TECHNOLOGY BUSINESS MANAGEMENT

Cost Transparency Foundation: Taxonomy and Definitions (TBM Council V3)

1. Data Collection
   - Financials
   - Projects
   - Telecommunications

2. IT Cost Pools
   - Hardware
   - Software
   - Cloud
   - IT Outsourcing
   - Facilities & Power

3. IT Towers and Sub Towers
   - IT Management
     - IT Management & Strategic Planning
     - Enterprise Architecture
     - IT Finance
     - IT Vendor Management
   - Security & Compliance
     - Compliance
     - Disaster Recovery
   - End User
     - Workspace
     - Mobile Devices
     - End User Software
   - IT Infrastructure
     - Network
     - Online Storage
   - IT Delivery
   - Data Center
   - Other Facilities

Cost Elements:
- Software
- HR
- Security and other operating
- Data center space; Power, and SaaS providers including IaaS, PaaS, External public cloud service
- Hardware lease expenditures; capitalized purchases;
- • Actuals
- • Chart of Account

Hardware expense of non-capitalized purchases; Hardware lease expenditures; Maintenance and support expenditures; Depreciation of capitalized software license purchases and software development efforts

Software expense of non-capitalized software purchases; Information service expenditures; Maintenance and support expenditures; Depreciation of capitalized software purchases

Employee wages, benefits, expenses and occupancy
External contractor fees, travel and expenses

External consulting project-based services; External managed service providers; External public social service providers including (such), Paol, and Sead

Data center space; Power, security and other operating expenses; Data center lease expenditures; Maintenance and support expenditures; Depreciation of facility building and leasehold improvements

Voice and data network connectivity expenses including (such), network and telecommunications; Lease expenditures; Maintenance and support expenditures; Depreciation/Amortization of any capitalized telecom expenditures

Depository, security service expenditures

Miscellaneous charges received from other internal shared services groups

Security:
- IT Security: Resources setting policy, establishing processes and metrics, measuring compliance and response to security breaches; Option Level 3 categories include: Computer Security
- Compliance: Compliance resources setting policy, establishing controls and measuring compliance to relevant legal and compliance requirements; Option Level 3 categories include: Data Privacy
- Disaster Recovery: Disaster Recovery resources setting DR policy, establishing process and metrics, debris, failover facilities, performing DR testing: NOTE: DR designated expenses may be included directly in its own sub-tower (e.g., extra servers for DR are included in Compute tower, etc.)

Routing: Physical and virtual servers running a version of Microsoft’s Windows Server or the Linux operating system; includes hardware, software, labor and support services; Optional Level 3 categories include: Windows, Linux, and Public Cloud Compute

Data: Servers running vendor-specific proprietary Unix operating systems (e.g., IBM AIX, Sun Solaris, HP-UX); includes hardware, software, labor and support services

Middleware: Servers running IBM A/A4/AD4 platform including hardware, software, labor and support services

Converged Infrastructure: Purpose-built appliances that integrate compute, storage and network capabilities in one building block

Mainframe: Traditional mainframe computers and operation running legacy operating systems

High-Performance Computing (HPC): Used to solve complex computational problems through massive concurrent use of computing resources and parallel processing technologies. Technology is applied in areas such as scientific and industrial research, product engineering and development, and complex business modeling, simulation and analysis. HPC hardware and software technologies are specialized and optimized for massively parallel computing and processing vast amounts of data

Compute: Servers

Storage:
- Online Storage
- Offline Storage
- Mainframe Online Storage
- Mainframe Offsite Storage

Enterprise Architecture: Architecture and design principles, and service-oriented information architecture to drive standardization, integration and efficiency among business technology solutions

IT Finance: Resources involved in the planning, budgeting, spend management and choreography of IT expenditures and the costing of IT products and services

IT Vendor Management: Resources involved in the selection, contract management, oversight, performance management and general delivery of services by 3rd party vendors and external service providers

Network:
- Wide area network equipment, labor and support services directly connecting data centers, offices and other facilities (includes telecommunication and communication services; Optional Level 3 categories include: LAN, WAN)

Delivery:
- Conferencing & AV
- Audio and video conferencing equipment typically used in conference rooms and dedicated telepresence rooms to enable workflow communications

IT Help Desk: Centralized Tier 1 help desk resources that handle user requests, answer questions and resolve issues

Desktop Support: Centralized Tier 1 help desk resources that handle user requests, answer questions and resolve issues

Salesforce: Centralized Tier 2 help desk resources that handle user requests, answer questions and resolve issues

Enterprise Data Center: Purpose-built data center facilities that house and protect critical IT equipment including the space, power, environment controls, cooling and “smart hand” support

Other Facilities: Computer rooms and MUDO (fakie closets that house IT equipment in corporate headquarters, call centers or other general purpose office buildings

Enterprise Architecture: Enterprise architecture services including business, information, application and technical architecture to drive standardization, integration and efficiency among business technology solutions

IT Management and Strategic Planning: IT management and administrative resources, typically CIO, CTO and IT leaders and administrative support including central IT strategy and planning