted Costs			**FY22**	**FY22**
Direct Personnel				138,000
Fringe Benefits				74,520
Personal Services			**-**	**212,520**
	661	Creator license	290,253	
	M09	Server Core - Internal		135,800
Hardware/Software Expense & Equipment Total			**290,253**	**135,800**
	883	Tableau Training/Tools/travel	-	9,276
General Support Expense Total			**-**	**9,276**
Job Costs				
		SAN operating system	-	3,345
		SAN Tableau application	-	25,969
		VDI Test Pool (10 VDI's)	-	1,693
		AD	-	132
		Backup operating system	-	26,633
		Backup Tableau application	-	100,000
		VM (Dev and Prod)	-	70,000
Job Costs Total			**-**	**227,773**
		NOC	-	63,511
		Indirect Cost	-	57,228
Total Allocated			**-**	**120,739**
Total Service Costs			**290,253**	**706,108**
Estimated Revenue			**290,253**	**706,108**
Agency Monthly Rate			**$47.90**	**Allocation Utilization/mo**
			Per Creator License/mo	

Category 48   DB2LUW

Unit of Service			DB2LUW	DB2LUW
Util	**Base**	**64%**	**4,980**	**4,836**
	Memory	**1%**	**6,552**	**3,768**
	Overage	**20%**	**116,940**	**137,160**
	License	**15%**	**456**	**408**
	Total	**100%**		
Budgeted Costs			**FY21**	**FY22**
Direct Personnel			188,963	190,001
Fringe Benefits			86,923	102,601
Personal Services			**275,887**	**292,602**
473	DB2 Maintenance		723,396	1,401,874
Hardware/Software Expense & Equipment Total			**723,396**	**1,401,874**
882	DB2 LUW Training/Travel/Tools		46,210	44,120
General Support Expense Total			**46,210**	**44,120**
Job Costs				
Dist BU Rec			39,248	30,000
SAN			62,046	72,758
VM			65,032	58,512
Job Costs Total			**166,326**	**161,270**
NOC			87,729	87,885
Indirect Cost			101,905	79,190
Total Allocated			**189,633**	**167,075**
Total Service Costs			**1,401,452**	**2,068,344**
Estimated Revenue			**1,401,452**	**2,068,344**
Base Rate *			**$185.73**	**$274.15**
Memory Rate *			**$4.28**	**$6.59**
Overage Rate *			**$1.92**	**$3.02**
License Rate *			**$491.74**	**$745.21**

DB2LUW: DB2LUW is an IBM relational database solution that provides an agency the ability to store its business data for later retrieval and decision making. The rate is broken down as follows:

• **DB2LUW Database Base -** Cost driven by the number of databases

• **DB2LUW Database Overage –** Cost added to the when a database is over 1 gig.

• **DB2LUW Database Memory –** This is an infrastructure cost passed directly to the dedicated application.

• **DB2LUW Database License –** This is a software license cost passed directly to the dedicated application.

* Rates were adjusted for increased license and maintenance cost in FY22. Budgeted costs increased to $1,401,874.

Category 49   BOX

Unit of Service	BOX	BOX
	1142	1828
Utilization	**13,704**	**21,936**
Budgeted Costs	**FY21**	**FY22**
Direct Personnel	47,974	30,643
Fringe Benefits	22,068	16,547
Personal Services	**70,042**	**47,190**
538 Box software subscription For Enterprise	181,312	256,543
Hardware/Software Expense & Equipment Total	**181,312**	**256,543**
887 BOX Training/Travel/Tools for Staff	800	3,912
General Support Expense Total	**800**	**3,912**
Job Costs		
AD Costs		**27**
Total Job Costs		**27**
NOC	18,254	22,314
Indirect Cost	21,204	20,107
Total Allocated	39,459	42,421
Total Service Costs	**291,613**	**350,066**
Estimated Revenue	**291,613**	**350,066**
Rate	**$21.28**	**$15.96**
	Per User Per Month	**per user per Month**

BOX.com: BOX.com is a cloud-based file collaboration/sharing/storage solution, which allows internal and external users access to data.

Rate	$ 0.0061	$ 0.0053	$ 0.0011	$ 0.0012	$ 0.0684	$ 0.0672	$ 0.0034	$ 0.0031	$ 0.0057	$ 0.0049	$ 48.65	$ 40.96
	CPU	CPU	CICS	CICS	Z Data Strg	Z Data Strg	ZOS DB2	ZOS DB2	ZOS Data BU	ZOS Data BU	WAS	WAS
Agency	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22
Senate	155	379	20	70	-	-	117	206	-	-	-	-
House Rep	275	1,167	72	138	-	-	183	650	-	-	-	-
Legis	19	15	8	13	-	-	13	6	-	-	-	-
SOS	1,616	1,333	464	408	5	5	654	707	0	0	-	-
Auditor	344	312	45	35	16	19	82	42	682	656	-	-
Treasurer	326	235	123	92	1	1	132	61	9	9	-	-
AGO	292	496	157	229	-	-	190	247	-	-	-	-
OA	600,000	414,071	350,000	118,690	175,000	145,633	-	-	96,371	103,559	584	491
SDC/Grow	-	-	6,000	-	-	-	98,000	-	-	-	-	-
AG	775	940	353	403	-	-	380	379	-	-	-	-
DCI	1,810	1,975	357	465	2	2	1,373	1,082	25	22	-	-
MDC	-	2,524	626	817	-	-	1,123	799	-	-	-	-
DED	7,808	7,046	169	144	1,223	1,242	481	279	541	463	-	-
DESE	4,725	4,350	1,400	1,771	-	-	3,322	2,144	0	0	-	-
HE	2,143	1,867	259	393	-	-	1,094	875	-	-	42,816	47,182
DHEWD	-	-	-	-	-	-	-	-	-	-	-	-
DHSS	114,913	110,407	20,956	30,619	604	504	19,074	14,591	5,126	4,672	-	-
MODOT	21,795	38,696	5,883	7,646	16	16	8,861	11,954	4	3	-	-
DOLIR	6,260	5,390	434	489	68	68	962	889	552	489	165,426	277,196
DMH	128,645	122,752	6,594	7,376	10,413	3,613	48,587	47,260	6,850	2,553	-	-
DNR	24,777	25,725	1,405	1,698	685	695	15,127	11,684	4,364	3,846	72,982	60,944
DPS/MSHP	89,351	120,019	209,710	286,506	554	601	17,819	13,498	218	193	-	-
DOR	1,378,248	1,384,821	76,794	110,533	120,395	151,822	405,611	260,278	280,205	301,177	48,655	41,285
DSS	4,963,269	4,688,002	1,465,452	1,359,114	403,097	440,177	2,355,384	2,077,621	384,883	389,197	-	-
DOC	17,640	22,578	9,447	11,851	-	-	10,100	9,811	-	-	296,015	356,356
Other	14,667	23,230	37,598	-	0	0	4,036	-	4	4	-	-
Total	7,379,855	6,978,331	2,194,328	1,939,497	712,079	744,398	3,192,705	2,455,062	779,833	806,844	626,477	783,455

Rate	$ 0.0041	$ 0.0060	mult rates		$ 0.0705	$ 0.0618	$ 1.12	$ 1.19	$ 6.34	$ 6.79	$ 0.1834	$ 0.1664
	ZOS IDMS	ZOS IDMS	Print	Print	BackUp Rec	BackUp Rec	AD	AD	Exchange	Exchange	SAN	SAN
Agency	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22
Senate	-	-	-	-	-	-	13	14			-	-
House Rep	-	-	-	-	-	-	67	86			-	-
Legis	-	-	-	-	-	-	-	-			-	-
SOS	0	-	-	-	-	-	201	215			-	-
Auditor	-	-	52	-	548	679	776	801			220	320
Treasurer	91	141	-	-	12,701	12,080	562	615			10,497	9,017
AGO	-	-	-	-	-	-	4,644	5,005			-	-
OA	33	-	-	-	100,000	99,696	30,000	47,666	152,132	186,182	200,000	176,636
SDC/Grow	148,202	-	15,560	11,735	-	-	-	-	28,144	-	-	-
AG	-	1	-	-	21,048	13,882	7,066	6,993	33,849	35,036	14,080	14,455
DCI	25	11	-	-	55,903	39,505	12,472	12,971	55,452	59,317	37,735	50,139
MDC	643	475	-	13	-	-	214	229	-	-	-	-
DED	149	184	443	-	21,751	11,163	7,186	6,822	26,395	27,866	11,683	11,451
DESE	-	-	-	-	58,819	71,472	29,334	35,482	120,438	161,004	31,968	28,978
HE	-	16	-	-	16,584	13,155	1,860	2,446	6,770	9,207	18,387	499
DHEWD		-	-	-	2,634	2,396	4,001	4,634	20,538	24,037	825	749
DHSS	52,096	94,982	1,425	1,252	197,265	121,903	59,980	68,432	247,215	307,668	73,961	88,041
MODOT	160	162	-	4	60,000	199,205	2,315	1,730	-	-	308,880	261,268
DOLIR	1,195	1,349	359,745	1,010,164	121,280	106,145	14,239	21,509	65,036	102,828	90,299	108,717
DMH	203	403	-	-	302,807	237,696	206,596	214,006	621,206	692,254	84,154	83,435
DNR	-	-	-	-	140,319	113,325	34,794	35,553	161,945	168,093	144,461	206,221
DPS/MSHP	75,871	139,338	-	-	20,572	16,265	37,123	38,342	205,607	215,270	22,907	19,777
DOR	459,059	458,976	250,000	250,674	606,879	469,439	38,113	33,608	151,448	149,353	193,129	189,723
DSS	724,168	774,616	1,377,710	1,298,021	350,992	511,819	155,770	158,359	721,943	743,505	789,809	804,586
DOC	-	-	-	-	45,844	51,911	169,380	163,364	925,115	902,961	75,170	148,193
Other	50,599	-	6	13	1	-	4,215	8,910	2,586	9,859	-	-
Total	1,512,495	1,470,654	2,004,941	2,571,876	2,359,908	2,091,736	820,922	867,792	3,545,819	3,794,442	2,108,167	2,202,206

Rate	$ 61.83	$ 66.05	$ 4.00	$ 4.00	$ 7.00	$ 7.00	$ 90.53	$ 115.24	$44.85	$45.62	$ 38.50	$ 37.53
	VM	VM	VM mem	VM mem	VM CPU	VM CPU	Srvr Sprt	Srvr Sprt	VDI	VDI	SQL Total	SQL Total
Agency	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22
Senate	-	-	-	-	-	-	-	-	-	-	-	-
House Rep	-	-	-	-	-	-	-	-	-	-	-	-
Legis	-	-	-	-	-	-	-	-	-	-	-	-
SOS	-	-	-	-	-	-	-	-	-	-	-	-
Auditor	2,226	3,170	864	960	-	84	-	-	-	-	-	-
Treasurer	11,129	11,889	11,280	9,840	672	756	-	-	-	-	-	-
AGO	-	-	-	-	-	-	-	-	-	-	-	-
OA	217,379	220,349	107,760	125,184	22,400	27,636	69,000	9,680	475,000	361,447	350,000	371,267
SDC/Grow	-	-	-	-	-	-	73,968	37,714	100,000	-	68,796	-
AG	2,968	2,378	672	384	-	-	1,086	1,383	12,503	15,938	38,926	30,703
DCI	12,612	9,511	2,400	1,728	504	420	-	-	98,612	74,672	34,466	23,095
MDC	-	-	-	-	-	-	-	-	-	-	-	-
DED	8,161	8,719	576	576	84	84	9,777	8,297	22,853	25,860	26,432	25,297
DESE	35,612	37,253	49,488	49,392	5,964	5,964	9,777	6,914	19,780	32,200	218,570	192,884
HE	1,484	793	96	96	-	-	-	-	1,076	115,299	1,848	1,801
DHEWD	4,451	4,756	5,184	5,184	3,024	1,680	-	-	12,503	9,568	27,109	24,987
DHSS	71,223	76,092	24,048	32,592	4,872	6,552	21,727	27,657	223,654	276,940	178,609	179,501
MODOT	186,219	179,133	80,000	160,080	20,000	43,428	-	-	-	-	-	-
DOLIR	53,417	61,825	39,168	41,520	4,368	5,712	4,345	5,531	72,607	294,053	62,376	57,983
DMH	104,609	114,930	28,560	33,360	6,888	8,232	21,727	24,891	37,150	73,824	837,475	774,836
DNR	48,966	50,728	27,072	27,264	8,064	7,644	13,036	16,594	36,287	36,260	67,281	64,621
DPS/MSHP	17,806	19,023	3,936	3,936	1,596	1,344	9,777	12,446	45,168	22,966	53,693	45,488
DOR	275,248	252,377	60,000	220,560	11,000	29,232	7,000	17,977	105,807	119,269	1,250,000	1,597,553
DSS	112,028	110,967	60,000	124,176	36,288	31,920	120,000	153,495	1,397,945	1,588,056	167,091	155,441
DOC	31,160	40,424	5,000	14,640	672	1,008	89,079	110,627	59,409	65,243	33,079	30,271
Other	-	-	-	-	-	-	-	-	4,968	50,962	1,386	-
Total	**1,196,697**	**1,204,319**	**506,104**	**851,472**	**126,396**	**171,696**	**401,941**	**433,206**	**2,725,323**	**3,162,556**	**3,417,137**	**3,575,729**

Agency	Share PT FY21 $25.12	Share PT FY22 $16.93	SSRS FY21	SSRS FY22	JIRA FY21 $3.40	JIRA FY22 $10.85	OnBase FY21 $18.50	OnBase FY22 $19.58	MySQL FY21	MySQL FY22	DB2LUW FY21	DB2LUW FY22	Tableau FY21 $54.98	Tableau Creator Lic FY22 $47.90	Tableau Allocation FY22
Senate			-	-	-	-	-	-	-	-	-	-	-	-	-
House Rep			-	-	-	-	-	-	-	-	-	-	-	-	-
Legis			-	-	-	-	-	-	-	-	-	-	-	5,748	-
SOS			-	-	-	-	-	-	-	-	-	-	-	-	SOS
Auditor			-	-	-	-	-	-	-	-	-	-	-	-	-
Treasurer			-	-	-	-	-	-	-	-	-	-	-	1,150	-
AGO			-	-	-	-	-	-	-	-	-	-	-	575	-
OA	75,000	43,431	30,000	17,127	7,500	29,708	28,000	10,000	275,000	218,941	19,000	10,965	-	42,532	1,004,716
SDC/Grow	-	-	-	1,447	3,267	-	-	-	-	-	-	-	-	-	30,972
AG	-	-	18,811	-	286	651	1,332	940	-	-	-	-	-	14,369	-
DCI	578	441	-	4,567	-	-	70,816	68,141	2,411	1,996	-	-	-	1,724	-
MDC	-	-	-	7,993	-	-	-	-	-	-	-	-	-	8,047	111,660
DED	2,529	2,096	3,583	-	286	781	3,108	7,284	3,809	4,101	-	-	-	12,070	36
DESE	15,200	10,542	20,381	26,170	2,654	8,200	12,876	12,218	-	-	-	-	-	7,472	83,580
HE	7,803	5,393	-	3,425	776	1,562	5,772	6,814	-	-	31,763	32,021	-	-	-
DHEWD	-	-	-	-			5,550	3,525	-	-	-	-	-	10,346	-
DHSS	62,792	51,032	3,583	5,709	-	-	-	-	8,440	6,985	14,443	14,323	-	27,014	1,200
MODOT	-	-	-	10,276	-	-	-	-	-	-	-	-	-	2,874	4,440
DOLIR	3,900	599	3,583	-	5,145	18,352	39,071	40,415	9,646	3,992	474,917	524,798	-	22,416	395,172
DMH	75,351	102,293	25,700	27,004	-	-	32,855	32,661	3,397	8,586	-	-	1,979	28,738	113,280
DNR	30,140	23,148	-	43,388	8,208	12,365	7,992	7,519	3,617	2,994	362,927	354,837	-	10,920	4,680
DPS/MSHP	15,070	17,216	-	4,567	-	-	4,218	15,508	3,664	5,033	-	-	-	5,748	2,772
DOR	60,000	64,145	92,327	81,011	-	-	245,434	240,000	-	-	-	-	60,043	36,785	425,172
DSS	351,637	333,472	3,583	4,567	17,233	54,927	706,166	708,345	-	998	403,456	408,389	70,600	32,761	-
DOC	-	-	-	-	-	-	-	-	10,198	10,462	26,977	33,368	-	3,449	5,232
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	10,920	8,820
Total	700,000	653,808	201,550	237,252	45,355	126,546	1,163,190	1,153,371	320,182	264,088	1,333,483	1,378,701	132,623	285,655	2,191,732

Rate	$ 13.91	$ 11.32	$ 11.21	$ 14.26	$ 2.78	$ 2.73	21.28	15.96			
	Web Utility	Web Utility	EWeb Hosting	EWeb Hosting	sFTP	sFTP	BOX	BOX	Annual	Annual	Difference
Agency	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21 Total	FY22 Total	
Senate	-	-	-	-	-	-	-	-	300	668	368
House Rep	-	-	-	-	-	-	-	-	587	2,041	1,454
Legis	-	-	-	-	-	-	-	-	40	5,781	5,741
SOS	-	-	-	-	33	33	-	-	2,921	2,701	(220)
Auditor	-	-	-	-	535	2,099	-	-	6,357	9,178	2,821
Treasurer	-	-	-	-	-	-	-	-	47,509	45,886	(1,624)
AGO	-	-	-	-	334	262	-	-	5,517	6,814	1,297
OA	58,000	53,511	35,000	45,342	13,765	16,860	36,806	32,172	3,007,227	3,933,494	926,268
SDC/Grow	-	-	-	-	-	-	-	-	8,596	81,868	73,272
AG	9,513	8,285	4,708	6,673	3,509	3,182	3,575	4,596	173,592	161,571	(12,021)
DCI	3,004	2,445	2,421	3,080	4,444	2,919	26,301	28,917	419,876	389,146	(30,731)
MDC	-	-	-	-	167	197	-	-	2,221	132,752	130,531
DED	9,179	7,334	269	171	4,311	4,527	11,236	7,277	182,120	181,169	(951)
DESE	24,033	18,743	2,556	3,080	3,208	2,854	7,661	7,852	669,863	810,519	140,656
HE	29,874	26,212	269	-	2,072	1,837	8,682	8,426	178,912	279,319	100,407
DHEWD	-	136	-	171	67	853			84,872	93,020	8,148
DHSS	212,626	152,249	1,211	1,027	3,342	8,201	51,070	81,963	1,637,938	1,792,107	154,168
MODOT	-	-	-	-	5,180	4,560	-	-	698,429	925,475	227,046
DOLIR	24,701	19,014	1,614	1,540	4,077	3,641	8,001	26,236	1,613,974	3,158,032	1,544,058
DMH	31,877	23,768	15,603	17,624	1,504	1,410	3,320	15,320	2,608,231	2,812,106	203,875
DNR	12,350	13,038	4,842	4,449	8,354	14,302	15,066	16,469	1,240,326	1,339,004	98,678
DPS/MSHP	9,847	8,556	6,591	9,068	2,306	3,116	4,596	4,979	810,704	1,031,577	220,873
DOR	111,821	90,453	27,574	34,221	22,000	28,374	2,554	2,681	6,465,176	7,041,499	576,323
DSS	64,589	53,376	1,749	1,369	24,528	12,235	15,000	26,810	16,889,265	17,046,321	157,056
DOC	11,182	8,964	1,076	1,198	2,673	2,723	7,661	7,469	1,799,941	2,002,102	202,161
Other	-	272	-	-	267	590	-	-	85,703	113,580	27,877
Total	612,597	486,356	105,482	129,012	106,675	114,775	201,528	271,167	38,640,199	43,397,731	4,757,532