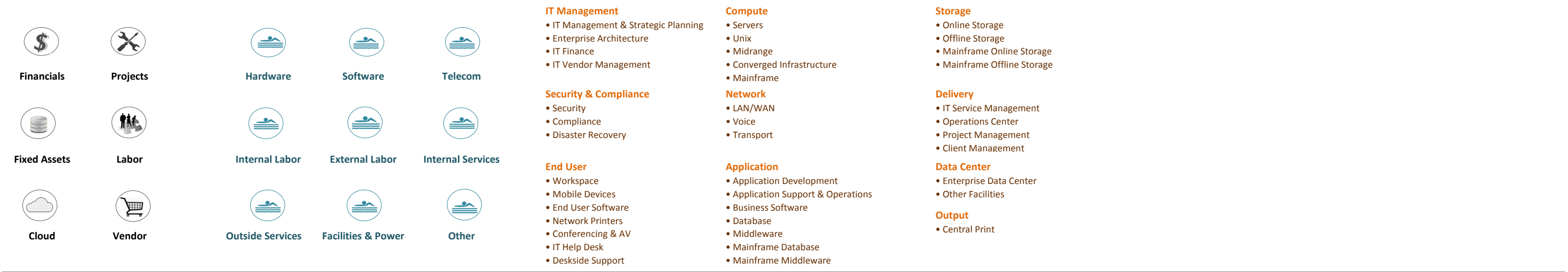


1 Data Collection      2 Cost Pools      3 IT Towers and Sub Towers



<p><b>1</b></p> <p><b>Finance</b></p> <ul style="list-style-type: none"> <li>• Cost Centers</li> <li>• Chart of Account</li> <li>• Actuals</li> <li>• Budget</li> <li>• Forecast</li> <li>• Fixed Asset Register</li> <li>• Vendor Data</li> </ul> <p><b>HR</b></p> <ul style="list-style-type: none"> <li>• FTE Headcount</li> <li>• Contractor Headcount</li> </ul>	<p><b>Telecom</b></p> <p>Voice and data network connectivity expenses including circuit and usage expenditures; Lease expenditures; Maintenance and support expenditures; Depreciation/Amortization of any capitalized telecom expenditures</p> <p><b>Internal Services</b></p> <p>Miscellaneous charges received from other internal shared services groups</p> <p><b>Other</b></p> <p>Miscellaneous or non-standard expenses</p>	<p><b>Online Storage:</b> Central storage such as SAN, NAS and similar technologies for the distribute compute infrastructure; includes the equipment, software and labor to run and operate; Option Level 3 categories include: On-Premise, Public Cloud storage</p> <p><b>Offline Storage:</b> Offline storage resources used for archive, backup and recovery to support data loss, data corruption, disaster recovery and compliance requirements of the distributed storage</p> <p><b>Mainframe Online Storage:</b> Mainframe attached storage arrays and the associated equipment, software and labor to run and operate</p> <p><b>Mainframe Offline Storage:</b> Any storage resources used for archive, backup and recovery to support data loss, data corruption, disaster recovery and compliance requirements of the mainframe storage</p> <p><b>Application Development:</b> Resources involved with the analysis, design, development, code, test and release packaging services associated with application development projects. Optional Level 3 categories include: Development, QA</p> <p><b>Application Support and Operations:</b> The operations, support, fix and minor enhancements associated with existing applications</p> <p><b>Business Software:</b> Software expenditures including licensing, maintenance and support related to off-the-shelf software purchases</p>	<p><b>Workspace:</b> Client compute physical desktops, portable laptops, thin client machines, peripherals, (including monitors, pointer devices and attached personal printers) used by individuals to perform work</p> <p><b>End User Software:</b> Client related software used to author, create, collaborate and share documents and other content. Examples include email, communications, messaging, word processing, spreadsheets, presentations, desktop publishing, graphics and others. Option Level 3 categories include Productivity; Communications; Collaboration</p> <p><b>Mobile Devices:</b> Client compute tablets, smart phones (iOS, Android, Windows Mobile) and apps used by individual s to perform work</p> <p><b>Network Printers:</b> Printers located on or near users’ desktops; Examples include network connected personal printer, ink-jet printers, laser printers, departmental or copy-room printers; Only include network connected printers; Do not include printers connect to an end user computer</p> <p><b>Conferencing and AV:</b> Audio and video conferencing equipment typically used in conference rooms and dedicated telepresence rooms to enable workforce communications</p> <p><b>IT Help Desk:</b> Centralized Tier 1 help desk resources that handle user request, answer questions and resolve issues</p> <p><b>Deskside Support:</b> Local support resources that provide on-site support for moves, adds, changes and hands on issue resolution</p>	<p><b>Data Center</b></p> <p><b>Enterprise Data Center:</b> Purpose-built data center facilities that house and protect critical IT equipment including the space, power, environment controls, racks, cabling and “smart hand” support</p> <p><b>Other Facilities:</b> Computer rooms and MDF/IDF/telco closets that house IT equipment in corporate headquarters, call centers or other general purpose office buildings</p> <p><b>IT Management and Strategic Planning:</b> IT management and administration resources; typically CIO, senior IT leaders and administrative support including centralized IT strategy and planning</p> <p><b>Enterprise Architecture:</b> Enterprise architecture services including business, information, application and technical architecture to drive standardization, integration and efficiency among business technology solutions</p> <p><b>IT Finance:</b> Resources involved in the planning, budgeting, spend management and chargeback of IT expenditures and the costing of IT products and services</p> <p><b>IT Vendor Management:</b> Resources involved in the selection, contract management, oversight, performance management and general delivery of services by 3rd party vendors and external service providers</p>
<p><b>2</b></p> <p><b>Hardware</b></p> <p>Expense of non-capitalized purchases; Lease expenditures; Maintenance and support expenditure; Depreciation of capitalized purchases</p> <p><b>Software</b></p> <p>Software expense of non-capitalized software purchase; Subscription expenditures; Maintenance and support expenditures; Depreciation of capitalized software license purchases and software development efforts</p>	<p><b>Security</b></p> <p><b>Security:</b> IT Security resources setting policy, establishing process and means, measuring compliance and responding to security breaches; Option Level 3 categories include: Cyber Security</p> <p><b>Compliance:</b> IT Compliance resources setting policy, establishing controls and measuring compliance to relevant legal and compliance requirements: Optional Level 3 categories include: Data Privacy</p> <p><b>Disaster Recovery:</b> IT Disaster Recovery resources setting DR Policy, establishing process and means, dedicated failover facilities, performing DR testing: NOTE: DR designated equipment is included directly in its own sub-tower (e.g., extra servers for DR are included in Compute tower, etc.)</p> <p><b>Servers:</b> Physical and virtual servers running a version of Microsoft’s Windows Server or the Linus operating system; includes hardware, software, labor and support services; Optional Level 3 categories include: Windows, Linux and Public Cloud Compute</p>	<p><b>Application</b></p> <p><b>Database:</b> Distributed database services focused on the physical database (versus the logical design) including DBAs, DBMS, tools and operational support</p> <p><b>Middleware:</b> Distributed platform, application and system integration resources enabling cross application development, communications and information sharing</p> <p><b>Mainframe Database:</b> Mainframe database services focused on the physical database (versus the logical design) including the DBAs, DBMS, tools and operation support</p> <p><b>Mainframe Middleware:</b> Mainframe platform, application and system integration resources enabling cross application development, communication and information sharing</p>	<p><b>IT Service Management:</b> Resources involved with the incident, problem and change management activities as part of the IT Service management process (excludes the Tier 1 help desk)</p> <p><b>Project Management:</b> Resources involved with managing and supporting IT related projects including business and IT-driven initiatives</p> <p><b>Client Management:</b> Resources or “account managers” aligned with the lines of business to understand business needs, communicate IT products, services and status of IT projects</p> <p><b>Operations Center:</b> Centralized IT Operations Center resources including monitoring and intervention e.g., NOC (network operations center). GOC (global operations center)</p>	<p><b>IT Management</b></p> <p><b>IT Finance:</b> Resources involved in the planning, budgeting, spend management and chargeback of IT expenditures and the costing of IT products and services</p> <p><b>IT Vendor Management:</b> Resources involved in the selection, contract management, oversight, performance management and general delivery of services by 3rd party vendors and external service providers</p> <p><b>LAN/WAN:</b> Physical and wireless local area network connecting equipment within the core data centers and connecting end users in office working areas to the company’s broader networks; Wide area network equipment, labor and support services directly connecting data centers, offices and third parties (excludes telecom and communication services; Optional Level 3 categories include: LAN, WAN</p> <p><b>Voice:</b> Voice resources which enable or distribute voice services through on-premise equipment including PBX, VoIP, voicemail and handsets (excludes telecom and communication services)</p> <p><b>Transport:</b> Data network circuits and associated access facilities and service; includes dedicated and virtual data network and internet access. Also includes usage associate with mobility and other data transmit based on usage billing; Voice network circuits and associated access facilities and service; Also includes usage associated with standard telephone calls and 800 number service; Both voice and data transport may include terrestrial and non-terrestrial (e.g., satellite) technologies; Optional Level 3 categories include: Data, Voice</p>
<p><b>Internal Labor</b></p> <p>Employee wages, benefits, expenses and occupancy</p> <p><b>External Labor</b></p> <p>External contractor fees, travel and expenses</p> <p><b>Outside Services</b></p> <p>External consulting project-based services; Managed service providers; Public cloud service providers including IaaS, PaaS, and SaaS</p> <p><b>Facilities &amp; Power</b></p> <p>Data center space; Power, security and other operating expenses; Data center lease expenditures; Maintenance and support expenditures; Depreciation of facility building and leasehold improvements</p>	<p><b>Compute</b></p> <p><b>Midrange:</b> Servers running IBM AS/400 platform including hardware, software, labor and support services</p> <p><b>Converged Infrastructure:</b> Purpose-built appliances that provide compute, storage and network capabilities in one box</p> <p><b>Mainframe:</b> Traditional mainframe computers and operations running legacy operating systems</p>	<p><b>Application</b></p> <p><b>Database:</b> Distributed database services focused on the physical database (versus the logical design) including DBAs, DBMS, tools and operational support</p> <p><b>Middleware:</b> Distributed platform, application and system integration resources enabling cross application development, communications and information sharing</p> <p><b>Mainframe Database:</b> Mainframe database services focused on the physical database (versus the logical design) including the DBAs, DBMS, tools and operation support</p> <p><b>Mainframe Middleware:</b> Mainframe platform, application and system integration resources enabling cross application development, communication and information sharing</p>	<p><b>Delivery</b></p> <p><b>IT Service Management:</b> Resources involved with the incident, problem and change management activities as part of the IT Service management process (excludes the Tier 1 help desk)</p> <p><b>Project Management:</b> Resources involved with managing and supporting IT related projects including business and IT-driven initiatives</p> <p><b>Client Management:</b> Resources or “account managers” aligned with the lines of business to understand business needs, communicate IT products, services and status of IT projects</p> <p><b>Operations Center:</b> Centralized IT Operations Center resources including monitoring and intervention e.g., NOC (network operations center). GOC (global operations center)</p>	<p><b>Network</b></p> <p><b>Transport:</b> Data network circuits and associated access facilities and service; includes dedicated and virtual data network and internet access. Also includes usage associate with mobility and other data transmit based on usage billing; Voice network circuits and associated access facilities and service; Also includes usage associated with standard telephone calls and 800 number service; Both voice and data transport may include terrestrial and non-terrestrial (e.g., satellite) technologies; Optional Level 3 categories include: Data, Voice</p> <p><b>Central Print:</b> Central print services; often provided to support customer billing or customer documentation support process; Unit of measure: Page</p> <p><b>Output</b></p> <p><b>Central Print:</b> Central print services; often provided to support customer billing or customer documentation support process; Unit of measure: Page</p>