

FY14 IT Resource Sub-Tower	FY15 IT Resource Sub-Tower	FY16 IT Resource Sub-Tower	Notes from FY16 discussion	ATUM ?
Applications / App Development	Application / App Development	Application / App Development	Definition changed to remove purchased software, now in LoB Software	Maps to App Dev, same definition
Applications / App Support	Application / App Support	Application / App Support	Definition changed to remove SaaS, now in Cloud Apps	Maps to App Support & Ops, added one sentence to ATUM definition: 'This includes costly scanning systems (e.g. KoFax) that support larger-scale imaging processes and/or enterprise application service fees paid by agencies to DES.'
		Application / Cloud Apps	New subtower in FY16. In FY15, software-as-a-service was included in App Support subtower definition.	Yes, but removed Salesforce.com and ServiceNow from definition as we thought these would add confusion in conjunction with the Compute/Cloud Platform subtower. These products are Platform-as-a-Service OR Software-as-a-Service.
		Application / LoB Software	New subtower in FY16. In FY15, purchased software was included in App Development subtower definition.	Yes
Applications / QA (Testing)	Application / QA (Testing)	Application / QA (Testing)	No change, but it was an oversight. Next biennium we will likely remove.	No change but only because it was not discussed (mistakenly); will likely be removed next iteration.
Compute / Servers	Compute / Agency Servers	Compute / Agency Servers	Costs attributed to Servers in FY14 are broken across Agency Servers and Other State Agency Servers dependent upon who is managing them (agency or central service agency).	No. We need to primarily identify between provider rather than OS in subtower. OS is identified in infrastructure detail. Defined as: Costs for all Servers (Wintel, Linux, Unix, iSeries, etc.), hosted/managed by your agency, regardless of usage.
Database / Database	Database / Database	Compute / Database	Moved to diff tower; no substantive change to definition	Yes
Compute / Mainframe	Compute / Mainframe	Compute / Mainframe	No change.	Yes
Database / Mainframe Database	Database / Mainframe Database	Compute / Mainframe Database	Moved to diff tower; no substantive change to definition	Yes
Applications / Middleware	Application / Middleware	Compute / Middleware	Moved to diff tower; no substantive change to definition	Yes
Compute / Servers	Compute / Other State Agency Servers	Compute / Other State Agency Servers	Costs attributed to Servers in FY14 are broken across Agency Servers and Other State Agency Servers dependent upon who is managing them (agency or central service agency).	No. We need to primarily identify between provider rather than OS in subtower. OS is identified in infrastructure detail. Defined as: Costs for all Servers (Wintel, Linux, Unix, iSeries, etc.), hosted/managed for your agency by another state agency such as CTS, regardless of usage.
		Compute / State Hosted Cloud	New in FY16 for agencies using new service type	No. but these two combined would man to combo of Cloud Windows and Cloud Linux.

Compute / Cloud	Compute / Vendor Managed Servers	Compute / Vendor Managed Servers	Definition improved	<p>Again, we see no need to identify by OS in subtower but we do need to distinguish between in-state and externally provided services. We also (we believe) improved the definition to better represent the range of cloud offerings in NIST terminology.</p> <p>State Hosted Cloud defined as: Costs for servers hosted for your agency by a state agency provider in a private cloud service offering.</p> <p>Vendor Managed Servers defined as: Costs for servers hosted for your agency by external entities such as a public, community or off-premise private cloud vendor. This includes hosted servers (e.g. Terramark, Sabey, etc.) and Infrastructure-as-a-Service (IaaS) (e.g. Amazon, Google, MS, etc.)</p>	
		Compute / Cloud Platform	New in FY16 for agencies using new service type	Yes	
Data Center / Data Center	Data Center / Data Center	Data Center / Agency Data Center	In FY15 costs for all 3 types of facilities were rolled into a single Data Center subtower. We want to break these costs apart	<p>Mostly. We broke into two in order to meet a business need to distinguish between agency-specific data centers (which are 'enterprise' for that agency) and the State data center (which is 'enterprise' for the State). The combination of the two would map directly to ATUM Data Center/Enterprise Data Center. We also modified the definition to not be limited to 'purpose built', or just Smart Hands 'external labor' and added a clause to distinguish between service delivery and local building operation needs being met.</p> <p>Agency Data Center defined as: Agency data center facilities that house and protect critical IT equipment supporting delivery of government services including the space, power, environment controls, racks, cabling and external labor.</p> <p>Data Center defined as: State Data Center facilities that house and protect critical IT equipment supporting delivery of government services including the space, power, environment controls, racks, cabling and external labor.</p>	
		Data Center / Data Center			
		Data Center / Other Facilities			Yes
Data Network / DC LAN	Data Network / DC LAN	Data Network / LAN	In FY15 costs were split into two LAN categories; we want to merge.	Maps to Network/LAN, same definition	
Data Network / Office LAN	Data Network / Office LAN				
Data Network / WAN	Data Network / WAN	Data Network / WAN	In FY15 costs were split into WAN, MAN and Internet Access categories; we want to merge	Maps to Network/WAN but we modified the definition as follows: Wide area network equipment, labor and support services directly connecting data centers, offices and third-parties. Includes data network circuits and associated access facilities and services, dedicated and virtual data networks, and internet access.	
Data Network / MAN	Data Network / MAN				
Data Network / Internet Access	Data Network / Internet Access				
		Data Network / Cloud Network	New in FY16 for agencies using new service type	Yes	
	Delivery Services / Project Mgmt	Delivery Services / Project Mgmt	No change.	Maps to Delivery/Project Mgmt with same def.	
	Delivery Services / Client Mgmt	Delivery Services / Client Mgmt	No change.	Maps to Delivery/Client Mgmt with same def.	
IT Operations / Operations Center	IT Operations / Operations Center	Delivery Services / Ops Center	Moved to diff tower; no substantive change to definition	Maps to Delivery/Ops Center with same def.	
		Delivery Services / Cloud Ops	New in FY16 for agencies using new service type	Maps to Delivery/Cloud Ops with same def.	
IT Operations / IT Service Mgmt	IT Operations / IT Service Mgmt	Delivery Services / IT Service Mgmt	Moved to diff tower; no substantive change to definition	No. We elected to keep this as we found value in it and found it distinguishable from other subtowers. Defined as: Costs associated with defining the service catalogue, ITIL, SLA and IAA management, IT service health checks, and daily "operations" or "performance" meetings.	

IT Management / IT Mgmt & Admin	IT Management / IT Mgmt & Admin	IT Mgmt / IT Mgmt & Admin	No change.	Yes
IT Management / Architecture	IT Management / Architecture	IT Mgmt / Architecture	No change.	Yes
IT Management / IT Finance	IT Management / IT Finance	IT Mgmt / IT Finance	No change.	Yes
IT Management / IT Vendor Mgmt	IT Management / IT Vendor Mgmt	IT Mgmt / IT Vendor Mgmt	No change.	Yes
Security & Compliance / Security	Security & Compliance / Security	Security & Compliance / Security	Definitions improved	We feel we improved the definition significantly in order to better distinguish between compliance and security activities. Defined as: The “operational” costs of implementing and maintaining IT security (ex. the technical support, deployment of hardware and software, etc.). This includes setting policy, establishing process and means, penetration testing, awareness training, cybersecurity insurance and responding to security breaches.
Security & Compliance / Compliance	Security & Compliance / Compliance	Security & Compliance / Compliance	Definitions improved	We feel we improved the definition significantly in order to better distinguish between compliance and security activities. Defined as: Responding to non-compliance findings and/or changed requirements due to policy changes in order to become compliant. This includes investments necessary for complying with anticipated changes in policy/standard as well (e.g. PCI)
		Security & Compliance / Disaster Recovery	New in FY16 for agencies using new service type	Yes
		Security & Compliance / Cloud DR	New in FY16 for agencies using new service type	Yes
Storage / Enterprise Storage	Storage / Agency Storage	Storage / Agency Storage	Costs attributed to Enterprise Storage in FY14 are broken across Agency Storage and Other State Agency Storage dependent upon who is managing them (agency or central service agency).	No, as in Compute, we have need to distinguish between internal vs external provision of service, rather than tier of storage at this time though we retained tier 4 for those agencies that might see a need to use it. Agency Storage defined as: Costs for all Storage hosted/managed by your agency, regardless of usage.
Storage / Mainframe Storage	Storage / Mainframe Storage	Storage / Mainframe Storage	No change.	Yes
Storage / Enterprise Storage	Storage / Other State Agency Storage	Storage / Other State Agency Storage	Costs attributed to Enterprise Storage in FY14 are broken across Agency Storage and Other State Agency Storage dependent upon who is managing them (agency or central service agency).	No, as in Compute, we have need to distinguish between internal vs external provision of service, rather than tier of storage at this time though we retained tier 4 for those agencies that might see a need to use it. Other State Agency Storage defined as: Costs for all Storage hosted/managed for your agency by another state agency such as CTS, regardless of usage.
Storage / Backup & Archive		Storage / Tier 4	New in FY16 for agencies using new service type	Yes
		Storage / Cloud Storage	New in FY16 for agencies using new service type	Yes
		Storage / Cloud Archive	New in FY16 for agencies using new service type	Yes
	Storage / Vendor Managed Storage	Storage / Vendor Managed Storage	Definition improved	No, as in Compute, we have need to distinguish between internal vs external provision of service. Vendor Managed Storage defined as: Costs for all Storage hosted/managed for your agency by an external entity such as a public, community or off-premise private cloud vendor like Amazon, Google, MS, etc regardless of usage.
User Service / Workstation	User Service / Workstation	User Service / Workspace	In FY15 costs were split into two categories; we want to merge them. In FY14, printers	Maps to End User/Workspace
User Service / Client Peripherals	User Service / Client Peripherals			
User Service / Mobile Devices	User Service / Mobile Devices	User Service / Mobile Devices	No change.	Maps to End User/Mobile Devices with a couple changes to the definition so that the mobile data plan is explicitly included.

Help Desk / Help Desk	User Service / Help Desk	User Service / Service Desk	In FY15 was a single subtower; we want to split into two.	Maps to End User/Service Desk
		User Service / Field Support		Maps to End User/Field Support
		User Service / Cloud Desktop	New in FY16 for agencies using new service type	Maps to End User/Cloud Desktop
	User Service / Print	User Service / Print	Print' is still not part of the IT definition in statute or in SAAM. Outstanding alignment issue to deal with (reported by DSHS).	No. We also did not add the Output tower at all. We had added the Print subtower in FY15 and liked our definition of it better than anything offered in the Output tower AND we liked it under the User Services tower. Print is defined as: Costs for peripherals used by end-users for the purpose of printing, scanning, faxing, or copying. This includes multi-function devices that do two or more of the functions noted above. Costly scanning systems (e.g. KoFax) that support larger-scale imaging processes are excluded from this subtower and should be placed in Application/App Support.
	User Service / Building Automation Systems	User Service / Building Automation Systems	No change.	No. We see a need for this, likely increasing in the future.
Voice Network / Voice WAN	Voice Network / Voice WAN	Voice Network / Voice External Provider	Definitions improved, and subtower re-titled to improve clarity.	No. In ATUM, this subtower and Voice Premise would be some combination of Network/Voice and the Communication tower that we elected not to add. While we understand that increasingly data/voice circuits are provided together vs separate, our systems for most agencies log them and track them separately. We envision collapsing more like ATUM next biennium as more agencies move to using VoIP rather than PBX and/or move out of the business of providing any voice-specific infrastructure entirely. Voice External Provider defined as: Payments made to external 3rd party providers for telephone services and voice lines/circuits.
Voice Network / Voice Premise	Voice Network / Voice Premise	Voice Network / Voice Premise	Definitions improved, all on-premise merged into one item	See note above. Voice Premise defined as: Voice resources which enable or distribute voice services through on-premise equipment including PBX, VoIP, TDD, voicemail and handsets. Includes usage such as long distance call charges, 800 number service, etc.
Voice Network / Advanced Call Center	Voice Network / Advanced Call Center			
	Voice Network / Radios	Voice Network / Radios	No change.	Does not exist in ATUM, but we need it. May be a unique need to public sector?
				Did not add Compute/Converged Infrastructure. We saw no need at this time.
				Did not add Network/Other Network. We felt that network security was/should be in the Security & Compliance subtower set, that cabling infrastructure was in the Data Center subtower set, and were comfortable continuing to code VPN/RAS and telepresence in the LAN or WAN subtowers.
				As noted above, we elected to keep Data and Voice Networks separate at this time, and did not adopt the Communications or the Output towers.