

Cost Recovery (Chargeback) Model

Lessons Learned



DEPARTMENT OF TECHNOLOGY
CITY OF COLUMBUS, OHIO

Ihab Tadros
Enterprise Architect and CFO



- **Today's presenter**
- **Chief Financial Officer (CFO)**
- **17 years in private sector (overseas and USA, including Bank One and JPMorgan Chase)**
- **20 years in local government (City of Columbus and City of Cincinnati)**
- **Various positions:**
 - **Budget Analyst**
 - **Fiscal Manager**
 - **Assistant Director**
 - **Deputy Director**
 - **Enterprise Architect**

- **Budget development and monitoring**
 - **Operating** **up to \$500 Million**
 - **CIB** **up to \$500 Million**
- **Procurement**
- **AP/AR**
- **Overseeing both small and large teams** **up to 100 employees**

Columbus, Ohio

Ohio State University



- Ohio State Buckeyes Football



- Columbus Crew Soccer



- Ohio State Buckeyes Basketball



- Columbus Blue Jackets Ice hockey



- Columbus Clippers Baseball



Columbus, Ohio



The 14th-most populous city in the U.S., the second-most populous city in the Midwest after Chicago, and the third-most populous U.S. state capital after Phoenix, Arizona and Austin, Texas.

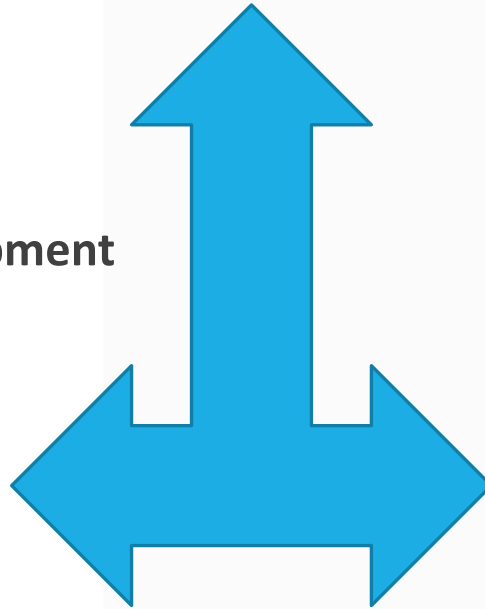


Department of Technology

- The Department of Technology (DoT) provides Columbus's residents, visitors and businesses with sustained, reliable and efficient technology services, infrastructure and telecommunications.
- DoT focuses on the delivery and operations of vital IT infrastructure network and telecommunications services, continuous service improvement and solutions to enable customer success.
- Less visible but of equal importance are the people, servers, network and other sub-systems and processes that make the IT infrastructure network possible.
- DoT continues to serve the needs of the community and the City by bringing industry and government together. DoT partners internally and with other departments across the organization to deliver and sustain state-of-the-art technology solutions and encourages collaboration between the public and private sectors to benefit the city's residents through technology and innovation.

Department of Technology

- City Auditor
- City Treasurer
- Citywide Training & Development
- Civil Service Commission
- Department of Technology
- Development
- Division of Fire
- Public Health
- Public Utilities
- Recreation and Parks
- Building & Zoning Services

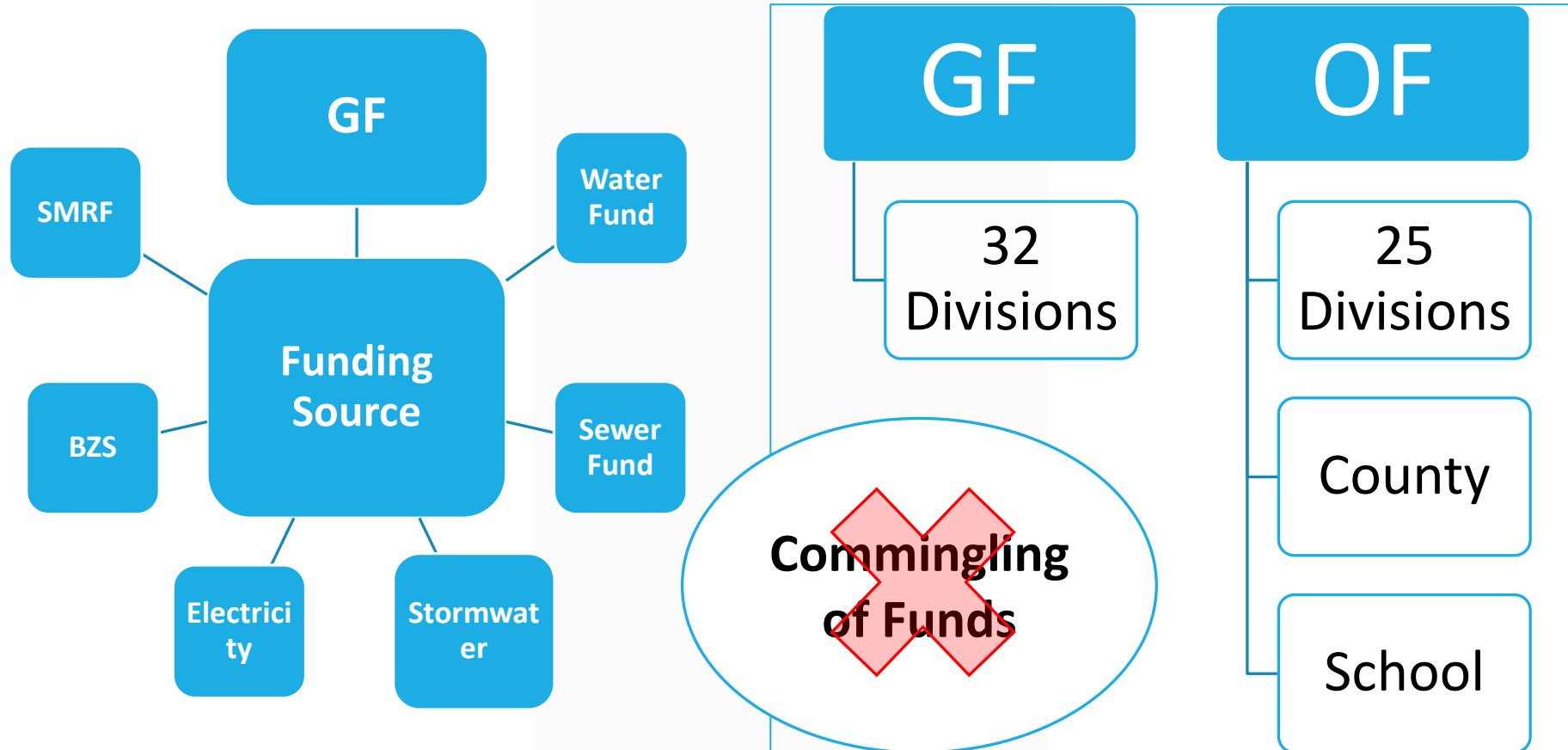


- Division of Police
- Economic Development
- Education
- Finance and Management
- Human Resources
- Inspector General
- Neighborhoods
- Office of Diversity and Inclusion
- Parking & Street Services
- Public Safety
- Public Service



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- Objective of an IT chargeback model: recovery vs. profit
 - The need for an IT chargeback model and the reasons why
 - Challenges in developing and implementing a chargeback model
 - Explaining the chargeback model to your customers (internal business units) while considering the degree of “complexity”
 - Continual improvement to the model

The need for an IT chargeback model and the reasons why



Cost Recovery Model over the Years



- Before 2009
- 2009 thru 2020 – Rate Model
- 2021 until Now (2024) – Cost Recovery Model
- What is next? Improvement?

Cost Recovery Model over the Years



- Before 2009

Cost Recovery Model over the Years



- 2009 thru 2020 – Rate Model

How was the Rate Model created (history)?

The model was created in 2009 to replace an outdated model with the assistance of a consultant. The consultant gave 3 full days of ITIL v3 (Information Technology Infrastructure Library) training to 40 DOT staff members. the training covered the five major processes:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Additionally Managers were trained on developing and implementing the following processes:

- Service Portfolio Management
- Service Catalog Management
- Change Management
- Configuration Management
- Service Measurement

Rate Model – 2009 thru 2020

The Rate Model is in a large Excel file consisting of 8 spreadsheets each feeding information off one another:

- 1) **Position Summary Tab** – contains employee salaries, billable hours and rates per service with and without overhead.
- 2) **Service Charges Tab** – contains all billable staff hour percentage allocation per service.
- 3) **Facilities Tab** – contains all budgetary costs that are directly associated with Data Center and Disaster Recovery.
- 4) **Contracts Tab** – contains all budgetary costs associated with contracts per service area.
- 5) **Principal & Interest Tab** – contains all budgetary costs associated with the recovery of all Bond sales based off our amortization schedule.
- 6) **Tech Budget by OCA Tab** – contains each Section Managers budget for Materials, Supplies and Services.
- 7) **Service Cost Sheet Tab** – contains all service information with rates. The major components in the worksheet are number of Servers, Databases, Storage, Application Maintenance Hours, Project Management Hours and Database Maintenance Hours.
- 8) **Agency Service Charges Tab** – is the final worksheet that contains DOT’s Operating budget with all costs distributed across all City Agencies per the services we provide.

234	Application Development (# of Hours)	40.00	\$	185.39	\$
235	Project Management (# of Hours)		\$	-	\$
236	Database Administration (# of Hours)	40.00	\$	228.60	\$
237	Contracts				
238	Principal & Interest				

DOT & ISD Position Summary	DOT Services Charges	Facilities	Contracts	Principal & Interest	Tech Budget by OCA	Services Cost Sheet	Agency Service Charges	...
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Rate Model – 2009 thru 2020

2) **Service Charges Tab** – contains all billable staff hour percentage allocation per service.

	A	B	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Service Charges by DoT Divisions																
2							BUSINESS APPLICATION MANAGEMENT SERVICES			CONSULTING & PROFESSIONAL SERVICES			DATA STORAGE, BACKUP & RECOVERY SERVICES			DESKTOP MAN/ SERVICE	
3																	
4	OCA COD	EMPLOYEE NUMBER	JOB TITLE	BILLABLE HOURS	SERVICE CHARGES BY HOU	ANNUAL SERVICE CO	HOUR	%	COST	HOURS	%	COST	HOUR	%	COST	HOUR	%
29	IT020	IT020-3	SOFTWARE ENGINEER	1352.00	\$ 149.10	\$ 201,583.07	1,102.00	81.51%	\$ 164,308.10	250.00	18.49%	\$ 37,274.98	0		\$ -	0	
30	IT020	IT020-7	GIS ANALYST	1352.00	\$ 149.10	\$ 201,583.07	1,102.00	81.51%	\$ 164,308.10	250.00	18.49%	\$ 37,274.98	0		\$ -	0	
31	IT020	IT020-4	SOFTWARE ENGINEER	1352.00	\$ 149.10	\$ 201,583.07	1,352.00	100.00%	\$ 201,583.07	0.00	0.00%	\$ -	0		\$ -	0	
32	IT020	IT020-5	SOFTWARE ENGINEER	1352.00	\$ 149.10	\$ 201,583.07	1,352.00	100.00%	\$ 201,583.07	0.00	0.00%	\$ -	0		\$ -	0	
33	IT020	IT020-6	GIS ANALYST	1352.00	\$ 149.10	\$ 201,583.07	1,352.00	100.00%	\$ 201,583.07	0.00	0.00%	\$ -	0		\$ -	0	
34	IT020	IT020-8	MGMT ANALYST 2	1352.00	\$ 149.10	\$ 201,583.07	1,352.00	100.00%	\$ 201,583.07	0.00	0.00%	\$ -	0		\$ -	0	
35	IT002	IT020-9	SOFTWARE ENGINEER	1352.00	\$ 149.10	\$ 201,583.07	1,102.00	81.51%	\$ 164,308.10	250.00	18.49%	\$ 37,274.98	0		\$ -	0	
36	IT002	IT020-10	MGMT ANALYST 2	1352.00	\$ 149.10	\$ 201,583.07	1,102.00	81.51%	\$ 164,308.10	250.00	18.49%	\$ 37,274.98	0		\$ -	0	
37	IT002	470201-03	BUS SYSTEMS A	338.00	\$ 149.10	\$ 50,395.77	0.00	0.00%	\$ -	338.00	100.00%	\$ 50,395.77	0		\$ -	0	
38	IT002	470201-09	TECH PRJT MGR	338.00	\$ 149.10	\$ 50,395.77	0.00	0.00%	\$ -	338.00	100.00%	\$ 50,395.77	0		\$ -	0	
39	APPLICATIONS (EMG & LEGACY) SUBTOTAL			39190.00		\$ 5,843,225.32	29,406.00		\$ 4,384,431.84	9,784.00		\$ 1,458,793.48	0		\$ -	0	
40						10,372.00	11,168.00	6,618.00	8,108.00	1,000.00	676.00	100%					
41	SECURITY			SECURITY TEAM													
42	IT013	IT013-1	SYSTEMS ADM	1352.00	\$ 140.11	\$ 189,431.86	0.00		\$ -	0.00		\$ -	0		\$ -	0	
43	IT013	IT013-2	SYSTEMS ADM	1352.00	\$ 140.11	\$ 189,431.86	0.00		\$ -	0.00		\$ -	0		\$ -	0	
44	IT013	IT013-3	SYSTEMS ADM	1352.00	\$ 140.11	\$ 189,431.86	0.00		\$ -	0.00		\$ -	0		\$ -	0	
45	IT013	IT013-4	SENIOR PROG ANALYST	1352.00	\$ 140.11	\$ 189,431.86	0.00		\$ -	0.00		\$ -	0		\$ -	0	
46	IT013	IT013-7	BUS SYSTEMS A	1352.00	\$ 140.11	\$ 189,431.86	0.00		\$ -	0.00		\$ -	0		\$ -	0	
47	IT013	IT013-8	NETWORK ADMINISTRATC	1352.00	\$ 140.11	\$ 189,431.86	0.00		\$ -	0.00		\$ -	0		\$ -	0	
48	IT013	IT013-10	INFO SYSTM MNGR	1352.00	\$ 140.11	\$ 189,431.86	0.00		\$ -	0.00		\$ -	0		\$ -	0	
49	IT013	IT013-11	SOFTWARE ENG	1352.00	\$ 140.11	\$ 189,431.86	0.00		\$ -	0.00		\$ -	0		\$ -	0	
50	SECURITY SUBTOTAL			10816.00		\$ 1,515,454.85	0.00		\$ -	0.00		\$ -	0		\$ -	0	
51																	
52	COMPUTER OPERA			INFRASTRUCTURE OPERATION TEAM													
53	IT004	IT004-3	OFFICE ASSISTANT I	1352.00	\$ 146.33	\$ 197,835.63	0.00		\$ -	0.00		\$ -	0		\$ -	0	
54	IT004	IT004-4	COMPUTER OPERATOR I	1352.00	\$ 146.33	\$ 197,835.63	0.00		\$ -	0.00		\$ -	1352	100%	\$ 197,835.63	0	
55	IT004	IT004-5	COMPUTER OPERATOR II	1352.00	\$ 146.33	\$ 197,835.63	0.00		\$ -	0.00		\$ -	1352	100%	\$ 197,835.63	0	
56	IT004	IT004-6	COMPUTER OPERATOR II	1352.00	\$ 146.33	\$ 197,835.63	0.00		\$ -	0.00		\$ -	1352	100%	\$ 197,835.63	0	
57	IT004	IT004-7	COMPUTER OPERATOR II	1352.00	\$ 146.33	\$ 197,835.63	0.00		\$ -	0.00		\$ -	1352	100%	\$ 197,835.63	0	
58	IT004	IT004-8	COMPUTER OPERATOR II	1352.00	\$ 146.33	\$ 197,835.63	0.00		\$ -	0.00		\$ -	1352	100%	\$ 197,835.63	0	
59	IT004	IT004-9	COMPUTER OPERATOR II	1352.00	\$ 146.33	\$ 197,835.63	0.00		\$ -	0.00		\$ -	1352	100%	\$ 197,835.63	0	
60	COMPUTER OPERATION SUBTOTAL			9464.00		\$ 1,384,849.38	0.00		\$ -	0.00		\$ -	8112		\$ 1,187,013.75	0	

Rate Model – 2009 thru 2020

3) **Facilities Tab** – contains all budgetary costs that are directly associated with Data Center and Disaster Recovery.

	A	B	C	D	E	F	G	H	I	J
1	Technology Facilities Budget									
2				ADMINISTRATIVE OVERHEAD						
3				ADMINISTRATION	ARCHITECTURE	ACCOUNT MANAGEMENT	SECURITY	APPLICATIONS	COMPUTER OPERATION	TELEPHONE S
4	ObjLvl	Code	Object Level Title	280735	470205	472419	472415	280743	280768	28181
7	ObjL2	2140 62025	M&S-Furniture & Fixtures - Furniture	\$ 1,000						
8	ObjL2	2212 62011	M&S-Janitorial - Janitorial supplies	\$ 1,750						
9	ObjL2	2244 62010	Equipment & Machinery Supplies - General Supplies							
10	ObjL2	2260 62010	M&S-Building Maintenance-Other - General Supplies							
11	ObjL2	2286 62131	Diesel Fuel - Diesel Fuel	\$ 5,000						
12	ObjL2 Total			\$ 11,500						
13	ObjL3	3310 62116	Gas - Natural gas	\$ 12,000						
14	ObjL3	3311 63114	Electricity - Electricity charges	\$ 190,500						
15	ObjL3	3311 63115	ECOSmart	\$ 177						
16	ObjL3	3312 63111	Water & Sewer - Water charges	\$ 16,080						
17	ObjL3	3336 63050	Services - Other Professionals - Professional services	\$ 11,000						
18	ObjL3	3370 63260	Maint. Serv. - Bldg. Repairs - Repair and maintenance services o	\$ 15,000						
19	ObjL3	3372 63260	Maint. Serv. - Machinery & Equipment - Repair and maintenance	\$ 110,000						
20	ObjL3	3377 63230	Maint. Serv.-Landscape - Lawn care	\$ 25,000						
21	ObjL3	3394 63990	Pest Control Service - Environmental cleanup and disposal							
22	ObjL3	3396 63220	Maint. Serv.-Custodial - Custodial	\$ 25,000						
23	ObjL3	3404 63990	State Inspection Fees - Other purchased services	\$ 5,000						
24	ObjL3	3419 63201	Waste Disposal - Environmental cleanup and disposal	\$ 2,000						
25	ObjL3 Total			\$ 411,757						
26	ARLINGATE DISTRIBUTION BY PERCENTAGE			\$ 423,257			\$ 42,326		\$ 211,629	
27				\$ 301,757			0.1		0.5	
28										
29	DISASTER RECOVERY									
30	ObjL3	3372 63260	Maint. Serv. - Machinery & Equipment - Repair and maintenance	\$ 140,000						
31	ObjL3	3396 63220	Maint. Serv.-Custodial - Custodial	\$ -						
32	ObjL3 Total			\$ 140,000						
33	DISASTER RECOVERY DISTRIBUTION BY PERCENTAGE			\$ 140,000			\$ 14,000		\$ 70,000	
34										
35	TOTAL			\$ 551,757			\$ 56,326		\$ 281,629	

Rate Model – 2009 thru 2020

4) **Contracts Tab** – contains all budgetary costs associated with contracts per service area.

	A	B	C	D	E	F	G
15							
16							
17	CONTRACT BREAKDOWN						
18							
19	APPLICATIONS GROUP						
20	*Executive Budget Request*						
21	Funded	Description of Items to be bid	Object Level	Begin Date	End Date	Funded	Application Name
22	In CIP(Y/N)	(Be specific and detailed)	Three	(if applicable)	(if applicable)		
23	APPS	Visual Studio Licenses	3358 63945	6/3/2018	6/2/2019	10,000.00	App Dev Tool
24	APPS	Toad (2 copies) Licenses	3358 63945	na	na	4,120.00	App Dev Tool
25	APPS	Mobile Apps - Maint (Wowza, Apple, Android) - New	3358 63945	8/31/2018	8/30/2019	3,000.00	App Dev Tool
26	APPS	DAX365 - licenses and maintenance	3358 63945			1,709,600	App Dev Tool
27	APPS	VISUAL COBOL LICENSE (new) Income Tax	3358 63945	6/1/2018	5/31/2019	55,175.00	App Dev Tool
28	APPS	Unisys - Libra Software License - NEW	3358 63945	12/1/2018	12/1/2019	0.00	App Dev Tool
29	APPS	Adobe Creative Cloud License/ Adobe ETLA	3358 63945	8/15/2018	8/14/2019	85,000.00	App Dev Tool
30	Maint. Serv.- Application Development Tools			3358 Total		1,866,895.00	
31	APPS	MicroFocus Cobal Support - annual software fee	3369 63946	8/1/2018	7/30/2019	80,600.00	App Dev Tool
32	APPS	Quest- TOAD Database Mgmt software XPT-TOD-KS (2)	3369 63946	8/1/2018	7/30/2019	2,360.00	App Dev Tool
33	APPS	Software House Int'l - Borland maint. and support	3369 63946	5/7/2018	5/6/2019	2,100.00	App Dev Tool
34	APPS	Telelogic's System Architect - annual support & maintenance	3369 63946	na	na	2,600.00	App Dev Tool
35	APPS	Visual Studio Licenses	3369 63946	1/1/2018	12/31/2019	7,643.00	App Dev Tool
36	APPS	Crystal Enterprise Bus.Objects maint. &suppt/Crystal Rpt-generator	3369 63946	9/29/2018	9/28/2019	42,000.00	App Dev Tool
37	APPS	IBM Rational software maintenance	3369 63946	7/1/2018	6/30/2019	0.00	App Dev Tool
38	APPS	Delphi - annual software support	3369 63946	9/28/2018	9/27/2019	2,200.00	App Dev Tool
39	APPS	HBM, Inc - RightFax Support Renewal	3369 63946	11/1/2018	10/31/2019	2,500.00	App Dev Tool
40	APPS	Hummingbird annual maintenance/Secure Shell Annual Maintenance	3369 63946	na	na	4,450.00	App Dev Tool
41	APPS	Visual COBOL Licenses maint. & support (NEW project -2018)	3369 63946	6/1/2018	5/31/2019	13,985.00	App Dev Tool
42	APPS	Business Intelligence	3369 63946	8/1/2018	7/30/2019	0.00	App Dev Tool
43	APPS	HALOGEN APP - Map only to Non-Elected agencies (MCP count)	3369 63946			26,000.00	App Dev Tool
44	APPS	Metalogix	3369 63946	9/1/2018	8/31/2019	0.00	App Dev Tool
45	APPS	Interbase - 1yr of support	3369 63946	na	na	3,000.00	App Dev Tool
46	APPS	Smartworks - PROJ. Mgmt.	3369 63946	7/31/2018	7/30/2019	68,000.00	App Dev Tool
47	APPS	GRANICUS- E-GOV DELIVERY	3369 63946	9/1/2018	8/31/2019	85,000.00	App Dev Tool
48	APPS	Halcyon - TABLEAU software maint. & support	3369 63946	10/1/2018	9/30/2019	128,250.00	App Dev Tool
49	APPS	ONBase- annual software fee NEW	3369 63946	8/1/2018	7/30/2019	35,600.00	App Dev Tool
50	Maint. Serv.- Application Development Tools			3369 Total		506,288.00	
51	APPS	BSI annual support & tax updates (new)	3369 63946	12/8/2018	12/7/2019	0.00	CHRIS
52	APPS	HR - training software (3 lics) Trivantis (CHRIS)	3369 63946	7/1/2018	6/30/2019	0.00	CHRIS
53	APPS	ASCEND - HR Document Mgmt System (CHRIS)	3369 63946	10/2/2018	10/1/2019	0.00	CHRIS
54	APPS	HR - training software(1 lic) Trivantis (CHRIS)	3369 63946	7/1/2018	6/30/2019	0.00	CHRIS
55	APPS	Intellinetics - annual maint. Renewal	3369 63946	2/4/2018	2/3/2019	8,700.00	CHRIS
56	APPS	FAX Solution/Xmedius	3369 63946	4/1/2018	3/31/2019	9,000.00	CHRIS
57	APPS	InforsLawson - CHRIS (New in 2009) annual software maintenance & support	3369 63946	6/1/2018	5/31/2019	0.00	CHRIS

Rate Model – 2009 thru 2020

7) **Service Cost Sheet Tab** contains all service information with rates. The major components in the worksheet are number of Servers, Databases, Storage, Application Maintenance Hours, Project Management Hours and Database Maintenance Hours.

The screenshot shows an Excel spreadsheet with the following data:

Object Level Title	Units	Unit Price	Total
SERVER PLATFORMS - TECHNICAL SERVICES			
Total Cost			\$ 25,958.13
Halogen - New			
Server Administration			
Unix Platform (# of Unix Servers)		\$ 46,061.04	\$ -
Windows/Linux Platform (# of Windows/Linux Servers)		\$ 6,773.85	\$ -
Database Administration			
MS-SQL Test Instance		\$ 111.18	\$ -
MS-SQL Production Instance		\$ 5,284.45	\$ -
Oracle Test Instance		\$ 7,345.52	\$ -
Oracle Production Instance		\$ 16,936.12	\$ -
DMSII Database		\$ -	\$ -
Storage Backup Recovery (# of Gigabytes)			
Tier 1		\$ 22.40	\$ -
Tier 2		\$ 90.26	\$ -
Tier 3		\$ 5.56	\$ -
Tier 4		\$ 1.17	\$ -
Application Development (# of Hours)		\$ 185.39	\$ -
Project Management (# of Hours)		\$ -	\$ -
Database Administration (# of Hours)		\$ 228.60	\$ -
Contracts			\$ 26,000.00
Principal & Interest			
Total Cost			\$ 26,000.00
DAX365 - NEW			
Server Administration			
Unix Platform (# of Unix Servers)		\$ 46,061.04	\$ -
Windows/Linux Platform (# of Windows/Linux Servers)		\$ 6,773.85	\$ -
Database Administration			
MS-SQL Test Instance		\$ 111.18	\$ -
MS-SQL Production Instance		\$ 5,284.45	\$ -
Oracle Test Instance		\$ 7,345.52	\$ -
Oracle Production Instance		\$ 16,936.12	\$ -
DMSII Database		\$ -	\$ -
Storage Backup Recovery (# of Gigabytes)			
Tier 1		\$ 22.40	\$ -
Tier 2		\$ 90.26	\$ -
Tier 3		\$ 5.56	\$ -
Tier 4		\$ 1.17	\$ -
Application Development (# of Hours)		\$ 185.39	\$ -
Project Management (# of Hours)		\$ -	\$ -
Database Administration (# of Hours)		\$ 228.60	\$ -
Contracts			\$ 1,709,600.00
Principal & Interest			
Total Cost			\$ 1,709,600.00
Total Users			492
Total Annual Cost Per Unit			\$ 3,474.80
PoliceNet			
Server Administration			
Unix Platform (# of Unix Servers)		\$ 46,061.04	\$ -

Formula bar: =C2389 - \$D\$18

Rate Model – 2009 thru 2020

8) **Agency Service Charges Tab** – is the final worksheet that contains DOT's Operating budget with all costs distributed across all City Agencies per the services we provide.

2019 3 Year Plan Agency Indirect Service Charges					CT	CU	CV	CW	CX	CY	CZ	DA	DB	DC	DD	DE	DF	DG	DH	DI				
					Fund 241		Fund 518																	
2020					59-12		59-12		59-12		Fund 220		514550			514600		514650		514675				
					047749		514599		514599		047745		514550		514600		514650		514675					
					Private Const. Inspe		Public Service Adm		SC - Transp Construct		Grant Fund		Electricity		Water		Sewer		Storm					
					Units	Costs	Units	Costs	Units	Costs	Units	Costs	Units	Costs	Units	Costs	Units	Costs	Units	Costs				
DOT BUSINESS SERVICES	UNIT OF MEASURE	UNITS	COST	TOTAL COST																				
Enterprise Business Application Services																								
Enterprise Business Applications																								
Payroll System Debt(based 2nd qtr payroll cost)	% of Employee Count	100%	\$ 10.76	\$ 94,759.40	0.75%	\$ 707.82	0.26%	\$ 243.31	2.38%	\$ 2,256.18	\$ -	1.70%	\$ 1,614.71	11.48%	\$ 10,882.73	12.14%	\$ 11,502.07	3.26%	\$ 3,087.28	\$ -				
311	% of Use	100%		\$ 145,058.62		\$ -	3.92%	\$ 5,686.30	3.92%	\$ 5,686.30		6.84%	\$ 9,922.01	10.8400%	\$ 15,724.35	2.5500%	\$ 3,698.99		\$ -	\$ -				
Accela Automation	% of Use	100%		\$ 782,135.19		\$ -		\$ -		\$ -			\$ -		\$ -	20.00%	\$ 156,427.04		\$ -	\$ -				
GIS (ArcMap ArcView ArcIMS ArcGIS Esri) GF	% of Use	100%		\$ 1,636,047.17	0.30%	\$ 4,908.14	0.30%	\$ 4,908.14	1.50%	\$ 24,540.71		10.20%	\$ 166,876.81	16.60%	\$ 271,583.83	28.30%	\$ 463,001.35	1.40%	\$ 22,904.66					
Matrix/Simplex (Badging Software)	# of Users	8772.00	\$ 3.53	\$ 30,977.59	32	\$ 113.01	6	\$ 21.19	63	\$ 222.48		199	\$ 702.75	654	\$ 2,309.55	597	\$ 2,108.26	135	\$ 476.74					
Pathfinder	# of Users	8130.00	\$ 0.68	\$ 5,560.65	32.00	\$ 21.89	6.00	\$ 4.10	63.00	\$ 43.09		199.00	\$ 136.11	654.00	\$ 447.31	597.00	\$ 408.33	141.70	\$ 96.92					
Prism	% of Use	100%		\$ 60,107.86		\$ -	0.26%	\$ 156.28	0.88%	\$ 528.95		1.11%	\$ 667.20	6.62%	\$ 3,979.14	6.38%	\$ 3,834.88	0.39%	\$ 234.42					
Lucity	% of Use	100%		\$ 219,368.70		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
DAX365	# of Users	511.00	\$ 3,474.80	\$ 1,709,600.00		\$ -		\$ -		\$ -		4	\$ 13,899.19	47	\$ 163,315.45	80	\$ 277,983.74		\$ -					
Performance Purchasing	% of Use	100%		\$ 189,486.16		\$ -	0.56%	\$ 1,061.12	1.10%	\$ 2,084.35		4.11%	\$ 7,787.88	9.62%	\$ 18,228.57	9.38%	\$ 17,773.80	0.78%	\$ 1,477.99					
SUBTOTAL				\$ 4,873,101.33		\$ 5,750.85		\$ 12,080.45		\$ 35,362.05		\$ -	\$ 201,606.66		\$ 486,470.93		\$ 936,738.46		\$ 28,278.01					
Line of Business (LOB) Applications																								
Attendance Enterprise	% of Use	100%		\$ 77,024.22		\$ -		\$ -		\$ -		5.00%	\$ 3,851.21	39.00%	\$ 30,039.44	44.00%	\$ 33,890.65	12.00%	\$ 9,242.91					
Billing & Estimate (DPS Billing)	% of Use	100%		\$ 46,535.17		\$ -		\$ -	#####	\$ 46,535.17			\$ -		\$ -		\$ -		\$ -					
CUBS	% of Use	100%		\$ 1,802,347.68		\$ -		\$ -		\$ -		25.00%	\$ 450,586.92	75.00%	\$ 1,351,760.76		\$ -		\$ -					
CIP - GF	% of Use	100%		\$ 14,664.06		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
Falcon DMS	% of Use	100%		\$ 100,171.53		\$ -		\$ -		\$ -		6.10%	\$ 6,110.46	38.80%	\$ 38,866.55	43.50%	\$ 43,574.62	11.60%	\$ 11,619.90					
FEAM - GF	% of Use	100%		\$ 26,594.27		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
Financial Data Mart - GF	% of Use	100%		\$ 46,991.15		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
Hotel/Motel Tax - GF	% of Use	100%		\$ 56,079.62		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
Hydrants	% of Use	100%		\$ 24,322.95		\$ -		\$ -		\$ -			\$ -	90.00%	\$ 21,890.66		\$ -		\$ -					
Income Tax (Batch/Onlines/Web Payments) - (% of Use	100%		\$ 1,089,094.06		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
IRS - GF	% of Use	100%		\$ 150,603.46		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
LIMS	% of Use	100%		\$ 64,504.26		\$ -		\$ -		\$ -			\$ -		\$ -	100.00%	\$ 64,504.26		\$ -					
PIMS	% of Use	100%		\$ 84,021.52		\$ -		\$ -		\$ -			\$ -	25.00%	\$ 21,005.38		\$ -	75.00%	\$ 63,016.14					
PipeTech	% of Use	100%		\$ 87,233.57		\$ -		\$ -		\$ -			\$ -		\$ -	100.00%	\$ 87,233.57		\$ -					
Position Control (Civil Service) - GF	% of Use	100%		\$ 43,716.10		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
SAS SPSS (Health) - GF	% of Use	100%		\$ 8,050.61		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
SewerWeb	% of Use	100%		\$ 130,310.34		\$ -		\$ -		\$ -			\$ -		\$ -	100.00%	\$ 130,310.34		\$ -					
SSOCO	% of Use	100%		\$ 27,978.72		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -	100.00%	\$ 27,978.72					
VitalChek - GF	% of Use	100%		\$ 46,347.31		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
WAM SPL Synergen	% of Use	100%		\$ 123,646.00		\$ -		\$ -		\$ -			\$ -		\$ -	100.00%	\$ 123,646.00		\$ -					
Water Web (Water)	% of Use	100%		\$ 26,367.89		\$ -		\$ -		\$ -			\$ -		\$ -	100.00%	\$ 26,367.89		\$ -					
Water Web Payments	% of Use	100%		\$ 17,566.66		\$ -		\$ -		\$ -			\$ -		\$ -	100.00%	\$ 17,566.66		\$ -					
Capital Projects - GIS Applications - GF3%	% of Use	100%		\$ 3,386.93		\$ -		\$ -	17.00%	\$ 575.78		4.90%	\$ 165.96	31.00%	\$ 1,049.95	34.80%	\$ 1,178.65	9.30%	\$ 314.98					
DPU GIS Dashboard	% of Use	100%		\$ 24,322.95		\$ -		\$ -		\$ -		6.10%	\$ 1,483.70	38.80%	\$ 9,437.30	43.50%	\$ 10,580.48	11.600%	\$ 2,821.46					
Fire Point - GF	% of Use	100%		\$ 21,439.13		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
Get Active - GF	% of Use	100%		\$ 4,632.10		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
Golf Application	% of Use	100%		\$ 43,651.56		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
Green Spot	% of Use	100%		\$ 16,586.30		\$ -		\$ -		\$ -		6.10%	\$ 1,011.76	38.80%	\$ 6,435.48	43.50%	\$ 7,215.04	11.600%	\$ 1,924.01					
My Neighborhood - GF	% of Use	100%		\$ 9,651.09		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					
Neighborhood Stabilization (NSD)/Vacan Hou	% of Use	100%		\$ 10,802.66		\$ -		\$ -		\$ -			\$ -		\$ -		\$ -		\$ -					

Cost Recovery Model over the Years



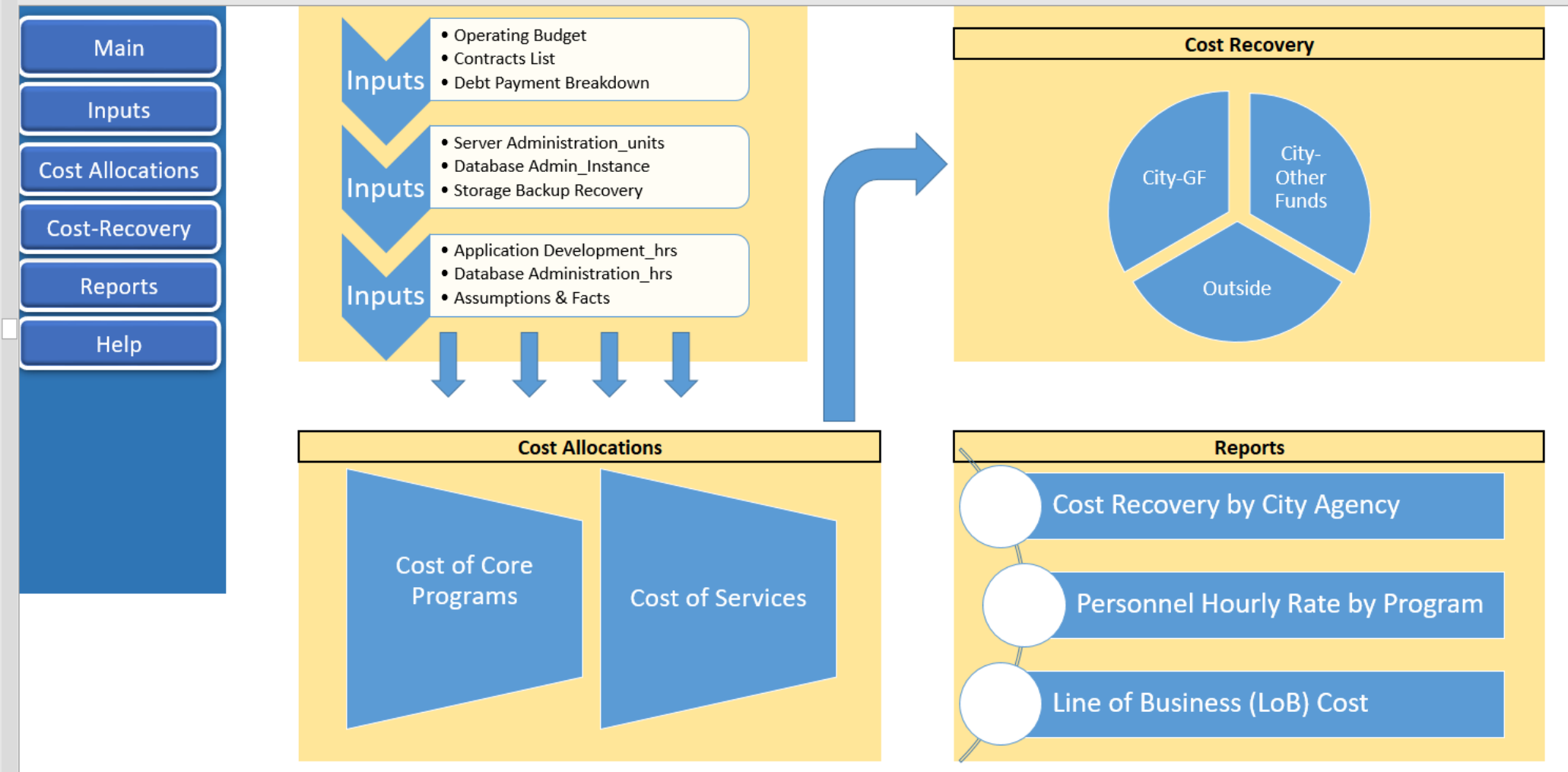
- 2021 until Now (2024) – Cost Recovery Model

How was the Rate Model created (history)?

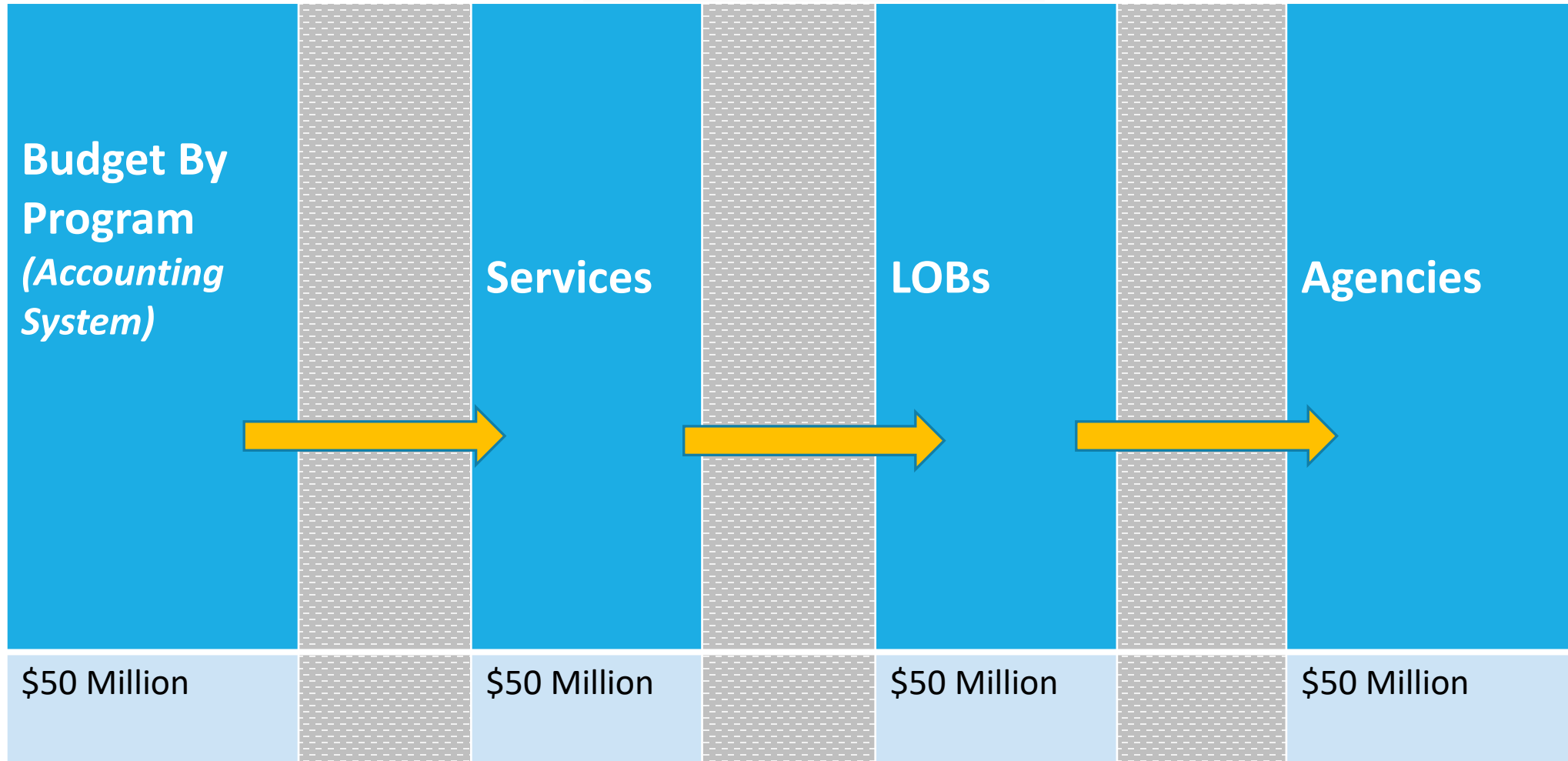
Was there documentation on the entire rate model?

No, nor is there a user manual.

Cost Recovery Model - Since 2021



Allocations/Breaking down/Distribution

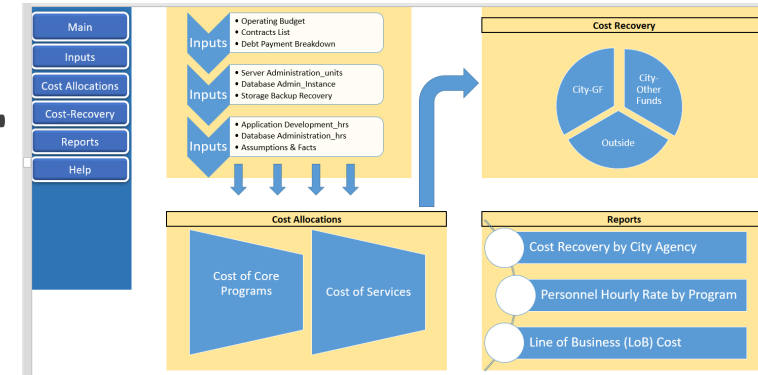
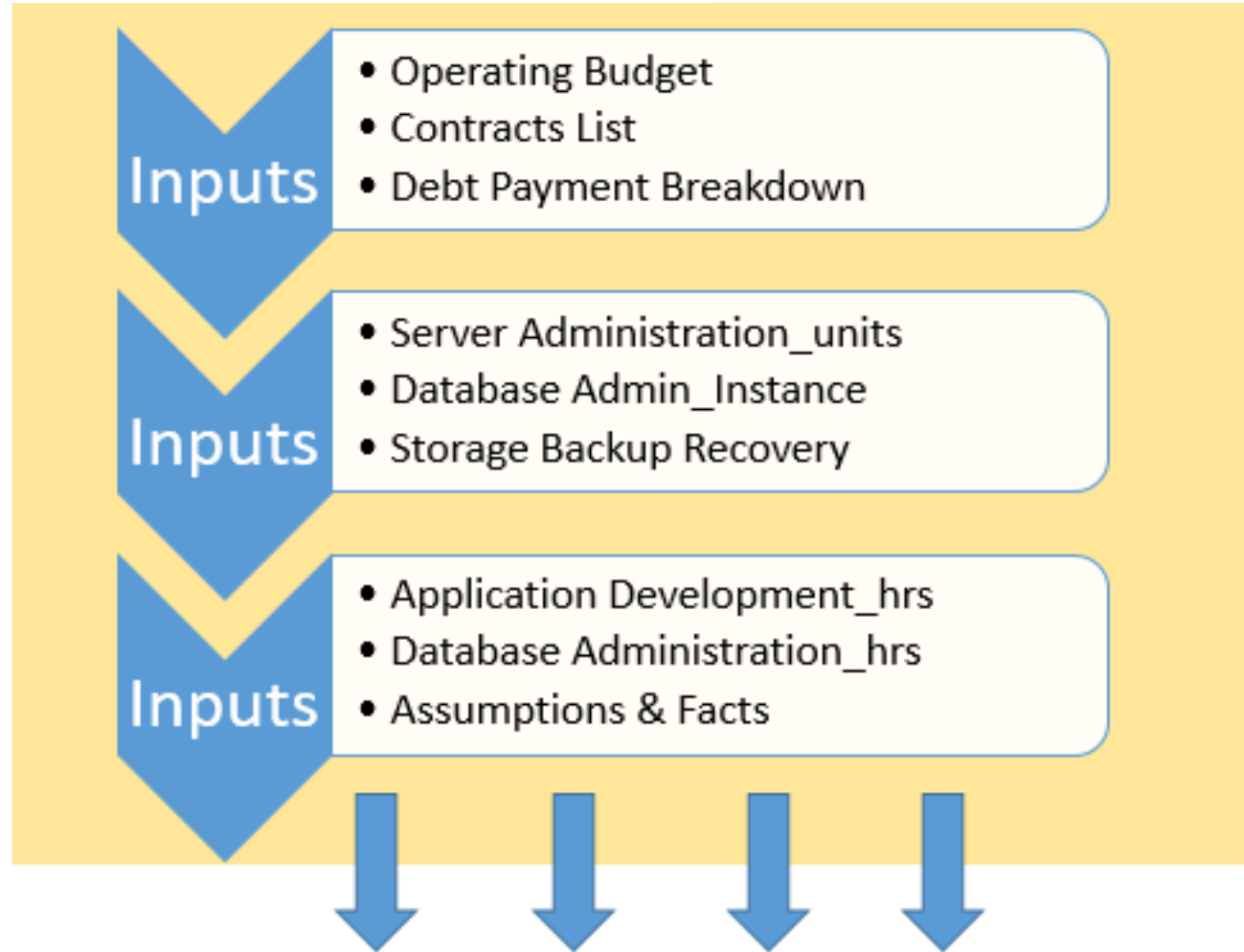


The Cost Recovery Model calculates the **“Cost of Services”** for the following? Which is in return is allocated to each **LOB** and recovered from each City Agency based on # of units (users, hours, # of Gigabytes...):

- a. Server Administration**
 - i. Unix Platform (# of Unix Servers)
 - ii. Windows/Linux Platform (# of Windows/Linux Servers)
- b. Database Administration**
 - i. MS-SQL Test Instance
 - ii. MS-SQL Production Instance
 - iii. Oracle Test Instance
 - iv. Oracle Production Instance
- c. Storage Backup Recovery (# of Gigabytes)**
 - i. Tier 1
 - ii. Tier 2
 - iii. Tier 3
 - iv. Tier 4
- d. CTV**
- e. Application Development (# of Hours)**
- f. Project Management (# of Hours)**
- g. Database Administration (# of Hours)**
- h. Network and Infrastructure**
- i. Help desk**
- j. Fiber**

Cost Recovery Model - Since 2021

Inputs

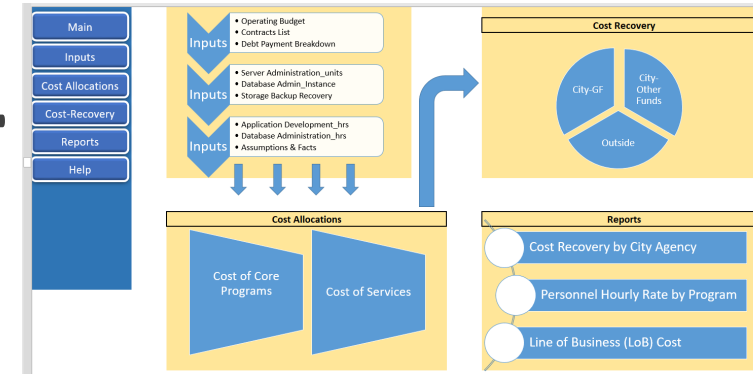


Cost Recovery Model - Since 2021

Inputs

Operating Budget

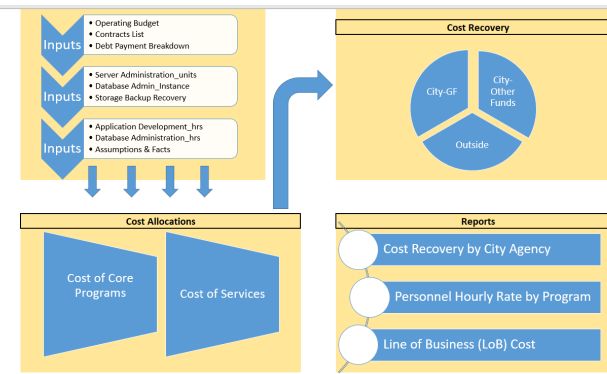
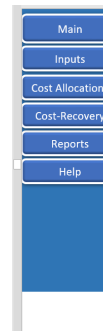
Core Programs	01-Personal Services	02-Material and Supplies	03-Purchased Services	05-Other Expenditures	06-Capital Outlay	04-Debt Principal Payments	07-07-Interest On City Debt	Total
IT002-Applications programming	\$ 3,189,008.00	\$ 1,000.00	\$ 580,000.00	\$ -	\$ -	\$ -	\$ -	\$ 3,770,008.00
IT004-Computer operations	\$ 1,358,068.00	\$ 71,000.00	\$ 1,500.00	\$ -	\$ 25,000.00	\$ -	\$ -	\$ 1,455,568.00
IT006-Database	\$ 923,130.00	\$ 1,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 924,130.00
IT007-Desktop support end user	\$ 2,989,032.00	\$ 36,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,025,032.00
IT008-Government television channel	\$ 859,003.00	\$ 28,000.00	\$ 64,000.00	\$ -	\$ 25,000.00	\$ -	\$ -	\$ 976,003.00
IT009-Help desk	\$ 723,338.00	\$ 1,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 724,338.00
IT010-Network	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IT012-Systems administration	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IT022-Infrastructure	\$ 2,471,553.00	\$ 153,500.00	\$ 61,000.00	\$ -	\$ 50,000.00	\$ -	\$ -	\$ 2,736,053.00
IT013-Security services	\$ 1,654,953.00	\$ 1,000.00	\$ 30,000.00	\$ -	\$ -	\$ -	\$ -	\$ 1,685,953.00
IT014-Telephone services	\$ 764,365.00	\$ 16,000.00	\$ 110,000.00	\$ -	\$ -	\$ -	\$ -	\$ 890,365.00
IT015-Fiber	\$ 1,127,995.00	\$ 27,624.00	\$ 560,000.00	\$ -	\$ -	\$ -	\$ -	\$ 1,715,619.00
IT020-Data Management Services	\$ 1,943,500.00	\$ 1,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,944,500.00
IT024-Rec & Parks Expansion (DOT)	\$ 303,255.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 303,255.00
IT025-Public Safety Expansion (DOT)	\$ 955,923.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 955,923.00
Total	\$ 19,263,123.00	\$ 337,124.00	\$ 1,406,500.00	\$ -	\$ 100,000.00	\$ -	\$ -	\$ 21,106,747.00
	\$ 18,003,945.00							\$ 19,847,569.00
Administrative & Supportive Programs	01-Personal Services	02-Material and Supplies	03-Purchased Services	05-Other Expenditures	06-Capital Outlay	04-Debt Principal Payments	07-07-Interest On City Debt	Total
CW001-Administration	\$ 1,506,117.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,506,117.00
CW002-Fiscal	\$ 1,027,365.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,027,365.00
CW003-Human resources	\$ 463,893.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 463,893.00
CW004-Internal bills	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
AU335-Audit cost reimbursement	\$ -	\$ -	\$ 7,000.00	\$ -	\$ -	\$ -	\$ -	\$ 7,000.00
CW001-Administration	\$ 87.00	\$ 54,500.00	\$ 989,776.00	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 1,045,363.00
CW004-Internal bills	\$ -	\$ -	\$ 635,645.00	\$ -	\$ -	\$ -	\$ -	\$ 635,645.00
IT001-Account management	\$ 595,938.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 595,938.00
IT011-Project management Office	\$ 2,750,084.00	\$ 1,000.00	\$ 200,000.00	\$ -	\$ -	\$ -	\$ -	\$ 2,951,084.00
IT016-Facilities management	\$ -	\$ 76,500.00	\$ 318,500.00	\$ -	\$ -	\$ -	\$ -	\$ 395,000.00
Administrative & Supportive Programs	\$ 6,343,484.00	\$ 132,000.00	\$ 2,150,921.00	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 8,627,405.00
	\$ 25,606,607.00	\$ 469,124.00	\$ 3,557,421.00	\$ 1,000.00	\$ 100,000.00	\$ -	\$ -	\$ 29,734,152.00
IT005-Contracts			\$ 9,425,488.00					\$ 9,425,488.00
AU002-Debt management						\$ 5,720,000.00	\$ 1,404,772.00	\$ 7,124,772.00
Total	\$ 25,606,607.00	\$ 469,124.00	\$ 12,982,909.00	\$ 1,000.00	\$ 100,000.00	\$ 5,720,000.00	\$ 1,404,772.00	\$ 46,284,412.00
4701	\$ 2,997,375.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,997,375.00
4702	\$ 22,609,232.00	\$ 469,124.00	\$ 12,982,909.00	\$ 1,000.00	\$ 100,000.00	\$ 5,720,000.00	\$ 1,404,772.00	\$ 43,287,037.00



Cost Recovery Model - Since 2021

Inputs

Contracts



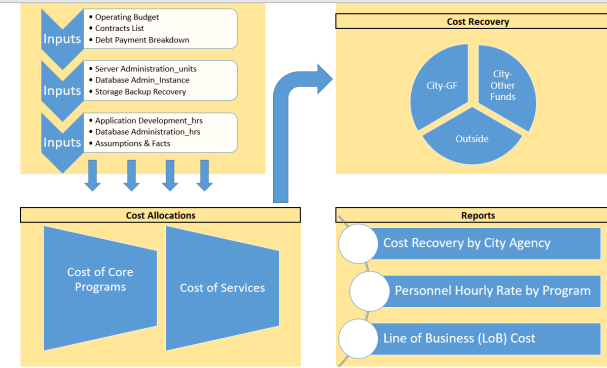
	C	D	F	K	L
1	IT005-Contracts				
2					
3	Description of Items	Contract #	2024 Request	Main Account	Program
4	SAP BUSINESS OBJECT RENEWAL FOR CRYSTAL REPORTS	C-503	\$28,418.00	63946-Maintenance of Software	IT002-Applications programming
5	ONBase- annual software fee NEW	C-516	\$5,866.00	63946-Maintenance of Software	IT002-Applications programming
6	GRANICUS- E-GOV DELIVERY	C-520	\$101,312.00	63916-Subscriptions	IT002-Applications programming
7	HALOGEN APP - Map only to Non-Elected agencies (MCP count)	C-522	\$26,790.00	63946-Maintenance of Software	IT002-Applications programming
8	DAX365 - licenses and maintenance	C-524	\$1,772,000.00	63945-Licensing of Software	IT002-Applications programming
9	Cornerstone OnDemand- a cloud-based Learning and Talent Management software	C-673	\$27,591.00	63946-Maintenance of Software	IT002-Applications programming
10	Payroll System/DayForce - licenses and maintenance	C-688	\$1,670,000.00	63945-Licensing of Software	IT002-Applications programming
11	iReport Source Renewal	C-763	\$111,180.00	63945-Licensing of Software	IT002-Applications programming
12	Veritas Netback and Perpetual NetBackup Platform Base software licensing maintenance and support	C-533	\$0.00	63946-Maintenance of Software	IT004-Computer operations
13	HP Tape Library and Unit Maintenance	C-569	\$15,300.00	63946-Maintenance of Software	IT004-Computer operations
14	SolarWinds Server & Application Monitor SAM100	C-720	\$137,682.00	63945-Licensing of Software	IT004-Computer operations
15	Veeam	C-566	\$150,000.00	63946-Maintenance of Software	IT004-Computer operations
16	ORACLE CORPORATION - Oracle software maintenance and support	C-538	\$636,363.00	63946-Maintenance of Software	IT006-Database
17	Smartsheets - PROJ. Mgmt.	C-540	\$173,319.00	63946-Maintenance of Software	IT007-Desktop support end user
18	Adobe Creative Cloud License/ Adobe ETLA	C-545	\$10,400.00	63945-Licensing of Software	IT007-Desktop support end user
19	DocuSign Business Pro Edition- Envelop Subs	C-546	\$50,000.00	63946-Maintenance of Software	IT007-Desktop support end user
20	CISCO WebEx (New)	C-547	\$273,903.00	63260-Repair & Maintenance Services Other	IT007-Desktop support end user
21	NetMotion	C-726	\$1,937.00	63946-Maintenance of Software	IT007-Desktop support end user
22	Site KIOSK Licenses	C-761	\$546.00	63945-Licensing of Software	IT007-Desktop support end user
23	Police Audio recorder annual maint and support.	C-693	\$5,087.00	63946-Maintenance of Software	IT007-Desktop support end user
24	AppSpace	C-773	\$22,000.00	63945-Licensing of Software	IT007-Desktop support end user
25	CHERWELL software maint. & support	C-551	\$90,000.00	63946-Maintenance of Software	IT009-Help desk
26	DNS annual renewal (SSL Certificates & DNS)	C-556	\$52,645.00	63040-Technology Services & Support	IT022-Infrastructure
27	CISCO Smartnet	C-559	\$248,001.00	63260-Repair & Maintenance Services Other	IT022-Infrastructure
28	3rd Party Support. Consolidated Hardware Maintenance	C-570	\$52,989.00	63946-Maintenance of Software	IT022-Infrastructure
29	VMWare NSX support cost for network segment (NEW)	C-576	\$422,957.00	63946-Maintenance of Software	IT022-Infrastructure
30	Red Hat Linux Support OS (4) (DPU operating system)	C-577	\$124,049.00	63946-Maintenance of Software	IT022-Infrastructure
31	Manage Engine (Access Manager) - ZOHO	C-578	\$14,651.00	63946-Maintenance of Software	IT022-Infrastructure
32	Digicert Certification	C-684	\$15,300.00	63946-Maintenance of Software	IT022-Infrastructure
33	Azure AD P1 Licenses for FAST Tax System	C-758	\$5,100.00	63945-Licensing of Software	IT022-Infrastructure
34	Gemalto Safenet KeySecure Renewal	C-751	\$6,086.00	63040-Technology Services & Support	IT022-Infrastructure
35	Juniper support	C-762	\$116,855.00	63946-Maintenance of Software	IT022-Infrastructure
36	Trellix software support and maintenance (McAfee comprehensive software annual maintenance)	C-585	\$344,760.00	63946-Maintenance of Software	IT013-Security services

Cost Recovery Model - Since 2021

Inputs

Debt Payment

- Main
- Inputs
- Cost Allocations
- Cost-Recovery
- Reports
- Help



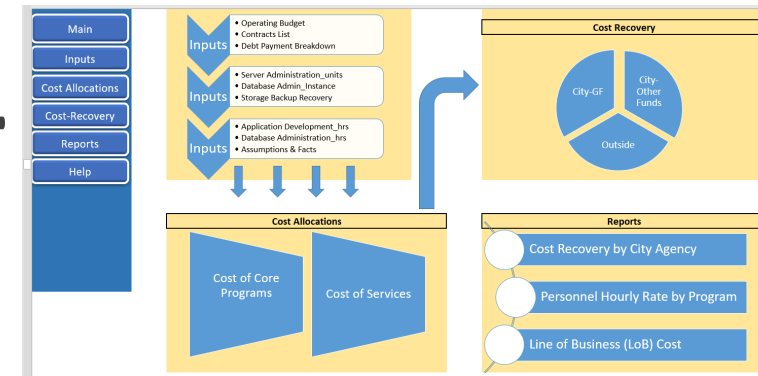
Project Name/Description	Proj. No.	2024 Princip	2024 Interes	2024 Total P8	Program
29 E - Gov Initiatives - Mobile Application	470050-100001	\$ -	\$ -	\$ -	IT002-Applications programming
30 E-Gov Initiative - Mobility Services	470050-100001	\$ -	\$ -	\$ -	IT002-Applications programming
31 E-Gov Initiatives - Mobile Application	470050-100001	\$ -	\$ -	\$ -	IT002-Applications programming
32 E - Gov Initiatives - Mobile Application	470050-100001	\$ 21,393.84	\$ 641.82	\$ 22,035.66	IT002-Applications programming
33 E - Gov Initiatives - Mobile Application	470050-100001	\$ 14,162.35	\$ 849.74	\$ 15,012.09	IT002-Applications programming
34 E - Gov Initiatives - SharePoint	470050-100006	\$ 14,262.56	\$ 427.88	\$ 14,690.44	IT002-Applications programming
35 Unisys Migration Project	470058-100000	\$ -	\$ -	\$ -	Libra MCP (460) - Police Property Room & Auditor Payroll
36 Health - Vital Stats Information Upgrade	470059-100000	\$ -	\$ -	\$ -	VitalChek
37 Data Management Platform	470068-100000	\$ 40,991.41	\$ 4,099.14	\$ 45,090.55	Tableau
38 Telephony and IVR Infrastructure	470071-100000	\$ 132,857.14	\$ 23,179.01	\$ 156,036.15	IT002-Applications programming
E-Gov Initiatives	470050-100000	\$ 21,484.63	\$ 4,814.42	\$ 26,299.05	WEB HOSTING SERVICES
Data Management Services	470068-100000	\$ 74,480.05	\$ 16,689.99	\$ 91,170.05	IT020-Data Management Services
Applications	470077-100000	\$ 14,323.09	\$ 3,209.61	\$ 17,532.70	IT002-Applications programming
39 Media Services Upgrade		\$ -	\$ -	\$ -	
40 Media Services - Field Cameras	470054-100007	\$ -	\$ -	\$ -	IT008-Government television channel
41 Media Services - Field Camera System	470054-100007	\$ -	\$ -	\$ -	IT008-Government television channel
42 Media Services - Field Camera System	470054-100007	\$ -	\$ -	\$ -	IT008-Government television channel
43 Media Services - Remote Production Switches	470054-100008	\$ -	\$ -	\$ -	IT008-Government television channel
44 Media Services - NLE Editor Purchases	470054-100010	\$ -	\$ -	\$ -	IT008-Government television channel
45 Media Services - NLE Editor Purchases	470054-100010	\$ -	\$ -	\$ -	IT008-Government television channel
46 Media Services - NLE Editor Purchases	470054-100010	\$ 3,565.64	\$ 106.97	\$ 3,672.61	IT008-Government television channel
47 Media Services - Wireless Remote Cameras Transmissio	470054-100011	\$ -	\$ -	\$ -	IT008-Government television channel
48 Media Services - GTC3 - CTV Sets	470054-100012	\$ -	\$ -	\$ -	IT008-Government television channel
49 Media Services Equipment & Infrastructure	470056-100000	\$ 28,571.43	\$ 4,984.73	\$ 33,556.16	IT008-Government television channel
Media Services Equipment and Infrastructure	470056-100000	\$ 7,161.54	\$ 1,604.81	\$ 8,766.35	IT008-Government television channel
50 Network Infrastructure Upgrades		\$ -	\$ -	\$ -	
51 City Hall Data Center Facility Upgrades	470031-100002	\$ 4,278.77	\$ 128.36	\$ 4,407.13	IT022-Infrastructure
52 Connectivity Project Fiber/Wireless	470046-100000	\$ -	\$ -	\$ -	IT015-Fiber
53 Connectivity Project Fiber/Wireless	470046-100000	\$ -	\$ -	\$ -	IT015-Fiber
54 Connectivity Project Fiber/Wireless	470046-100000	\$ -	\$ -	\$ -	IT015-Fiber

Cost Recovery Model - Since 2021

Inputs

Server Administration_units

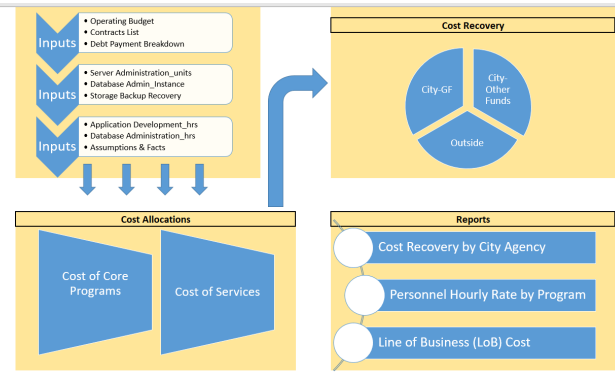
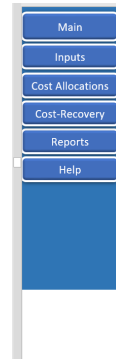
Server Administration			
LOB	LOB #	Unix Platform (# of Unix Servers)	Windows/Linux Platform (# of Windows/Linux Servers)
Criticall	LOB-114		0.25
CryWolf	LOB-115		0.50
CUBS	LOB-116	3.00	8.00
DAX365	LOB-117		
Diversity Dashboard	LOB-118		
DPU GIS Dashboard	LOB-119		0.50
DPU Sewer Charges Website	LOB-120		
EBO Report Mailer	LOB-121		0.25
Falcon DMS	LOB-122		2.50
FEAM	LOB-123		1.00
Financial Data Mart	LOB-124		3.00
Fire Servers	LOB-125		
Firepoint	LOB-126		1.00
Geosync	LOB-127	0.10	0.25
Get Active	LOB-128		0.33
GIS Enterprise Support	LOB-129		26.00
Golf Application	LOB-130		0.67
GovDelivery Communication System	LOB-131		
Green Spot	LOB-132		1.00
Green Spot Kids	LOB-133		0.50
Halogen	LOB-134		
Hotel/Motel Tax	LOB-135		
Hydrants	LOB-136		0.50
Impervious Area Viewer	LOB-137		
Income Tax (Batch/Onlines/Web Payments)	LOB-138	1.00	1.00
Intellivue	LOB-139		2.00
IRS	LOB-140	1.00	



Cost Recovery Model - Since 2021

Inputs

Database Admin_Instance



Database Administration

LOB	LOB #	MS-SQL Test Instance	MS-SQL Production Instance	Oracle Test Instance	Oracle Production Instance	DMSII Database	Comments
<i>Unit Price</i>							
311	LOB-101			1.00	1.00		
Accela Automation	LOB-102			2.00	1.00		
Access Reporting	LOB-103						
Attendance Enterprise	LOB-104		1.00				
Billing & Estimate (DPS Billing)	LOB-105	1.00	2.00				
BMM	LOB-106						
Boards & Comissions Term Tracking	LOB-107						
Bulk Pickup Routing	LOB-108						
Campaign Finance	LOB-109	1.00	1.00				
Capital Projects - GIS Applications	LOB-110						
CIP	LOB-111						
City Attorney Case Management	LOB-112				1.00		
City Attorney Servers	LOB-113						
Criticall	LOB-114						
CryWolf	LOB-115	1.00	1.00				
CUBS	LOB-116			4.00	3.00		
DAX365	LOB-117						
Diversity Dashboard	LOB-118		1.00				
DPU GIS Dashboard	LOB-119			-	-		
DPU Sewer Charges Website	LOB-120						
EBO Report Mailer	LOB-121		1.00				
Falcon DMS	LOB-122			1.00	1.00		
FEAM	LOB-123				1.00		
Financial Data Mart	LOB-124	1.00	1.00				

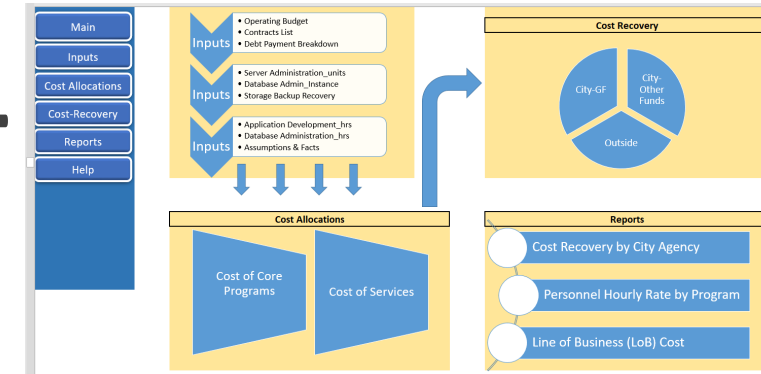
Cost Recovery Model - Since 2021

Inputs

Storage Backup Recovery

Storage Backup Recovery (# of Gigabytes)

LOB	LOB #	Tier 1	Tier 2	Tier 3	Tier 4
<i>Unit Price</i>					
311	LOB-101	505.00	-		
Accela Automation	LOB-102	2,625.00	833.00		
Access Reporting	LOB-103				
Attendance Enterprise	LOB-104	255.00			
Billing & Estimate (DPS Billing)	LOB-105	60.00			
BMM	LOB-106	107.00			
Boards & Comissions Term Tracking	LOB-107				
Bulk Pickup Routing	LOB-108				
Campaign Finance	LOB-109	0.50			
Capital Projects - GIS Applications	LOB-110				
CIP	LOB-111	25.00			
City Attorney Case Management	LOB-112				
City Attorney Servers	LOB-113				
Criticall	LOB-114				
CryWolf	LOB-115	9.00			
CUBS	LOB-116	7,131.00	3,485.00		
DAX365	LOB-117				
Diversity Dashboard	LOB-118	107.00			
DPU GIS Dashboard	LOB-119	107.00			
DPU Sewer Charges Website	LOB-120	107.00			
EBO Report Mailer	LOB-121				
Falcon DMS	LOB-122	1,964.00	-	1,024.00	
FEAM	LOB-123	46.00			
Financial Data Mart	LOB-124	1,109.00			



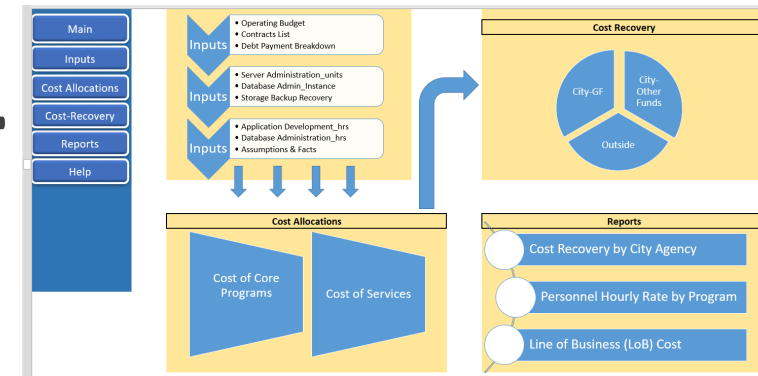
Cost Recovery Model - Since 2021

Inputs

Application Development_hrs

Application Development

LOB	LOB #	Application Development (# of Hours)
<i>Unit Price</i>		
311	LOB-101	130.00
Accela Automation	LOB-102	1,670.00
Access Reporting	LOB-103	
Attendance Enterprise	LOB-104	210.00
Billing & Estimate (DPS Billing)	LOB-105	40.00
BMM	LOB-106	10.00
Boards & Comissions Term Tracking	LOB-107	40.00
Bulk Pickup Routing	LOB-108	-
Campaign Finance	LOB-109	80.00
Capital Projects - GIS Applications	LOB-110	
CIP	LOB-111	60.00
City Attorney Case Management	LOB-112	
City Attorney Servers	LOB-113	
Criticall	LOB-114	20.00
CryWolf	LOB-115	50.00
CUBS	LOB-116	4,201.00
DAX365	LOB-117	
Diversity Dashboard	LOB-118	40.00
DPU GIS Dashboard	LOB-119	160.00
DPU Sewer Charges Website	LOB-120	40.00
EBO Report Mailer	LOB-121	
Falcon DMS	LOB-122	50.00
FEAM	LOB-123	10.00
Financial Data Mart	LOB-124	

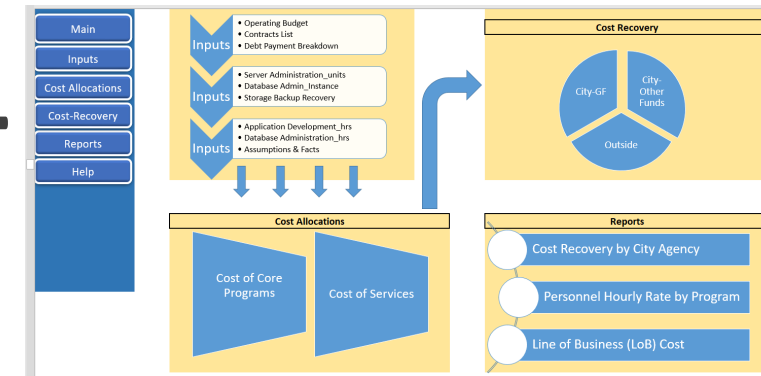


Cost Recovery Model - Since 2021

Inputs

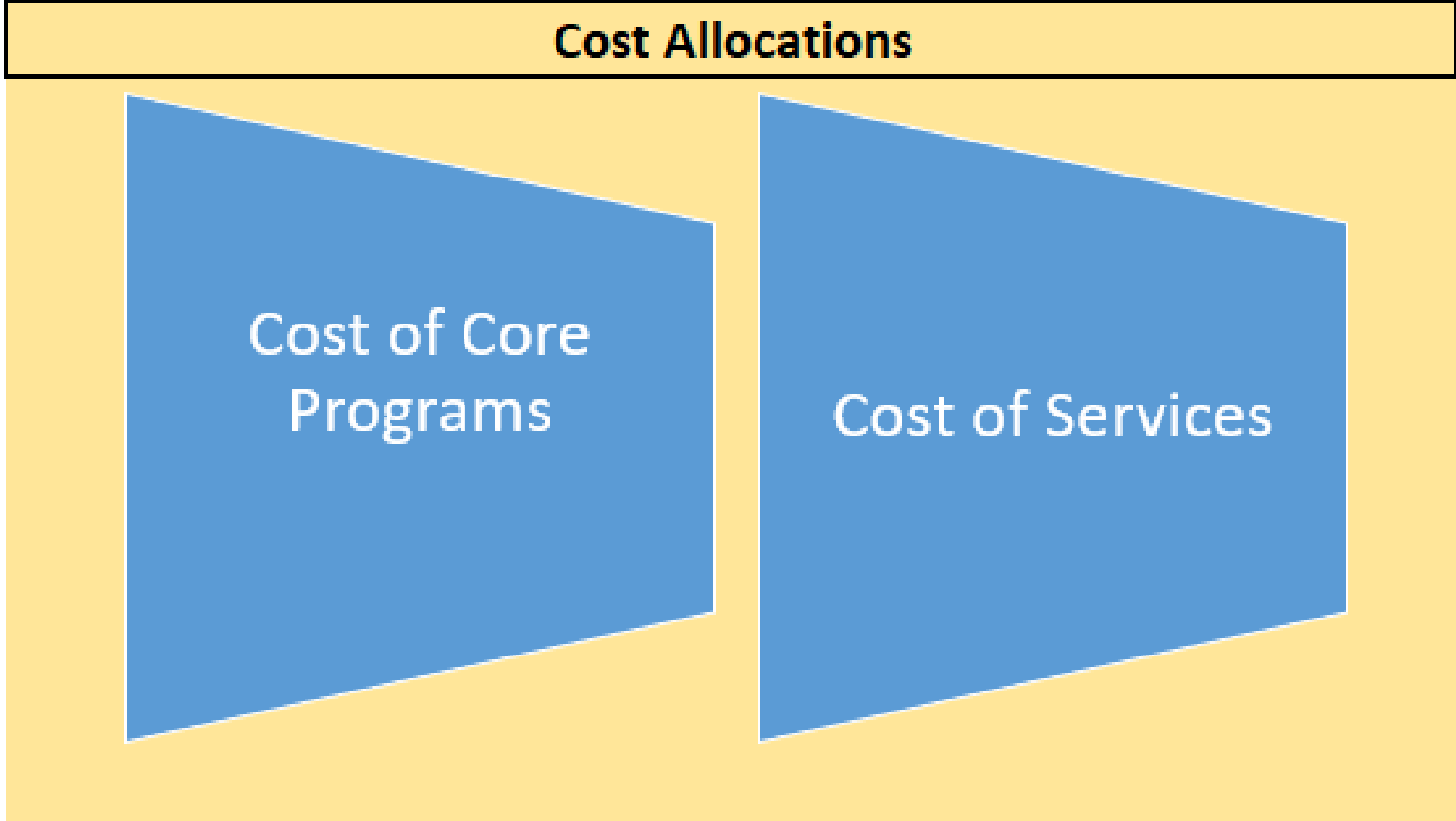
Database Administration_hrs

Database Administration		
LOB	LOB #	Database Administration (# of Hours)
<i>Unit Price</i>		
311	LOB-101	270.00
Accela Automation	LOB-102	800.00
Access Reporting	LOB-103	60.00
Attendance Enterprise	LOB-104	60.00
Billing & Estimate (DPS Billing)	LOB-105	30.00
BMM	LOB-106	
Boards & Comissions Term Tracking	LOB-107	
Bulk Pickup Routing	LOB-108	-
Campaign Finance	LOB-109	20.00
Capital Projects - GIS Applications	LOB-110	
CIP	LOB-111	27.00
City Attorney Case Management	LOB-112	40.00
City Attorney Servers	LOB-113	
Criticall	LOB-114	
CryWolf	LOB-115	
CUBS	LOB-116	952.00
DAX365	LOB-117	
Diversity Dashboard	LOB-118	20.00
DPU GIS Dashboard	LOB-119	
DPU Sewer Charges Website	LOB-120	
EBO Report Mailer	LOB-121	
Falcon DMS	LOB-122	140.00
FEAM	LOB-123	
Financial Data Mart	LOB-124	12.00



Cost Recovery Model - Since 2021

Cost Allocations

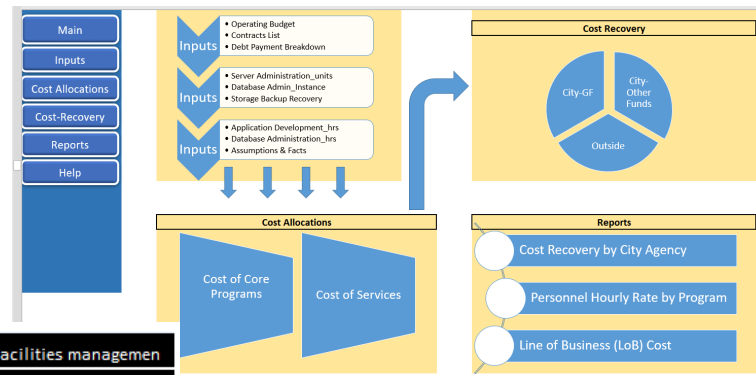


A screenshot of a software application interface. On the left is a vertical navigation menu with buttons for "Main", "Inputs", "Cost Allocations", "Cost-Recovery", "Reports", and "Help". The main content area is divided into three sections: 1. "Inputs" section with three downward-pointing arrows and lists of data points: "Operating Budget", "Contracts List", "Debt Payment Breakdown"; "Server Administration_units", "Database Admin_ Instance", "Storage Backup Recovery"; and "Application Development_hrs", "Database Administration_hrs", "Assumptions & Facts". 2. "Cost Allocations" section with two blue trapezoidal shapes labeled "Cost of Core Programs" and "Cost of Services". 3. "Reports" section with three circular icons and labels: "Cost Recovery by City Agency", "Personnel Hourly Rate by Program", and "Line of Business (LoB) Cost". A "Cost Recovery" pie chart is also visible at the top right, showing segments for "City-GF", "City-Other Funds", and "Outside".

Cost Recovery Model - Since 2021

Cost Allocations

Cost of Core Programs



2024 Cost of Core Programs (with Overhead) \$737,546.68 \$280,013.00 IT016-Facilities managemen

Core Programs	01-Personal Services	02-Material and Supplies	03-Purchased Services	05-Other Expenditures	06-Capital Outlay	Debt Payment	Contracts	Debt Principal Payments (Facilities)	Contracts (Facilities)	Total
IT002-Applications programming	\$ 4,312,618.48	\$ 26,073.15	\$ 988,563.35	\$ 189.95	\$ -	\$ 401,491.88	\$ 279,250.00	\$ 140,095.59	\$ 53,187.94	\$ 6,201,470.34
IT004-Computer operations	\$ 1,836,567.72	\$ 80,680.53	\$ 159,242.83	\$ 73.34	\$ 25,000.00	\$ -	\$ 302,982.00	\$ 54,089.71	\$ 20,535.41	\$ 2,479,171.54
IT006-Database	\$ 1,248,384.29	\$ 7,146.10	\$ 100,149.83	\$ 46.56	\$ -	\$ -	\$ 636,363.00	\$ 34,341.18	\$ 13,037.79	\$ 2,039,468.75
IT007-Desktop support end user	\$ 4,042,183.22	\$ 56,118.55	\$ 327,828.81	\$ 152.41	\$ -	\$ -	\$ 537,192.00	\$ 112,411.87	\$ 42,677.68	\$ 5,118,564.54
IT008-Government television channel	\$ 1,161,662.88	\$ 34,491.09	\$ 169,771.41	\$ 49.17	\$ 25,000.00	\$ 77,826.32	\$ 637.00	\$ 36,268.81	\$ 13,769.62	\$ 1,519,476.31
IT009-Help desk	\$ 978,197.87	\$ 5,817.35	\$ 78,497.97	\$ 36.50	\$ -	\$ -	\$ 90,000.00	\$ 26,916.80	\$ 10,219.09	\$ 1,189,685.57
IT010-Network	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IT022-Infrastructure	\$ 3,342,376.42	\$ 171,696.64	\$ 357,511.57	\$ 137.85	\$ 50,000.00	\$ 2,450,013.23	\$ 1,058,633.00	\$ 101,673.25	\$ 38,600.72	\$ 7,570,642.68
IT013-Security services	\$ 2,238,056.75	\$ 12,212.75	\$ 212,710.12	\$ 84.95	\$ -	\$ 316,141.99	\$ 861,126.00	\$ 62,650.95	\$ 23,785.72	\$ 3,726,769.23
IT014-Telephone services	\$ 1,033,680.26	\$ 21,921.54	\$ 206,490.65	\$ 44.86	\$ -	\$ 1,089,394.37	\$ 73,091.00	\$ 33,086.46	\$ 12,561.43	\$ 2,470,270.56
IT015-Fiber	\$ 1,525,431.13	\$ 39,034.05	\$ 745,925.08	\$ 86.44	\$ -	\$ 1,697,071.66	\$ 770,590.00	\$ 63,753.35	\$ 24,204.26	\$ 4,866,095.97
IT020-Data Management Services	\$ 2,628,269.99	\$ 13,932.26	\$ 210,729.38	\$ 97.97	\$ -	\$ 106,170.05	\$ 30,741.00	\$ 72,258.70	\$ 27,433.35	\$ 3,089,632.69
IT024-Rec & Parks Expansion (DOT)	\$ 303,255.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 303,255.00
IT025-Public Safety Expansion (DOT)	\$ 955,923.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 955,923.00
Total	\$ 25,606,607.00	\$ 469,124.00	\$ 3,557,421.00	\$ 1,000.00	\$ 100,000.00	\$ 6,138,109.50	\$ 4,640,605.00	\$ 737,546.68	\$ 280,013.00	\$ 41,530,426.17

Allocated Debt Payment	LOB	Description	Amount	Total
	LOB-153	Payroll System Debt(based 2nd qtr payroll count)	\$ -	\$0
	LOB-186	WEB HOSTING SERVICES	\$ 87,267.71	\$87,268
	LOB-141	Libra MCP (460) - Police Property Room & Auditor Payroll	\$ -	\$0
	LOB-177	VitalChek	\$ -	\$0
	LOB-129	GIS Enterprise Support	\$ 116,757.22	\$116,757
	LOB-175	Tableau	\$ 45,090.55	\$45,091
				\$0

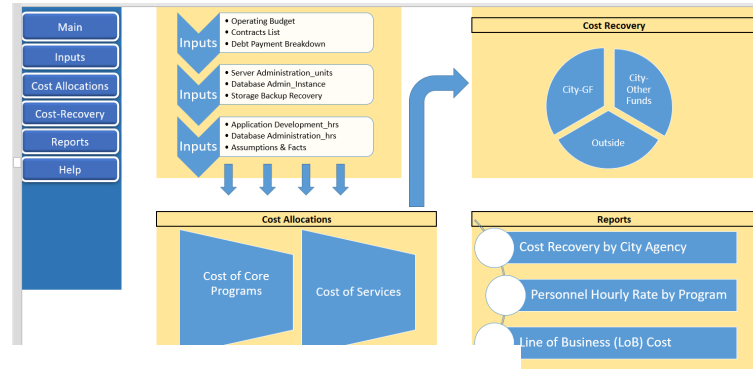
Allocated Contracts	LOB	Description	Amount	Code	Total
	LOB-134	Halogen	\$ 26,790.00	C-522	\$26,790
	LOB-153	CHRIS/Payroll System (Intellinetics)	\$ -	C-523	\$0
	LOB-186	Ektron (Web Services)	\$ -	C-521	\$0
	LOB-116	CUBS	\$ -	C-526	\$0
	LOB-117	DAX365	\$ 1,772,000.00	C-524	\$1,772,000
	LOB-222	Payroll System	\$ 1,670,000.00	C-688	\$1,670,000
	LOB-223	DMP (Talend and Cloudera)	\$ 356,500.00	C-767	\$356,500
	LOB-175	Tableau	\$ 151,355.00	C-621	\$151,355
	LOB-129	GIS (ArcMap ArcView ArcIMS ArcGIS Esri)	\$ 528,225.00	24,C-627,C-628,C-630	\$528,225
			\$ 249,115.49		\$ 4,504,870.00

Total	\$ 25,606,607.00	\$469,124	\$ 3,557,421.00	\$1,000	\$100,000	\$ 6,387,224.98	\$ 9,145,475.00	\$737,547	\$280,013	\$46,284,412
Check Balance	\$ -	\$0	\$0	\$0	\$0	\$ (0.34)	\$ -	\$0	\$0	(\$0)

Cost Recovery Model - Since 2021

Cost Allocations

Cost of Services (2)



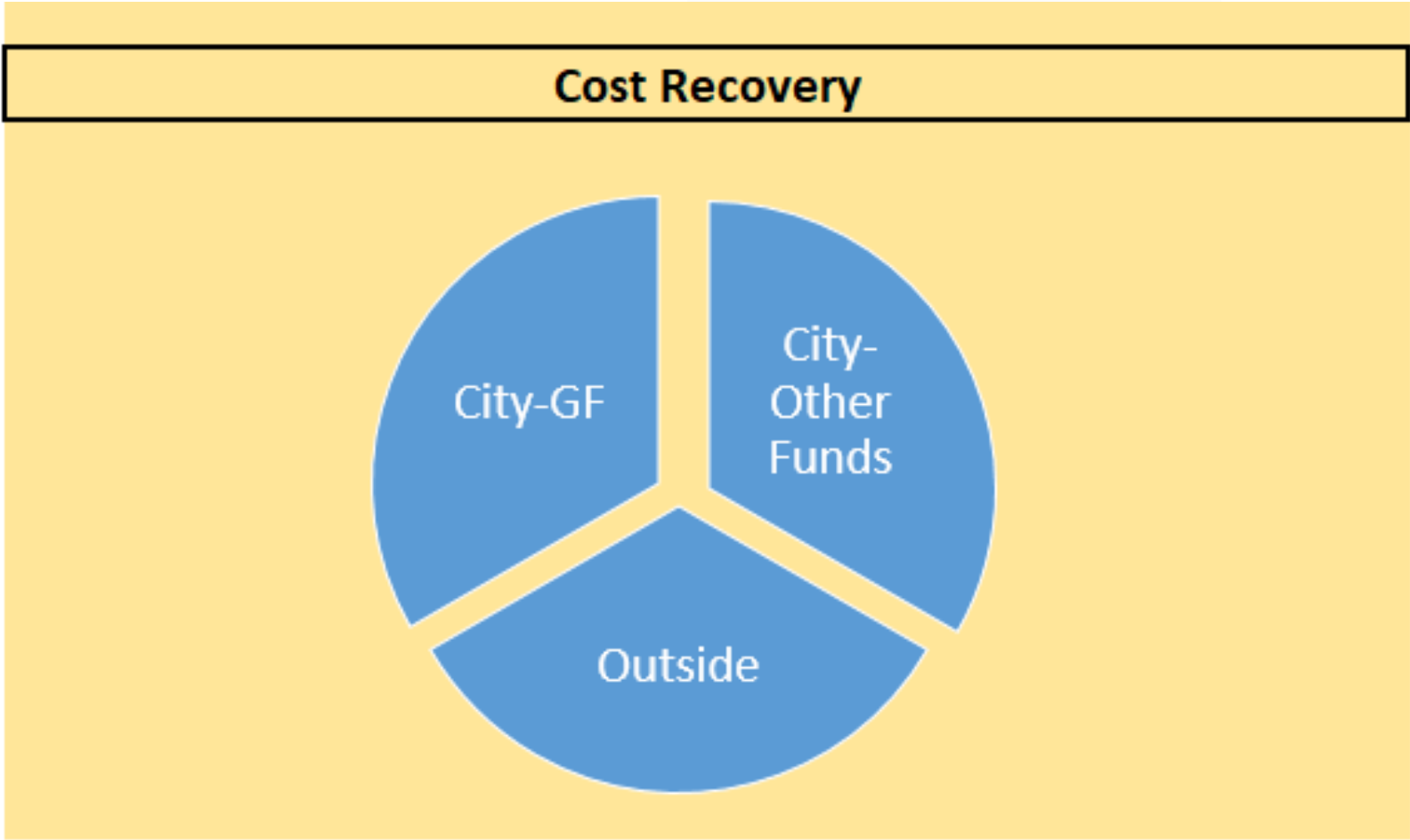
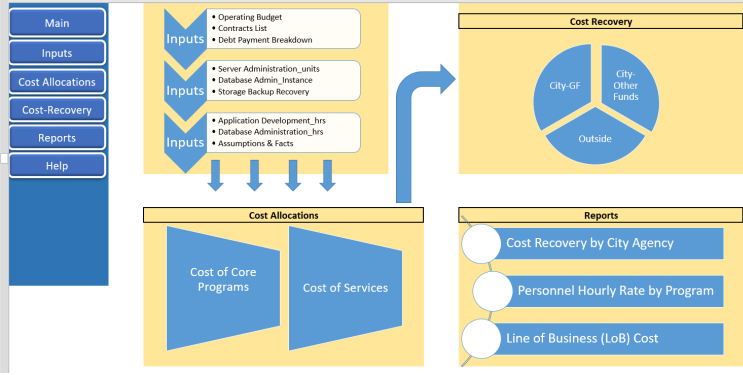
Core Program#	LoB	01-Personal Services	02-Material and Supplies	03-Purchased Services	05-Other Expenditures	06-Capital Outlay	Debt Payment	Contracts	Debt Principal Payments (Facilities)	Contracts (Facilities)	Total	Total Units	Total Annual Cost Per Unit	Total Monthly Cost Per Unit
T010-Network	LOB-200	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	6,141.00	\$ -	\$ -
T015-Fiber	LOB-217	\$ 1,525,431.13	\$ 39,034.05	\$ 745,925.08	\$ 86.44	\$ -	\$ 1,697,071.66	\$ 770,590.00	\$ 63,753.35	\$ 24,204.26	\$ 4,866,095.97	6,141.00	\$ 792.39	\$ 66.03
T007-Desktop support end user		\$ 4,042,183.22	\$ 56,118.55	\$ 327,828.81	\$ 152.41	\$ -	\$ -	\$ 537,192.00	\$ 112,411.87	\$ 42,677.68	\$ 5,118,564.54			
Managed Desktop Computing Services	LOB-203	95.81%	95.81%	95.81%	95.81%	95.81%	95.81%	100.00%	95.81%	95.81%	\$ 4,926,605.03	6,141.00	\$ 802.25	\$ 66.85
Tablet Support Services	LOB-204	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				\$ -	56.00	\$ -	\$ -
Mobile Enhancement	LOB-205	4.19%	4.19%	4.19%	4.19%	4.19%	4.19%		4.19%	4.19%	\$ 191,959.51	1,070.00	\$ 179.40	\$ 14.95
		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	\$ 5,118,564.54			
											\$ -			
T008-Government television channel	LOB-218	\$ 1,161,662.88	\$ 34,491.09	\$ 169,771.41	\$ 49.17	\$ 25,000.00	\$ 77,826.32	\$ 637.00	\$ 36,268.81	\$ 13,769.62	\$ 1,519,476.31	1.00	\$ 1,519,476	\$ 126,623
T013-Security services		\$ 2,238,056.75	\$ 12,212.75	\$ 212,710.12	\$ 84.95	\$ -	\$ 316,141.99	\$ 861,126.00	\$ 62,650.95	\$ 23,785.72	\$ 3,726,769.23			
Enterprise Security Governance Service	LOB-208	50%	50%	50%	50%	50%	50%	50%	50%	50%	\$ 1,863,384.61	6,141.00	\$ 303	\$ 25
Security Program Development and Manage	LOB-209	50%	50%	50%	50%	50%	50%	50%	50%	50%	\$ 1,863,384.61	1.00	\$ 1,863,385	\$ 155,282
		100%	100%	100%	100%	100%	100%	100%	100%	100%	\$ 3,726,769.23			
											\$ -			
T009-Help desk	LOB-210	\$ 978,197.87	\$ 5,817.35	\$ 78,497.97	\$ 36.50	\$ -	\$ -	\$ 90,000.00	\$ 26,916.80	\$ 10,219.09	\$ 1,189,685.57	10,210.00	\$ 117	\$ 10
T002-Applications programming	IT002	\$ 4,312,618.48	\$ 26,073.15	\$ 988,563.35	\$ 189.95	\$ -	\$ 401,491.88	\$ 279,250.00	\$ 140,095.59	\$ 53,187.94	\$ 6,201,470.34			
IT020-Data Management Services	IT020	\$ 2,628,269.99	\$ 13,932.26	\$ 210,729.38	\$ 97.97	\$ -	\$ 106,170.05	\$ 30,741.00	\$ 72,258.70	\$ 27,433.35	\$ 3,089,632.69			
Total IT02 & IT020		\$ 6,940,888.46	\$ 40,005.41	\$ 1,199,292.73	\$ 287.92	\$ 0.00	\$ 507,661.93	\$ 309,991.00	\$ 212,354.29	\$ 80,621.29	\$ 9,291,103.03	48,672.00	\$ 190.89	
Application Development (# of Hours)												26,692.00	\$ 7,294,062.41	\$ 273.27
Project Hours												3,252.00	\$ 888,666.68	\$ 273.27
WEB HOSTING SERVICES												4,056.00	\$ 1,108,373.94	\$ 273.27
Billable hours												34,000.00	\$ 9,291,103.03	\$ 273.27
T024-Rec & Parks Expansion (DOT)		\$ 303,255.00									\$ 303,255.00			
T025-Public Safety Expansion (DOT)		\$ 955,923.00									\$ 955,923.00			

The Cost Recovery Model calculates the “Cost of Services” for the following? Which is in return is allocated to each LOB and recovered from each City Agency based on # of units (users, hours, # of Gigabytes...):

- a. Server Administration**
 - i. Unix Platform (# of Unix Servers)
 - ii. Windows/Linux Platform (# of Windows/Linux Servers)
- b. Database Administration**
 - i. MS-SQL Test Instance
 - ii. MS-SQL Production Instance
 - iii. Oracle Test Instance
 - iv. Oracle Production Instance
- c. Storage Backup Recovery (# of Gigabytes)**
 - i. Tier 1
 - ii. Tier 2
 - iii. Tier 3
 - iv. Tier 4
- d. CTV**
- e. Application Development (# of Hours)**
- f. Project Management (# of Hours)**
- g. Database Administration (# of Hours)**
- h. Network and Infrastructure**
- i. Help desk**
- j. Fiber**

Cost Recovery Model - Since 2021

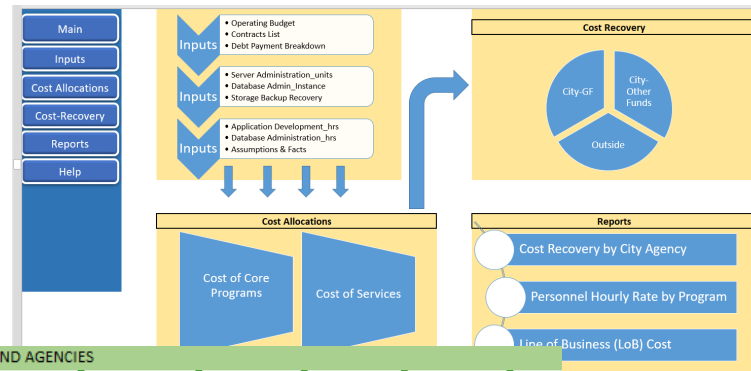
Cost-Recovery



Cost Recovery Model - Since 2021

Cost-Recovery

Cost-Recovery (1)

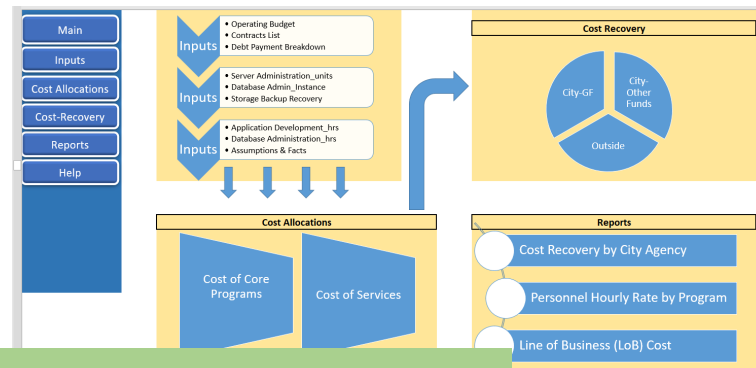


										GENERAL FUND AGENCIES						
										200147	220147	220247	230147	240147	270147	300147
LOB	LOB #	Total	Others	Total (Revised)	UNIT OF MEASURE	UNITS	COST	...		Council (GF)	Auditor (GF)	Income Tax (GF)	Treasurer (GF)	City Atty (GF)	Civil Service (GF)	Dir of S (GF)
Unit Price		1	\$1.00													
Tableau	LOB-175	\$ 848,571.62	\$ -	848,571.62	% of Use	1.00										
Telestaff	LOB-176	\$ 78,742.74	\$ -	78,742.74	% of Use	1.00										
VitalChek	LOB-177	\$ 2,693.57	\$ -	2,693.57	% of Use	1.00										
WAM SPL Synergen	LOB-178	\$ 170,962.98	\$ -	170,962.98	% of Use	1.00										
Warrior Watch	LOB-179	\$ 127,494.25	\$ -	127,494.25	% of Use	1.00										
Water Valve Control	LOB-180	\$ 32,209.43	\$ -	32,209.43	% of Use	1.00										
Water Web (Water)	LOB-181	\$ 14,615.33	\$ -	14,615.33	% of Use	1.00										
Water Web Payments	LOB-182	\$ 12,164.15	\$ -	12,164.15	% of Use	1.00										
Watershed Streetlight	LOB-183	\$ 96,009.31	\$ -	96,009.31	% of Use	1.00										
Application Development (# of Hours)	LOB-184	\$ 888,666.68	\$ -	888,666.68	# of Hours	3,252.00	\$273.27									
APPLICATION DEVELOPMENT SERVICES	LOB-185	\$ 202,785.53	\$ -	202,785.53	% of Employee Count	1.00			0.33%	0.30%	0.58%	0.19%	1.28%	0.35%		
WEB HOSTING SERVICES	LOB-186	\$ 1,459,547.71	\$ -	1,459,547.71	% of Employee Count	1.00			0.33%	0.30%	0.58%	0.19%	1.28%	0.35%		
Payroll System - DayForce	LOB-222	\$ 1,670,000.00	\$ -	1,670,000.00	# of Users	6,150	\$271.54		50	50	100	15	215	111		
DMP (Talend and Cloudera)	LOB-223	\$ 1,313,751.87	\$ -	1,313,751.87	% of Use	1.00										
REDCap	LOB-224	\$ 194,167.10	\$ -	194,167.10	% of Use	1.00										
Weights and Measures (same department and % breakout as CryWolf and Meda	LOB-226	\$ 16,297.36	\$ -	16,297.36	% of Use	1.00										
P.L.A.Y.- Grant Application (Recreation and Parks 100%)	LOB-227	\$ -	\$ -	\$ -	% of Use	1.00										
Warrant Search Application (City Treasurer 100%)	LOB-228	\$ 2,732.68	\$ -	2,732.68	% of Use	1.00						100%				
Campaign Finance Application (City Council 100%)	LOB-229	\$ 18,279.13	\$ -	18,279.13	% of Use	1.00			100%							
Cherwell (Enterprise Application)	LOB-230	\$ 772,684.69	\$ -	772,684.69	# of Users	6,167	\$125.29		50	50	100	15	215	111		
SnapEngage (Health 100% (Covid related))	LOB-231	\$ -	\$ -	\$ -	% of Use	1.00										
B2G (ODI 100%)	LOB-232	\$ 54,653.55	\$ -	54,653.55	% of Use	1.00										
Business Objects (Enterprise)	LOB-233	\$ 40,990.16	\$ -	40,990.16	# of Users	6,167	\$6.65		50	50	100	15	215	111		
OnBase	LOB-234	\$ 1,416,345.73	\$ -	1,416,345.73	% of Use	1										
AIMS	LOB-235	\$ 133,229.92	\$ -	133,229.92	% of Use	1										
PAWS	LOB-236	\$ 119,276.47	\$ -	119,276.47	% of Use	1										
EMP	LOB-237	\$ 80,429.26	\$ -	80,429.26	% of Use	1										
IT012-Systems administration	LOB-187	\$ -	\$ -	\$ -												
STORAGE, BACKUP & RECOVERY SERVICES	LOB-188	\$ 324,895.90	\$ -	324,895.90	# of Gigabytes	44,448.00	\$7.31		473	258	367	134	2187	763		
MESSAGING & CALENDARING SERVICES	LOB-189	\$ 272,493.34	\$ -	272,493.34	# of Users	9,146.00	\$29.79		95	35	84	12	197	54		
Email System Storage	LOB-190	\$ 242,216.65	\$ -	242,216.65	# of Gigabytes	9,808.83	\$24.69		325.8291	65.3858301	64.56836914	23.01101563	287.3413086	81.9549707	68.92	
Email System (Recovered through Email & Calendaring Services)	LOB-191	\$ -	\$ 301,137.37	301,137.37	# of Users	9,146.00	\$32.93		95	35	84	12	197	54		
Desktop Services (Recovered through Desktop Support Services)	LOB-192	\$ -	\$ 401,516.50	401,516.50	# of Desktops	6,416.00	\$62.58		50	50	100	15	215	111		
IT014-Telephone services	LOB-193	\$ -	\$ -	\$ -												
Supporting Servers, Database Detail and Storage	LOB-194	\$ 571,741.41	\$ -	571,741.41	# of VOIP Telephones	3,877.00	\$147.47		61	42		11	191	60		
Telecommunications Services	LOB-195	\$ -	\$ 498,747.31	498,747.31	# of Telephones	446.00	\$1,118.27		1	1			11	3		
Voicemail Services	LOB-196	\$ -	\$ 373,111.24	373,111.24	# of VM Accounts	3,552.00	\$105.04		61	42		9	121	50		

Cost Recovery Model - Since 2021

Cost-Recovery

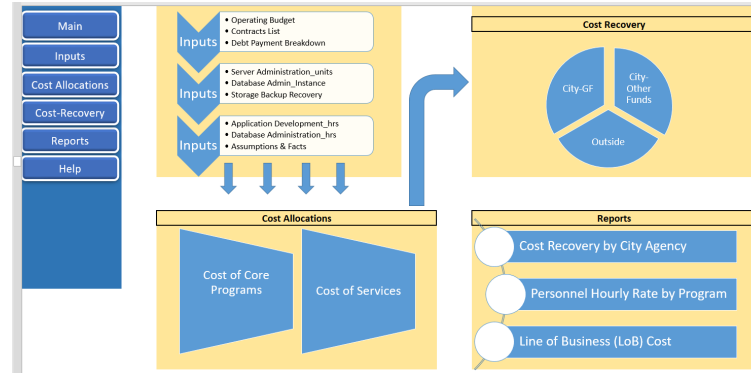
Cost-Recovery (2)



		GENERAL FUND AGENCIES											
		200147	220147	220247	230147	240147	270147	300147	514245	300347	300447		
LOB	LOB #	Council (GF)	Auditor (GF)	Income Tax (GF)	Treasurer (GF)	City Atty (GF)	Civil Service (GF)	Dir of Safety (GF)	Public Safety (Communications) (GF)	Police (GF)	Fire (GF)	Department	
Unit Price													
Tableau	LOB-175												
Telestaff	LOB-176										\$78,742.74		
VitalChek	LOB-177												
WAM SPL Synergen	LOB-178												
Warrior Watch	LOB-179												
Water Valve Control	LOB-180												
Water Web (Water)	LOB-181												
Water Web Payments	LOB-182												
Watershed Streetlight	LOB-183												
Application Development (# of Hours)	LOB-184												
APPLICATION DEVELOPMENT SERVICES	LOB-185	\$662.70	\$615.36	\$1,183.39	\$378.68	\$2,603.46	\$710.03	\$426.02	\$473.36	\$37,389.32	\$33,513.58		
WEB HOSTING SERVICES	LOB-186	\$4,769.76	\$4,429.07	\$8,517.44	\$2,725.58	\$18,738.36	\$5,110.46	\$3,066.28	\$3,406.97	\$269,109.41	\$241,213.77		
Payroll System - DayForce	LOB-222	\$13,577.24	\$13,577.24	\$27,154.47	\$4,073.17	\$58,382.11	\$30,141.46	\$3,258.54	\$14,391.87	\$457,552.85	\$135,229.27		
DMP (Talend and Cloudera)	LOB-223												
REDCap	LOB-224												
Weights and Measures (same department and % breakout as CryWolf and Meda	LOB-226									\$16,297.36			
P.L.A.Y. Grant Application (Recreation and Parks 100%)	LOB-227												
Warrant Search Application (City Treasurer 100%)	LOB-228				\$2,732.68								
Campaign Finance Application (City Council 100%)	LOB-229	\$18,279.13											
Cherwell (Enterprise Application)	LOB-230	\$6,264.67	\$6,264.67	\$12,529.34	\$1,879.40	\$26,938.09	\$13,907.57	\$1,503.52	\$6,640.55	\$211,119.46	\$62,396.14		
SnapEngage (Health 100% (Covid related))	LOB-231												
B2G (ODI 100%)	LOB-232												
Business Objects (Enterprise)	LOB-233	\$332.33	\$332.33	\$664.67	\$99.70	\$1,429.04	\$737.78	\$79.76	\$352.27	\$11,199.68	\$3,310.05		
OnBase	LOB-234												
AIMS	LOB-235												
PAWS	LOB-236												
EMP	LOB-237												
IT012-Systems administration	LOB-187												
STORAGE, BACKUP & RECOVERY SERVICES	LOB-188	\$3,457.43	\$1,885.87	\$2,682.61	\$979.48	\$15,986.04	\$5,577.20	\$45,604.43		\$32,893.08			
MESSAGING & CALENDARING SERVICES	LOB-189	\$2,830.40	\$1,042.78	\$2,502.67	\$357.52	\$5,869.36	\$1,608.86	\$923.61	\$864.02	\$98,825.76	\$50,262.00		
Email System Storage	LOB-190	\$8,045.94	\$1,614.62	\$1,594.43	\$568.23	\$7,095.53	\$2,023.77	\$1,702.09	\$614.19	\$48,643.69	\$28,715.44		
Email System (Recovered through Email & Calendaring Services)	LOB-191	\$3,127.93	\$1,152.40	\$2,765.75	\$395.11	\$6,486.34	\$1,777.98	\$1,020.69	\$954.84	\$109,214.16	\$55,545.46		
Desktop Services (Recovered through Desktop Support Services)	LOB-192	\$3,129.03	\$3,129.03	\$6,258.05	\$938.71	\$13,454.81	\$6,946.44	\$750.97	\$3,316.77	\$105,448.14	\$31,165.09		
IT014-Telephone services	LOB-193												
Supporting Servers, Database Detail and Storage	LOB-194	\$8,995.67	\$6,193.74		\$1,622.17	\$28,166.78	\$8,848.20			\$129,626.18			
Telecommunications Services	LOB-195	\$1,118.27	\$1,118.27			\$12,300.94	\$3,354.80	\$3,354.80					
Voicemail Services	LOB-196	\$6,407.60	\$4,411.79		\$945.38	\$12,710.15	\$5,252.13			\$87,500.47			

Cost Recovery Model - Since 2021

Reports



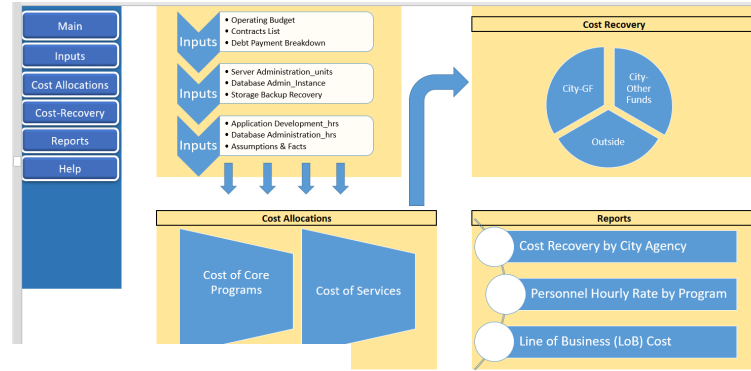
Reports

- Cost Recovery by City Agency
- Personnel Hourly Rate by Program
- Line of Business (LoB) Cost

Cost Recovery Model - Since 2021

Reports

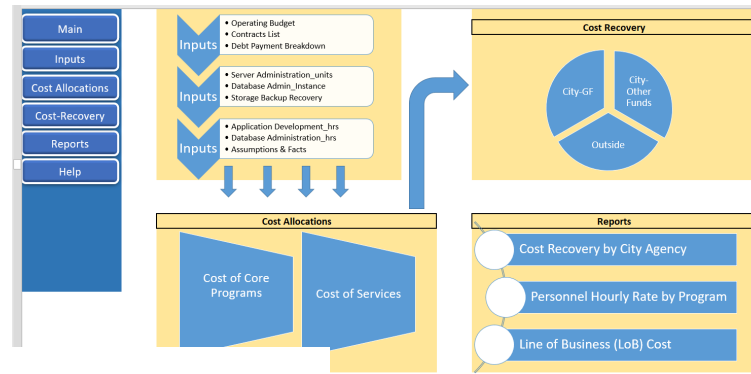
Cost Recovery by City Agency (1)



Cost Recovery by City Agency

FUND	AGENCY	DIVISION	FUND	Sub-fund	Program	Section 3	Section 4	Section 5	Agency	2024 Cost	%	2023 Cost	changes from 2023 to 2024	
GF	City Council	2001	010	100010	CW004	454701	FT01	IT1201	Council (GF)	\$ 735,254.00	1.6%	\$ 722,226.00	\$ 13,028.00	1.8%
GF	City Auditor	2201	010	100010	CW004	454701	FT02	IT1202	Auditor (GF)	\$ 623,755.00	1.3%	\$ 986,790.00	\$ (363,035.00)	-36.8%
GF	Income Tax	2202	010	100010	CW004	454701	FT03	IT1218	Income Tax (GF)	\$ 515,106.00	1.1%	\$ 1,780,797.00	\$ (1,265,691.00)	-71.1%
GF	City Treasurer	2301	010	100010	CW004	454701	FT04	IT1203	Treasurer (GF)	\$ 88,347.00	0.2%	\$ 98,033.00	\$ (9,686.00)	-9.9%
GF	City Attorney	2401	010	100010	CW004	454701	FT05	IT1204	City Atty (GF)	\$ 711,368.00	1.5%	\$ 683,823.00	\$ 27,545.00	4.0%
GF	Municipal Court Judges	2501	010	100010	CW004	454701	FT06	IT1229	Municipal Court Judges_GF (GF)	\$ 578,280.00	1.2%	\$ 562,475.00	\$ 15,805.00	2.8%
GF	Municipal Court Clerk	2601	010	100010	CW004	454701	FT07	IT1230	Municipal Clerk_GF (GF)	\$ 40,152.00	0.1%	\$ 39,639.00	\$ 513.00	1.3%
GF	Civil Service	2701	010	100010	CW004	454701	FT08	IT1205	Civil Service (GF)	\$ 357,772.00	0.8%	\$ 380,665.00	\$ (22,893.00)	-6.0%
GF	Public Safety Director	3001	010	100010	CW004	454701	FT09	IT1206	Dir of Safety (GF)	\$ 1,063,599.00	2.3%	\$ 115,759.00	\$ 947,840.00	818.8%
GF	Mayor's Office	4001	010	100010	CW004	454701	FT10	IT1207	Mayor's Office (GF)	\$ 549,656.00	1.2%	\$ 518,951.00	\$ 30,705.00	5.9%
GF	Diversity & Inclusion	4003	010	100010	CW004	454701	FT12	IT1209	Diversity & Inclusion (GF)	\$ 106,555.00	0.2%	\$ 298,405.00	\$ (191,850.00)	-64.3%
GF	Development - Director	4401	010	100010	CW004	454701	FT13	IT1211	Dir of Development (GF)	\$ 318,431.00	0.7%	\$ 291,706.00	\$ 26,725.00	9.2%
GF	Finance - GF	4501	010	100010	CW004	454701	FT14	IT1235	Finance (GF)	\$ 585,874.00	1.3%	\$ 496,408.00	\$ 89,466.00	18.0%
GF	Human Resources	4601	010	100010	CW004	454701	FT15	IT1213	HR (GF)	\$ 226,061.00	0.5%	\$ 209,362.00	\$ 16,699.00	8.0%
GF	Health	5001	010	100010	CW004	454701	FT16	IT1225	Health (GF)	\$ 2,282,649.00	4.9%	\$ 2,248,362.00	\$ 34,287.00	1.5%
GF	Recreation & Parks	5101	010	100010	CW004	454701	FT17	IT1226	Rec (GF)	\$ 2,216,941.00	4.8%	\$ 1,759,302.00	\$ 457,639.00	26.0%
GF	Public Service Director	5901	010	100010	CW004	454701	FT18	IT1214	Dir of Public Service (GF)	\$ 425,813.00	0.9%	\$ 204,993.00	\$ 220,820.00	107.7%
GF	Education	4201	010	100010	CW004	454701	FT19	IT1210	Education (GF)	\$ 35,019.00	0.1%	\$ 32,224.00	\$ 2,795.00	8.7%
GF	Safety Support (Communications)	3002	010	100010	CW004	454701	FT20	IT1217	Public Safety (Communications) (GF)	\$ 140,182.00	0.3%	\$ 161,975.00	\$ (21,793.00)	-13.5%
GF	Police	3003	010	100010	CW004	454701	FT21	IT1215	Police (GF)	\$ 7,538,793.00	16.3%	\$ 7,897,866.00	\$ (359,073.00)	-4.5%
GF	Fire	3004	010	100010	CW004	454701	FT22	IT1216	Fire (GF)	\$ 2,763,035.00	6.0%	\$ 2,789,764.00	\$ (26,729.00)	-1.0%
GF	Development - Economic	4402	010	100010	CW004	454701	FT23	IT1221	Econ Development (GF)	\$ 132,439.00	0.3%	\$ 116,788.00	\$ 15,651.00	13.4%
GF	BZS - Code Enforcement	4302	010	100010	CW004	454701	FT24	IT1222	Code Enforcement (GF)	\$ 314,778.00	0.7%	\$ 306,829.00	\$ 7,949.00	2.6%
GF	Development - Planning	4406	010	100010	CW004	454701	FT25	IT1222	Planning (GF)	\$ 153,042.00	0.3%	\$ 139,790.00	\$ 13,252.00	9.5%
GF	Development - Housing - GF	4410	010	100010	CW004	454701	FT26	IT1223	Housing (GF)	\$ 102,812.00	0.2%	\$ 88,933.00	\$ 13,879.00	15.6%
GF	Facilities Management	4507	010	100010	CW004	454701	FT27	IT1219	Facilities Mgmt (GF)	\$ 309,768.00	0.7%	\$ 252,478.00	\$ 57,290.00	22.7%
GF	Refuse Collection	5902	010	100010	CW004	454701	FT28	IT1224	Refuse (GF)	\$ 236,811.00	0.5%	\$ 218,713.00	\$ 18,098.00	8.3%
GF	Neighborhoods	4002	010	100010	CW004	454701	FT30	IT1236	Neighborhoods (GF)	\$ 317,173.00	0.7%	\$ 294,463.00	\$ 22,710.00	7.7%
GF	Department of the Inspector General	4101	010	100010	CW004	454701	FT32	IT1237	Department of the Inspector General (GF)	\$ 91,693.00	0.2%	\$ 82,081.00	\$ 9,612.00	11.7%
GF	CelebrateOne	4005	010	100010	CW004	454701	FT33	IT1238	CelebrateOne (GF)	\$ 195,427.00	0.4%	\$ 182,856.00	\$ 12,571.00	6.9%
GF	Development - Code Enforcement	4403	010	100010	CW004	454701	FT24	IT1227		\$ -	0.0%	\$ -	\$ -	#DIV/0!
GF	Golf	5103	010		CW004	454701			Golf (GF)	\$ -	0.0%	\$ -	\$ -	#DIV/0!
									GF Total	\$ 23,756,585.00	51.33%	\$ 23,962,456.00	\$ (205,871.00)	-0.9%

Cost Recovery Model - Since 2021



Reports

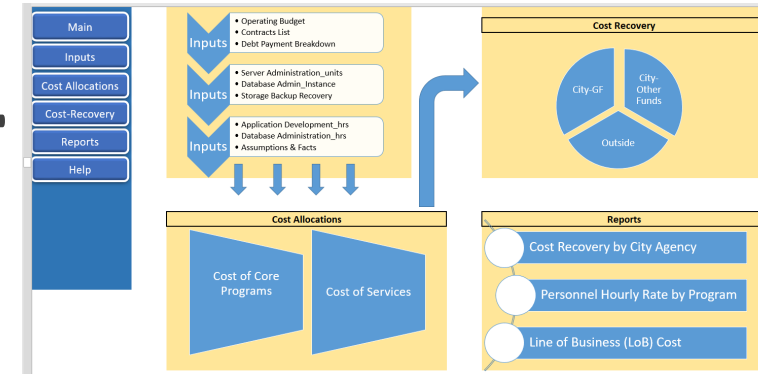
Cost Recovery by City Agency (2)

Cost Recovery by City Agency													
FUND	AGENCY	DIVISION	FUND	Sub-fund	Program	Section 3	Section 4	Section 5	Agency	2024 Cost	%	2023 Cost	changes from 2023 to 2024
GF	Golf	5103	010		CW004	454701			Golf (GF)	\$ -	0.0%	\$ -	\$ - #DIV/0!
									GF Total	\$ 23,756,585.00	51.33%	\$ 23,962,456.00	\$ (205,871.00) -0.9%
OF	Traffic Mgmt (PVB)	5913	10					IT1228	Traffic Mgmt - PVB (OF)		0.0%		\$ - #DIV/0!
OF	Short North parking benefit district operating	5906	2268	226803	CW004	590602		IT1324	Short North parking benefit district operating	\$ 71,737.00	0.2%	\$ 66,245.00	\$ 5,492.00 8.3%
OF	Parking Meter Fund	5906	2268	226801	CW004			IT1323	Parking Meter Fund	\$ -		\$ -	\$ - #DIV/0!
OF	Downtown Parking Benefit District	5906	2268	226805	CW004			IT1325	Downtown Parking Benefit District	\$ 23,912.00	0.1%	\$ 22,082.00	\$ 1,830.00 8.3%
OF	Land Acquisition	2404	5525	000000	CW004			IT1304	Land Acquisition (OF)	\$ 29,705.00	0.1%	\$ 26,861.00	\$ 2,844.00 10.6%
OF	Municipal Court Judges	2501	2227	222701	CW004			IT1301	Municipal Court Judges (OF)	\$ 41,801.00	0.1%	\$ 63,414.00	\$ (21,613.00) -34.1%
OF	Municipal Court Clerk	2601	2227	222702	CW004			IT1302	Municipal Clerk (OF)	\$ 30,933.00	0.1%	\$ 27,547.00	\$ 3,386.00 12.3%
OF	Building and Zoning	4301	2240	000000	CW004			IT1303	Building & Zoning Services (OF)	\$ 2,927,073.00	6.3%	\$ 2,211,266.00	\$ 715,807.00 32.4%
					CW004				CDBG -Housing Services Staff (OF)	\$ -	0.0%	\$ -	\$ - #DIV/0!
OF	Development - Housing Administration	4410	2248		CW004			IT1231	CDBG Housing Administration (OF)	\$ 4,957.00	0.0%	\$ -	\$ 4,957.00 #DIV/0!
OF	Development - Housing Devel./Financing Sta	4410	2248		CW004			IT1232	Housing Development/Financing Staff (OF)	\$ -	0.0%	\$ -	\$ - #DIV/0!
OF	Development - Homeowner Assistance Staff	4410	2248		CW004			IT1233	Housing - Homeowner Assistance Staff (OF)	\$ -	0.0%	\$ -	\$ - #DIV/0!
OF	Development - Relocation Staff	4410	2248		CW004			IT1234	Housing - Relocation Staff (OF)	\$ -	0.0%	\$ -	\$ - #DIV/0!
OF	Finance - CBDG	4501	2248		CW004			IT1305	Finance - Grants Management (OF)	\$ -	0.0%	\$ -	\$ - #DIV/0!
OF	Fleet Management	4505	5200	520001	CW004			IT1307	Fleet (OF)	\$ 815,068.00	1.8%	\$ 510,963.00	\$ 304,105.00 59.5%
OF	Risk Management	4601	5502	550201	CW004			IT1313	Human Resource - Risk Management (OF)	\$ 89,064.00	0.2%	\$ 91,097.00	\$ (2,033.00) -2.2%
OF	DPS Trans Infrastructure admin	5901	2265	000000	CW004			IT1319	SMRF - DPS Trans Infrastructure admin	\$ 638,056.00	1.4%	\$ 573,388.00	\$ 64,668.00 11.3%
OF	Fd 265 Admin-Traffic Mgmt	5913	2265	000000	CW004			IT1320	SMRF - Traffic Mgmt (OF)	\$ 327,836.00	0.7%	\$ 270,845.00	\$ 56,991.00 21.0%
OF	DPS Trans Infrastructure	5911	2265	000000	CW004			IT1316	SMRF - DPS Trans Infrastructure	\$ 2,182,751.00	4.7%	\$ 1,721,857.00	\$ 460,894.00 26.8%
OF	Fd 265 Admin-Transp Design & Constr	5912	2265	000000	CW004			IT1321	SMRF - Transp Design (OF)	\$ 384,605.00	0.8%	\$ 241,662.00	\$ 142,943.00 59.1%
OF	Transp. Private Const. Insp. - Grant Fund	5912	2241	224101	CW004			IT1322	Private Const. Inspect (OF)	\$ 73,343.00	0.2%	\$ 66,239.00	\$ 7,104.00 10.7%
OF	Public Service Admin Staff	5912	5518	000000	CW004			IT1317	DSC - Public Service Admin Staff (OF)	\$ 55,961.00	0.1%	\$ 41,368.00	\$ 14,593.00 35.3%
OF	Fd 240 Admin-Transp Design & Constr	5912	5518	000000	CW004			IT1315	DSC - Transp Construction (OF)	\$ 555,019.00	1.2%	\$ 550,338.00	\$ 4,681.00 0.9%
					CW004				DPU	\$ -		\$ -	\$ - #DIV/0!
6.10%	OF Electricity	6007	6300	000000	CW004	600712		IT1308	Electricity (OF)	\$ 1,893,627.00	4.1%	\$ 770,737.00	\$ 1,122,890.00 145.7%
38.80%	OF Water	6009	6000	000000	CW004	600921		IT1309	Water (OF)	\$ 6,377,685.00	13.8%	\$ 4,902,395.00	\$ 1,475,290.00 30.1%
43.50%	OF Sewers	6005	6100	000000	CW004	600506		IT1310	Sewer (OF)	\$ 5,176,407.00	11.2%	\$ 5,496,242.00	\$ (319,835.00) -5.8%
11.60%	OF Storm	6015	6200	000000	CW004	601501		IT1311	Storm (OF)	\$ 716,775.00	1.5%	\$ 1,465,664.00	\$ (748,889.00) -51.1%
									Outside Sources (CCS, FCC,FC Clerk..)2	\$ 111,512.00	0.2%	\$ 104,823.00	\$ 6,689.00 6.4%
									Martin Luther King Complex \$	\$ -	0.0%	\$ -	\$ - #DIV/0!
									Total	\$ 46,284,412.00	100.0%	\$ 43,187,489.00	\$ 3,096,923.00 7.2%
									Check_Balance	\$ -			

Cost Recovery Model - Since 2021

Reports

Personnel Hourly Rate by Program



Core Programs	Personnel Cost (with OH)	FTEs	1,352		2,080	
			Billable Hours	Average Personnel Cost	Average Hourly Rate	Billable Hourly Rate
IT002-Applications programming	\$ 4,312,618	23	31,096	\$ 187,505	\$ 90.15	\$ 138.69
IT004-Computer operations	\$ 1,836,568	11	14,872	\$ 166,961	\$ 80.27	\$ 123.49
IT006-Database	\$ 1,248,384	6	8,112	\$ 208,064	\$ 100.03	\$ 153.89
IT007-Desktop support end user	\$ 4,042,183	24	32,448	\$ 168,424	\$ 80.97	\$ 124.57
IT008-Government television channel	\$ 1,161,663	8	10,816	\$ 145,208	\$ 69.81	\$ 107.40
IT009-Help desk	\$ 978,198	7	9,464	\$ 139,743	\$ 67.18	\$ 103.36
IT022-Infrastructure	\$ 3,342,376	18	24,336	\$ 185,688	\$ 89.27	\$ 137.34
IT013-Security services	\$ 2,238,057	12	16,224	\$ 186,505	\$ 89.67	\$ 137.95
IT014-Telephone services	\$ 1,033,680	6	8,112	\$ 172,280	\$ 82.83	\$ 127.43
IT015-Fiber	\$ 1,525,431	8	10,816	\$ 190,679	\$ 91.67	\$ 141.03
IT020-Data Management Services	\$ 2,628,270	13	17,576	\$ 202,175	\$ 97.20	\$ 149.54
Total	\$ 24,347,429	136	183,872	\$ 179,025	\$ 86.07	\$ 132.42

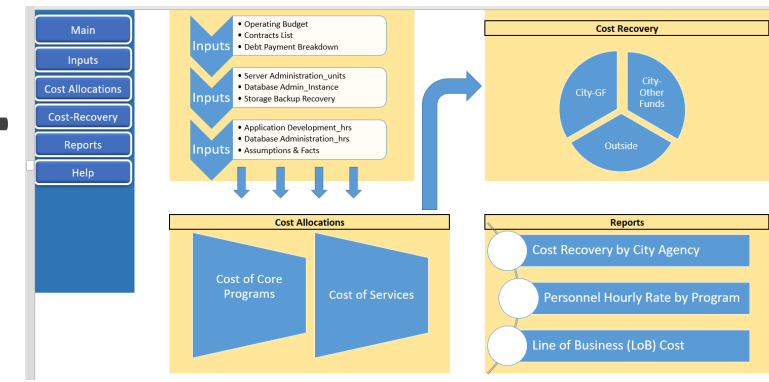
Core Programs	Total Cost Cost (with OH)	FTEs	1,352		2,080	
			Billable Hours	Average Total Cost	Average Hourly Rate	Billable Hourly Rate
IT002-Applications programming	\$ 6,201,470	23	31,096	\$ 269,629	\$ 129.63	\$ 199.43
IT004-Computer operations	\$ 2,479,172	11	14,872	\$ 225,379	\$ 108.36	\$ 166.70
IT006-Database	\$ 2,039,469	6	8,112	\$ 339,911	\$ 163.42	\$ 251.41
IT007-Desktop support end user	\$ 5,118,565	24	32,448	\$ 213,274	\$ 102.54	\$ 157.75
IT008-Government television channel	\$ 1,519,476	8	10,816	\$ 189,935	\$ 91.31	\$ 140.48
IT009-Help desk	\$ 1,189,686	7	9,464	\$ 169,955	\$ 81.71	\$ 125.71
IT022-Infrastructure	\$ 7,570,643	18	24,336	\$ 420,591	\$ 202.21	\$ 311.09
IT013-Security services	\$ 3,726,769	12	16,224	\$ 310,564	\$ 149.31	\$ 229.71
IT014-Telephone services	\$ 2,470,271	6	8,112	\$ 411,712	\$ 197.94	\$ 304.52
IT015-Fiber	\$ 4,866,096	8	10,816	\$ 608,262	\$ 292.43	\$ 449.90
IT020-Data Management Services	\$ 3,089,633	13	17,576	\$ 237,664	\$ 114.26	\$ 175.79
Total	\$ 40,271,248	136	183,872	\$ 296,112	\$ 142.36	\$ 219.02

Cost Recovery Model - Since 2021

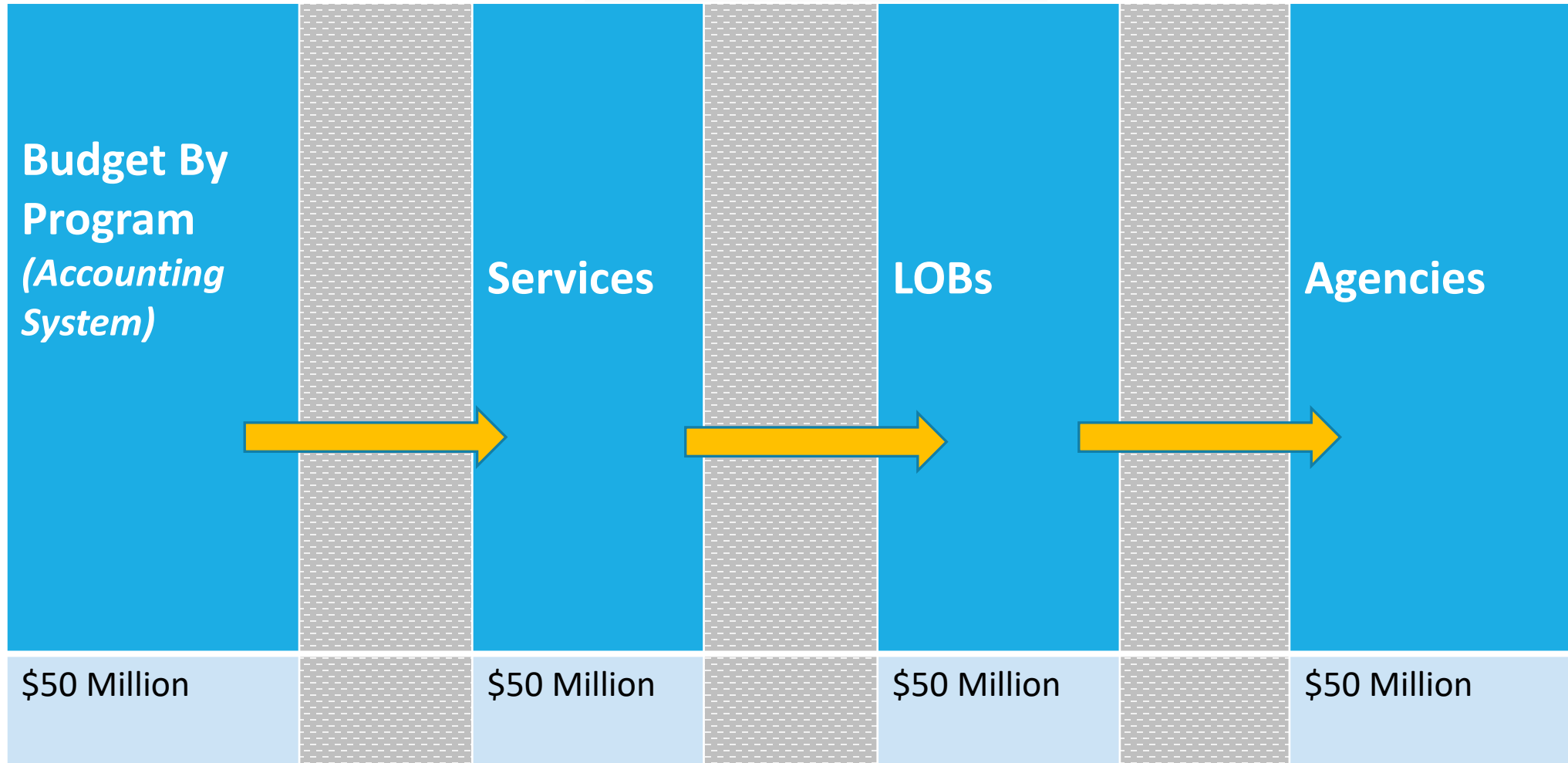
Reports

Line of Business (LoB) Cost

Line of Business (LoB) Cost		2024 Cost	%	2023 Cost	Changes from 2023 to 2024 (\$)	Changes from 2023 to 2024 (%)
LOB-101	311	\$ 605,076	1.3%	\$ 311,008	\$ 294,068	95%
LOB-102	Accela Automation	\$ 1,198,620	2.6%	\$ 954,821	\$ 243,799	26%
LOB-103	Access Reporting	\$ -	0.0%	\$ 10,141	\$ (10,141)	-100%
LOB-104	Attendance Enterprise	\$ 62,504	0.1%	\$ 108,393	\$ (45,889)	-42%
LOB-105	Billing & Estimate (DPS Billing)	\$ 118,037	0.3%	\$ 143,565	\$ (25,529)	-18%
LOB-106	BMM	\$ 15,862	0.0%	\$ 15,755	\$ 108	1%
LOB-107	Boards & Comissions Term Tracking	\$ 5,465	0.0%	\$ 8,000	\$ (2,534)	-32%
LOB-108	Bulk Pickup Routing	\$ -	0.0%	\$ 2,000	\$ (2,000)	-100%
LOB-109	Campaign Finance	\$ 44,348	0.1%	\$ 37,407	\$ 6,941	19%
LOB-110	Capital Projects - GIS Applications	\$ -	0.0%	\$ 5,651	\$ (5,651)	-100%
LOB-111	CIP	\$ 94,178	0.2%	\$ 50,109	\$ 44,069	88%
LOB-112	City Attorney Case Management	\$ 11,993	0.0%	\$ 24,681	\$ (12,688)	-51%
LOB-114	Criticall	\$ 2,620	0.0%	\$ 6,826	\$ (4,205)	-62%
LOB-115	CryWolf	\$ 11,170	0.0%	\$ 22,570	\$ (11,399)	-51%
LOB-116	CUBS	\$ 2,439,816	5.3%	\$ 2,198,478	\$ 241,338	11%
LOB-117	DAX365	\$ 1,772,000	3.8%	\$ 1,560,000	\$ 212,000	14%
LOB-118	Diversity Dashboard	\$ 34,815	0.1%	\$ 31,030	\$ 3,786	12%
LOB-119	DPU GIS Dashboard	\$ 51,612	0.1%	\$ 40,103	\$ 11,510	29%
LOB-120	DPU Sewer Charges Website	\$ 5,382	0.0%	\$ 10,452	\$ (5,070)	-49%
LOB-121	EBO Report Mailer	\$ 7,460	0.0%	\$ 8,023	\$ (564)	-7%
LOB-122	Falcon DMS	\$ 189,857	0.4%	\$ 141,532	\$ 48,325	34%
LOB-123	FEAM	\$ 56,658	0.1%	\$ 32,277	\$ 24,381	76%
LOB-124	Financial Data Mart	\$ 7,593	0.0%	\$ 68,062	\$ (60,469)	-89%
LOB-125	Fire Servers	\$ 5,707	0.0%	\$ 23,615	\$ (17,908)	-76%
LOB-126	Firepoint	\$ 73,853	0.2%	\$ 41,537	\$ 32,316	78%
LOB-127	Geosync	\$ 28,589	0.1%	\$ 38,511	\$ (9,922)	-26%
LOB-128	Get Active	\$ 6,108	0.0%	\$ 6,182	\$ (74)	-1%
LOB-129	GIS Enterprise Support	\$ 2,118,849	4.6%	\$ 2,010,794	\$ 108,056	5%
LOB-130	Golf Application	\$ -	0.0%	\$ 51,122	\$ (51,122)	-100%
LOB-131	GovDelivery Communication System	\$ -	0.0%	\$ 20,000	\$ (20,000)	-100%



Allocations/Breaking down/Distribution



Billing

Run Date: 10/11/2022
2:43:43PM

Divisonal Monthly Invoice August / 2022

Period Begin Date: 7/24/2022
Period End Date: 8/20/2022

4403 Development - Code Enforcement

Enterprise Business Applications

CHRIS	27.79
311	726.99
Accela Automation	6,919.02
Matrix/Simplex	2.33
Performance Purchasing	128.17
Pathfinder	20.05
Prism	1.94
Dayforce	876.96
Cherwell	57.76
Business Objects	9.63

Service Total 8,770.63

Line Of Business (LOB) Applications

DAX365	652.95
Halogen	24.56

Service Total 677.51

Consulting & Professional Services

Application Development Services	31.27
Accela Upgrade - 2022	0.00

Service Total 31.27

Desktop Management Services

Managed Desktop Computing Services	2,836.77
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Service Total 2,836.77

Network Services

Network	35.24
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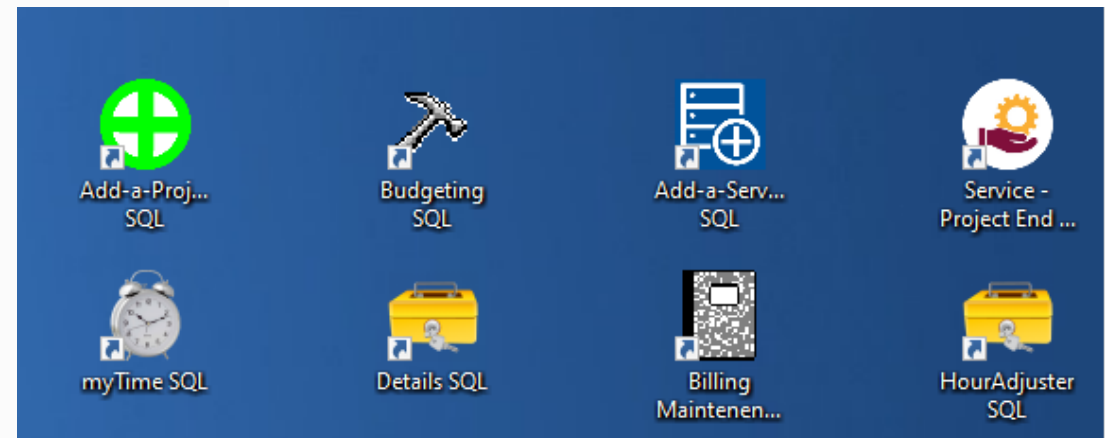
Service Total 35.24

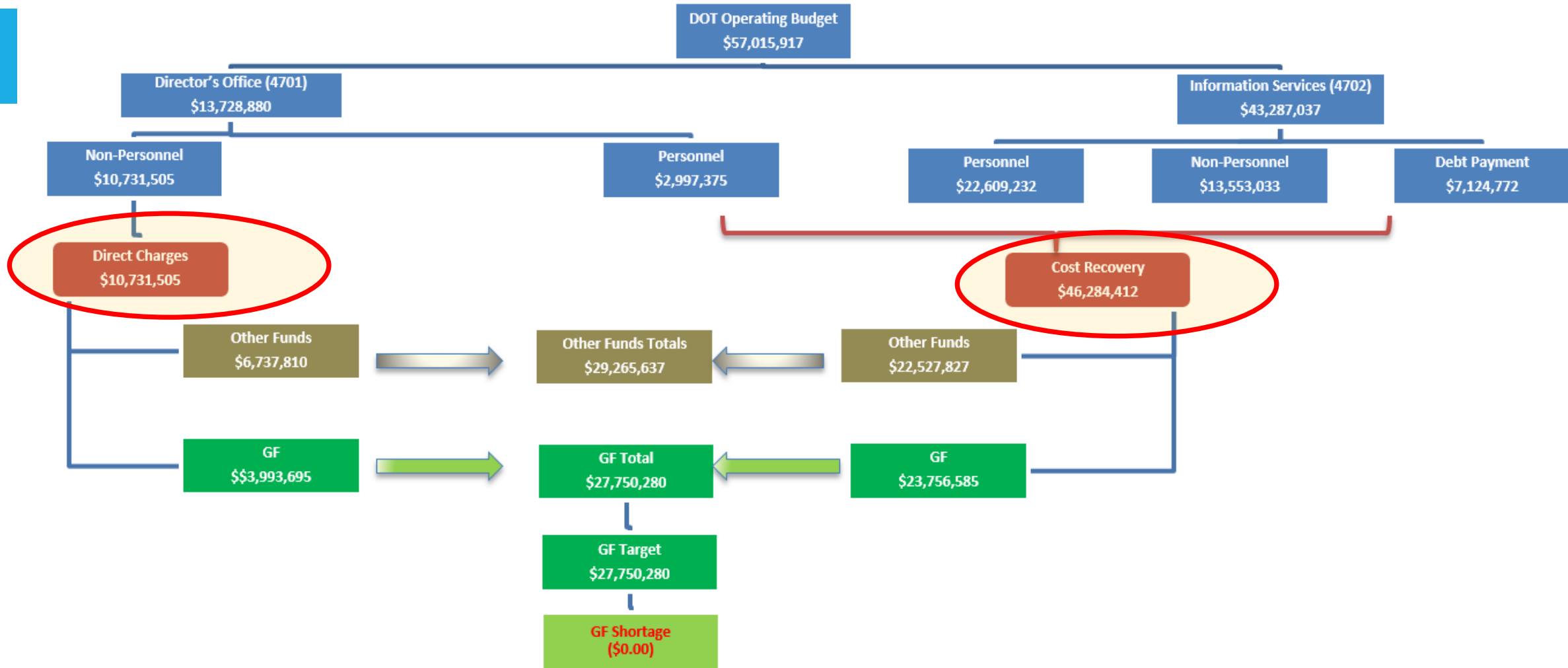
Telecommunications Services

Voice Mail Service	554.08
VOIP Telephone Service (Dial Tone Service)	1,267.52
Auto Attendant Services	1,000.00

- Explaining the chargeback model to your customers (internal business units) while considering the degree of “complexity”
- All staff (not all sections) should enter their time daily in the “My Time” application. *Not everyone like that 😊, Accuracy?*
- Cost Recovery Model is based on Budget (not Actual)

- Custom-built applications (SQL) – Risk of losing tech. support:
 - Budgeting
 - Add-a-Service
 - Add-a-Project
 - myTime
 - Billing Maintenance





Cost Recovery Model over the Years



- What is next? Improvement?

Thank you

QUESTIONS?

Ihab Tadros

CFO

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