

Information Technology Services

Internal Service Charges

Fact Sheet

- **ITS internal service charges include the following lines of business and programs**
 - Network
 - Network Communications
 - Voice Communications
 - Security Assurance
 - Platforms
 - Technical Support Center (Help Desk)
 - Desktop Support Services
 - Directory Services
 - Enterprise Services
 - Database Services
 - Server & Storage Systems
 - Applications
 - Applications Development and Support
 - Internet/Intranet Development
 - Operations
 - Executive Leadership
 - Project Management

- **Internal service charges do not include the following programs of the ITS Department. These programs are funded through the General Fund.**
 - Metro 3
 - Multimedia

What adjustments have been made to departmental budgets? General fund budget allocations for the **Information Technology Services** programs will be allocated to benefiting departments and offices based on most equitable bases in the current fiscal year. The bases used for each program varied based on the types of services provided, but include allocation bases such as number of desktops supported, number of servers hosted, number of network connections, and number of e-mail boxes.

What costs will a department be billed for? Total operating costs of **Information Technology Services** will be billed to departments based on the same allocation bases used to spread the budget allocations. Total amounts billed will **NOT** exceed the total operating cost of ITS services, including LOCAP. Adjustments will be made to Local Cost Allocation Plan (LOCAP) billings for those departments that are billed to avoid a double billing for these amounts.

What will your bill look like and when will you be billed? Your department will be credited by its allocated share of the Information Technology Services budget through a journal entry processed by the Shared Business Office (SBO). **More specifically**, the ITS billing will be a single, all inclusive amount, that covers all ITS services provided to your department. At the end of each month, the SBO will charge your department based on the same basis as the amount that has been allocated to your operating budget for ITS services.

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