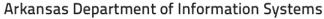# Agency Cost Survey Data Collection Kickoff

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Meeting objectives.

- Kickoff the data collection effort for agency cost survey
- Data collection template walk-through
- Operator will take questions during the call, questions will be answered at the end of the call
- The meeting will be recorded for future playback
- Q&A

- Timing
  - Agency data collection will begin the week of July 3.
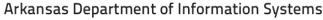 - Agency data collection will take place over a period of 5 (five) weeks and will conclude by August 4th.

- Questions
  - Submit questions and any documents to DIS (Scott Utley and Steve Hulsey)
  - DIS will forward questions and documents to Gartner

- Data Collected
  - Agencies will provide data for assets and workload owned and operated by the agency, not services performed by DIS
  - If DIS and your agency share costs and workload, it will be necessary to work together to ensure that there is no overlap.

Arkansas Department of Information Systems

@ArkansasDIS   Arkansas Department of Information Systems (DIS)

- Complete the following data collection template:
  - Gartner Benchmark Data Collection Questionnaire non-DIS Survey for Agencies.xlsx

- Provide data for FY17, annualize as needed
- Best Data Within Allotted Timeframe
- Not an Accounting-level Exercise (No decimal points)
- Accuracy +/-10% or So Is Acceptable
- One Approach
  - First Pencil In Estimates
  - Then Refine Figures as Time Permits
- Document Assumptions and Retain Worksheets Internally
  - Likelihood of reuse is high during subsequent annual updates
- Start ASAP!
- Count all units in scope of benchmark
- Units must match cost and staff
- Fully depreciated units still in service are counted
- Hardware includes depreciation, lease and maintenance
- Software includes maintenance and expensed purchases
- Personnel costs include benefits and should match total FTE, no FTE should be counted more than once

Questionnaire Walk-Through

SURVEY FOR AGENCIES

Reporting Workload Units

	Quantity
Windows Server OS Instances (Host + Guest/Virtual)	
Windows Physical Servers	
Unix Server OS Instances (Host + Guest/Virtual)	
Unix Physical Servers	
Linux Server OS Instances (Host + Guest/Virtual) if there are dedicated Linux physical boxes. If shared with Windows physical boxes report under Windows.	
Linux Physical Servers	
Other Server OS Instances (Host + Guest/Virtual)	
Other Physical Servers	

Scope: Includes all servers owned and operated by your agency. Examples include active directory, e-mail, applications servers, development and testing, file and print, database, etc.

Storage (TB Raw Configured Storage)	
Shared Direct Attached Storage SDAS	
SAN / NAS	

- Report the number of physical servers supported by your agency during the year.
  - If the servers are "on the books" and are currently an expense to the agency, they are to be included in scope, whether they are activated or powered off.
  - Fully depreciated units still in service are counted.
- Report the number of virtual operating system instances.

- **Raw (TB):** Amount of Raw Disk formatted for use.

Source: Gartner, Inc.

Reporting Workload Units

Data Network	
Active Ports (non-DIS)	

- Active Ports: access point to the network typically through a switch device. This is the count of ports actually in use and would include ports with devices attached (e.g., PCs plugged into ports at the users cubicle or office) as well as data ports that are "live" waiting to accept a device (e.g., live ports in a conference room or in a visitor's cubicle).

- Active VoIP Ports: This includes the entrance or physical access point to the network typically through a switch device used specifically for VoIP. This is the count of ports actually in use and would include ports with VoIP devices attached (e.g., VoIP phones plugged into ports at the users cubicle or office) as well as VoIP ports that are "live" waiting to accept a device (e.g., live ports in a conference room or in a visitor's cubicle).

- Maximum Active Concurrent Users on a Wireless Hub: This includes the maximum number of observed number wireless users accessing the LAN at once.

Voice Telecommunications	
Active Extensions (non-DIS) Include VoIP phone and PBX extensions. Mobile phones are excluded.	

- Active Extensions/Station Ports: This workload category refers to the number of telephone station ports that are actually in use on the TDM PBX.

- For VoIP, the number of active VoIP phones in use would be counted.

- Trunk ports or excess capacity (i.e., station ports that could be activated through software and the connection of a telephone set or circuit without adding additional common equipment such as circuit packs) should not be included in this count. If your agency has Centrex or other phone systems please advise DIS.
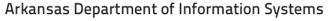
Source: Gartner, Inc.

- Common Definitions
  - Personnel: Report fully burdened personnel costs for all Full Time Equivalent (FTEs) reported in staffing section and any outsourcing.
  - For in-house staff, personnel costs include salary (including overtime pay), benefits and "other" employee costs such as travel and training.
    - "Benefit load" should include costs for bonuses, paid holidays, vacation, medical/dental coverage, life and accident insurance, retirement plans, stock plans, disability, social security, unemployment compensation, dependent care, tuition reimbursement and employee assistance programs (for example, physical exams, exercise programs and similar costs).
    - Exclude costs related to human resource department staff allocations, early retirement incentive bonuses and internal "cross-charges" for corporate overhead such as for the chairperson's salary.
  - For contractors and consultants, include all compensation that was paid directly to the individual.
  - Other and Outsourcing: For input of costs where a breakdown is unknown such as outsourcing

Spending (Include annual expenses and depreciation)	Hardware	Software	Personnel	Other and Outsourcing
Windows Server (non-DIS)				
Unix Server (non-DIS)				
Linux Server (non-DIS) if there are dedicated Linux physicals. If shared with Windows physical report in Windows				
Other Server (Specify: _)				

- Hardware: Annual depreciation, expense, lease and maintenance for server hardware: Includes all hardware in server platform configurations, including internal disk storage (but NOT external disk arrays), processors, memory, cards, etc.   If depreciation is not available, take ¼ of purchase price in last four years.

- Software: Annual license purchases and software maintenance. Software is not depreciated. Operating System: Include annual costs of both host and virtual OS licenses. Include the following:
  - Virtualization and Partitioning such as VM Ware, Utilities (non-storage): e.g., for performance monitoring, job scheduling, change management. Database, Middleware, Content/Document Management and Search Engines, Messaging, server communications and security.

- Personnel: Report fully burdened personnel costs for all FTEs reported in staffing section and any outsourcing.

- Other and Outsourcing: For input of costs where a breakdown is unknown such as outsourcing

Spending (Include annual expenses and depreciation)	Hardware	Software	Personnel	Other and Outsourcing
Storage (non-DIS) SAN and/or NAS owned and operated by your agency				

- Hardware: Storage Controllers, Storage Servers: All dedicated storage hardware devices including controllers, servers, disk arrays, tape libraries, optical jukeboxes. It also includes the equipment used by the operations staff to support the storage environment (e.g., desktops, laptops, smartphones).
  - Offline Supplies (Media): Portable media used to store data offline such as tapes
- Software: Annual license purchases and software maintenance dedicated to managing the storage systems. Software is not depreciated. This includes creation and setup, storage maintenance, reporting, security, monitoring, backup/restore, archival, replication, media handling and data migration/tiering.
- Personnel: Report fully burdened personnel costs for all FTEs reported in staffing section and any outsourcing.
- Other and Outsourcing: For input of costs where a breakdown is unknown such as outsourcing

Spending (Include annual expenses and depreciation)	Hardware	Software	Personnel	Other and Outsourcing
Data Network (non-DIS) switches or routers owned and operated by your agency				

- Hardware: Annual depreciation, expense, lease and maintenance for the following:
  - Switching and Routing LAN Routers, Hubs, and Switches.
  - Wireless: Wireless Access Points (WAPs), which are used to provide wireless connectivity within a building.
  - LAN Security/Firewall Servers and LAN Encryption Hardware: These categories include Security "appliances," and LAN level firewall servers, as well as any LAN level encryption devices.
  - Network Operations Center (NOC) Hardware that is located within a client's Network Operations Center (NOC) used to support a client's centrally managed LAN infrastructure. Test Equipment and Remote Monitoring Equipment: These categories include sniffers, droids, etc. Network Management Servers (NOC):
  - DNS (Domain Name Servers) and DHCP (Dynamic Host Configuration Protocol Distribution) Servers: These categories include the servers used to resolve domain names and dynamic IP addresses.
  - MAC Hardware and MAC Cable (Closet to Desktop): These categories are intended to capture the day-to-day costs for materials used in MAC (Move/Add/Change) activity (jacks, plugs, cabling used for MAC work, etc.). Permanent building wiring is not included.
- Software: Annual license and maintenance costs, as well as costs associated with new purchases and upgrades
  - Security. LAN Security/Firewall Server Software and LAN Encryption Software: These categories include the purchase and license costs for the software used in Security "appliances" and LAN level firewall servers, as well the software used in any LAN level encryption devices. These costs may, in some cases, be included in the hardware costs for this hardware, and may not be able to be broken out.
  - Network Operations Center (NOC). All software costs related to the NOC's support of the client's LAN infrastructure.
- Personnel: Report fully burdened personnel costs for all FTEs reported in staffing section and any outsourcing. Other and Outsourcing: For input of costs where a breakdown is unknown such as outsourcing
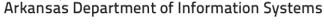
Spending (Include annual expenses and depreciation)	Hardware	Software	Personnel	Other and Outsourcing
Voice Telecommunications (non-DIS) report any Voice services owned and paid for by your agency. Report cost paid to carriers in Other. Customer Contact Centers are excluded. Mobile Phone costs are also excluded.				

- Hardware: Annual depreciation, expense, lease and maintenance for the following: system components for PBXs, Voice Servers, non Call Center ACDs, voice mail or other similar voice processing technologies.
  - PBX/PABX
  - Voice Server: This is a server used in a VoIP/IPT environment that performs the same functions as a traditional PBX/PABX.
  - ACD: Only "small" ACDs, that are part of an "office" environment are included. Enterprise Call Center infrastructures are excluded. Auto Attendant: This refers to a device typically attached to a PBX/PABX or voice mail system that answers incoming calls. Interactive Voice Response Unit (IVRU, or IVR): non-call center IVR
  - Premise System Phones, Wired Hand Sets: Phones (digital, analog or VoIP/IPT) that are hard wired to the voice switches/servers (TDM or VoIP). Wireless Hand Sets: Cordless phones connected to the voice switches/servers (TDM or VoIP). Note that this does not refer to mobile/cell phones. Speaker/Conference Phones: Speaker phones (e.g., Polycom) that are hard wired to the voice switches/servers (TDM or VoIP).
  - Voice Mail Also include any voice mail hardware (processors, storage, etc.).
  - MAC Materials
- Software: Annual license and maintenance costs
  - Switch/Voice Server and Peripherals (ACD, VRU, etc.) software costs, voice switch, ACDs, VRUs, etc.
  - Voice Mail Software Costs: This category is intended to capture only voice mail related software costs.
- Personnel: Report fully burdened personnel costs for all FTEs reported in staffing section and any outsourcing. Other and
- Outsourcing: For input of costs where a breakdown is unknown such as outsourcing - include transmission cost (see next slide)
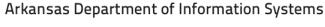
- Report Voice Transmission in Other and Outsourcing
  - Include annual cost paid to carriers (reported in Outsourced) for the following: Combination/DID/DOD Trunks (for local calling only): These included costs are the aggregated regional costs for the following:
    - Combination Trunks (only for local calling): This is a circuit for communications used exclusively by your enterprise to connect to the local-exchange carrier (LEC) that is used for both the origination of outbound calls and the receipt of inbound calls. Annual cost should include fixed, as well as variable usage charges.
    - Direct Inward Dial Trunks (DID) (only for local calling): This is a circuit for communications used exclusively by your enterprise to connect to the local-exchange carrier (LEC) that is used for the receipt of outbound calls. The annual cost should include fixed, as well as variable usage charges.
    - Direct Outward Dial Trunks (DOD) (only for local calling): This is a circuit for communications used exclusively by your enterprise to connect to the local-exchange carrier (LEC) that is used for the origination of outbound calls. The annual cost should include fixed, as well as variable usage charges.

Staffing Headcount FTEs (Include in house and contractors)	Agency FTE	Contractors	Total
Windows Server (non-DIS)			-
Unix Server (non-DIS)			-
Linux Server (non-DIS)			-
Other Server (Specify: _____)			-

Include Operations/Maintenance, Engineering and Technical Services, Planning and Process Management, Services Administration and Management and Administration

- Examples of Roles include:
    - Operations Support: responsibility for overall efficient operation of installed computer systems, such as System start/stops, Monitoring system jobs, responding to console messages, Diagnosing and correcting production failures are part of operations support.
    - Production Control: Turnover of applications from test into production, providing job procedural documentation such as scheduling requirements and rerun procedures, Establishing and adjusting the batch job schedule, Providing ongoing job monitoring, Reviewing the service level of production jobs to improve quality and/or efficiency
    - Other roles include:
        - Change and Release Management, Problem and Incident Management,   Performance Monitoring and Management, Physical Database Administration, Capacity Management, System Security Management, Systems Researching and Planning, Process Development and Management, Project Management, Disaster Recovery
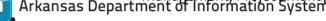
Reporting FTEs

Staffing Headcount FTEs (Include in house and contractors)	Agency FTE	Contractors	Total
Storage (non-DIS)			-

Include Operations/Maintenance, Engineering and Technical Services, Planning and Process Management, Services Administration and Management and Administration

- Examples of Roles include:
  - Task management related to storage devices and media — a general process to manage specific IT tasks, operational processes and output associated with daily storage management operations, to ensure they are resourced appropriately and all relevant stakeholders are included in decisions, authority, implementation and communication as appropriate. These personnel specifically have responsibility for overall efficient operation of installed storage systems, such as system start/stops, monitoring systems, responding to console messages, diagnosing and correcting problems and failures etc.
  - Disk Storage Management: Tasks pertaining to disk arrays, controllers, and other online storage devices
  - Tape Support: Tasks pertaining to tape libraries, archived media, and other nearline or offline storage devices
  - Other roles include:
    - Change and Release Management, Problem and Incident Management,   Performance Monitoring and Management, System Security Management, Systems Researching and Planning, Process Development and Management, Project Management, Disaster Recovery

Reporting FTEs

Staffing Headcount FTEs (Include in house and contractors)	Agency FTE	Contractors	Total
Data Network non-DIS			-

Include Operations/Maintenance, Engineering and Technical Services, Planning and Process Management, Services Administration and Management and Administration

- Examples of Roles include:
    - Network Operations Center (NOC): This includes the costs/FTEs associated with day-to-day activities of NOC related to monitoring and troubleshooting of the LAN infrastructure.
    - LAN Support (Break/Fix): LAN support is defined as technical support for the recurring, day-to-day activities that are required to keep LAN infrastructure components functional and operational (i.e., Break/Fix) including these items
    - Tier II Support: This refers to NSM monitoring/detection/correction of LAN faults, configuration changes and performance criteria.
    - Tier III Support: This refers to maintenance and repair of LAN assets.
    - Other roles include:
        - Change and Release Management, Problem and Incident Management, Performance Monitoring and Management, Capacity Management, System Security Management, Systems Researching and Planning, Process Development and Management, Project Management, Disaster Recovery

Staffing Headcount FTEs (Include in house and contractors)	Agency FTE	Contractors	Total
Voice Telecommunications (non-DIS)			-

Include Operations/Maintenance, Engineering and Technical Services, Planning and Process Management, Services Administration and Management and Administration

- Examples of Roles include:
    - Network Operations Center (NOC): This includes the FTEs, and their costs, associated with day-to-day activities of NOC (Network Operations Center) personnel related to monitoring and troubleshooting of the voice infrastructure.
    - Premise System Support (Break/Fix): Premise system support is defined as technical support for the recurring, day-to-day activities that are required to keep voice systems components functional and operational (i.e., Break/Fix) including these items:
    - Tier II Support: This refers to NSM monitoring/detection/correction of voice faults, configuration changes and performance criteria.
    - Tier III Support: This refers to maintenance and repair of voice assets.
    - Transmission Provisioning: This refers to coordinating the installation of facilities provided by common carriers (e.g., LECs/PTOs) and also may include making needed connections to client-owned hardware (e.g., PBXs and Voice Servers).
    - Other roles include:
        - Change and Release Management, Problem and Incident Management,   Performance Monitoring and Management, Capacity Management, System Security Management, Systems Researching and Planning, Process Development and Management, Project Management, Disaster Recovery