



Office of Information
Technology Services

Rated Services and Billing Structure

FY 2018-2019

December 3, 2018

FY 2019 Total ITS Cost Base (\$953 million)

- **Rated Services (\$818 million)** – Billed across 8 rated service categories including labor, workplace services, infrastructure, networking, telecommunications, platform, website, and facility services.
- **Non-Rated Services (\$48 million)** – Includes costs that are not billed to client agencies through a rated service. Costs include Agency-Specific Procurements and Direct Bill agreements for non-rated services.
- **Recovered Other Means (\$39 million)** – This category includes costs recovered through the Journal Voucher process, and also costs allocated through the Statewide Cost Allocation Plan (SWCAP).
- **Non-Recoverable/Future-Rated Services (\$48 million)** – Client agencies are not currently billed for these costs. Costs include technologies still under development, but not ready for an agency chargeback. This also includes costs associated with excess capacity for newer services that are not yet fully utilized (e.g. ECM), and are therefore not yet fully recovered by ITS.

Annual “Look-Back”

- In FY 2018, the total ITS Cost base was estimated at roughly \$943 million. In FY 2019, the Rate model anticipates a total of \$953 million, which is a \$10 million increase (1%).
- The FY 2018 to FY 2019 increase is primarily related to Fringe Benefits and collective bargaining payments. Projected NPS spending has decreased for FY 2019.

	FY 2018 Rates	FY 2019 Rates	\$ Change	% Change
PS	292,000	297,626	5,626	1.9%
NPS All Funds	448,909	446,250	(2,659)	-0.6%
Fringe	174,038	185,360	11,322	6.5%
Depreciation	28,185	23,766	(4,419)	-16%
Total	943,132	953,002	9,870	1.0%

Annual Increases:

- Workplace Services: Increased spending due to enhanced PC refresh efforts and additional staff for End User support.
- Labor Costs: Rate is stable; higher bills in some agencies due to increased time on application development
- Network Services: Inclusion of overhead to WAN rates

Annual Decreases:

- Infrastructure: Shift in ITS resource allocation to other areas. Reduction in Mainframe depreciation.
- Telecom: Savings associated with shift from legacy systems to VoIP.

ITS Recovery Model	FY 2018 Rates	FY 2019 Rates	\$ Change	% Change
Labor Services	361,410	367,804	6,394	1.8%
Workplace	146,031	176,923	30,892	21.2%
Infrastructure	124,158	116,411	(7,747)	-6.2%
Network	78,464	82,478	4,015	5.1%
Platform	35,325	34,620	(705)	-2.0%
Telecom	35,170	31,145	(4,025)	-11.4%
Digital Presence	6,530	8,560	2,030	31.1%
Facilities	251	255	4	1.5%
Rated Service Subtotal	787,340	818,196	30,856	3.9%
Non Rated Billings	29,477	48,060	18,583	63.0%
Recovered Other Means	29,240	39,159	9,919	33.9%
Other Billings Subtotal	58,718	87,219	28,502	48.5%
Non-Rated/Non-Recoverable	97,074	47,586	(49,488)	-51.0%
Combined Total	943,132	953,002	9,870	1.0%

Service Category	Description
Labor/Application Services	State and contractor staffing resources to manage and develop business applications.
Workplace Services	Basic hardware, including refresh cycles, and the software, tools, and services that allow employees to perform their day-to-day job.
Infrastructure Services	IT hardware, software, tools, and services that form the foundation for platforms and applications.
Network Services	Securely connects workstations and network devices to critical applications hosted in State data centers.
Platform Services	Includes the application infrastructure that enables business-facing applications and services.
Telecom Services	Modern VoIP technology that supports employees in their daily operations.
Digital Presence Services	IT services that support the demand for business managed channels, content, and user experience.
Facilities Services	Co-location services provided at CNSE that include equipment purchases, lease space, and personnel costs.
Non-Rated Services	Agency-specific software that is not included in a rated service.

Labor/Application Services (\$368 million total) – State and contractor staffing resources to manage and develop business applications. The FY 2019 Enacted Budget projected an ITS workforce of roughly 3,400 State FTEs and 750 contractors. Labor services are billed on an hourly basis.

Significant Change Drivers

- State Labor (\$311 million) – The small State Labor rate increase is primarily due to Fringe and collective bargaining payment increases.

Service	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
State Labor	\$125.18	\$125.33	\$0.15
Contract Labor	10.85%	10.74%	-0.10%

Workplace Services (\$177 million total): Basic hardware, including refresh cycles, and the software, tools, and services that allow employees to perform their day-to-day jobs.

1. End User (\$148 million): Hardware and software package that supports standard productivity including email, web browsing, personal cloud storage, and equipment replacement based on regular refresh cycles. Includes standard desktop, laptop, or thin client and accessories for on-boarding new employees. Also includes break/fix and device management.
2. Mobile (\$14 million): Managed mobile service that includes devices, carrier plans, provisioning, contract management, and billing.
3. Other Workplace Services (\$15 million): Includes standalone Office365 licenses and remote application and desktop access services.

End User (\$148 million total): Standard desktop, laptop, or thin client and accessories for on-boarding new employees and asset life cycle replacements. Also includes break/fix, device management, support of existing standard software, desktop security, protection from intrusion with firewall and antivirus technologies, O365 email. Additional premium software may be purchased separately.

Significant Change Drivers

- Workplace Services - \$5M PS increase due to 16% year-to-year increase in hours worked in support of End User services.
- Kiosk and Fixed - \$21M NPS increase due to FY 2019 planned refresh of end user devices.
- Citrix – Rate fluctuations are due to a redistribution of licenses between Citrix Desktop and XenApp licenses and an increase in the servers in this area due to ongoing data clean-up efforts. In the past, these costs were billed to agencies through server rates, but have been appropriately realigned to the Citrix service.

Service	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
Kiosk User (License/Month)	\$83.32	\$105.18	\$21.86
Fixed User (License/Month)	\$103.40	\$127.42	\$24.02
Fixed User, No Equipment Replacement (License/Month)	\$86.72	\$105.18	\$18.46
File/Object Storage (GB/Month)	\$0.37	\$0.11	(\$0.26)
O365 (Standalone) (License/Month)	\$15.54	\$16.66	\$1.12
Citrix Desktop (User/Month)	\$11.70	\$5.85	(\$5.85)
Citrix XenApp (Concurrent User/Month)	\$45.07	\$59.21	\$14.14

Mobile (\$14 million total): Managed mobile service that includes devices, carrier plans, provisioning, contract management, and billing services for employees who require the use of a mobile phone to perform their job duties, as defined by their agencies. Voice and data is restricted to the United States.

Service	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
Cell Phone	\$22.33	\$18.38	(\$3.96)
4G Device (Smartphone & Tablet)	\$46.01	\$42.89	(\$3.12)
Aircard / MiFi	\$42.53	\$39.21	(\$3.31)

Note: Mobile rates are based on actual vendor contract rates, plus additional security, accessories and add-ons, and general overhead costs.

Infrastructure Services (\$116 million total): IT hardware, software, tools, and services that establish the foundation for platforms and applications.

1. Servers (\$51 million): Includes the support of ITS' managed network services, managed platform services, managed web hosting, and hardware and software support.
2. Storage (\$13 million): Provides centrally managed block storage services for data center servers.
3. Mainframe (\$44 million): A managed infrastructure for mainframe workloads; IBM Mainframe is the standard platform. Unisys Mainframe support is included for existing clients.
4. Print (\$9 million): This service provides high volume, centralized printing. Enhanced services such as bursting and highlighting are available.

Servers (\$51 million total): Includes the support of ITS’ managed network services, managed platform services, managed web hosting, and hardware and software support. Servers support agency applications, data, and automation needs. Includes standard operating environment technologies of Windows, Linux, and AIX. Servers are delivered in standard sizes to address application workload requirements.

Significant Change Drivers

- Unix HPUX – Rate change driven by a cost reduction on an annual maintenance agreement.
- All Server Rates - ITS is performing a server clean-up to more appropriately align server data inherited from agencies during the ITS Transformation with the services the servers support. This effort will continue to right-size rates until fully complete.

Service	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
Unix SPARC (Server/Mo)	\$981.15	\$1,264.47	\$283.32
Unix HPUX (Server/Mo)	\$2,670.70	\$1,803.82	(\$866.89)
P-Series LPAR (GB RAMMo)	\$99.79	\$107.48	\$7.69
x86 Virtual (GB RAMMo)	\$31.81	\$30.04	(\$1.77)
x86 Physical (GB RAMMo)	\$67.23	\$66.01	(\$1.22)

Storage (\$13 million total): Provides centrally managed block storage services for data center servers, and block and virtual tape storage for the IBM mainframe.

Significant Change Drivers

- Block Storage – While overall spending decreased, ITS identified a greater proportion of billable storage based on improved data resulting from completion of the data center migration. Specifically, in FY 2018, 45% of total storage was billable to client agencies; this year, 55% is billable.
- IBM Mainframe Block - Increase in hardware purchases in FY 2019, causing an increase to the depreciation schedule.

Service (Billed at GB/Month)	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
Storage-Block	\$0.23	\$0.22	(\$0.01)
IBM Mainframe Block	\$1.32	\$1.55	\$0.22
IBM Mainframe Virtual Tape	\$0.19	\$0.17	(\$0.02)

Mainframe (\$44 million total): A managed infrastructure for mainframe workloads; IBM Mainframe is the standard platform. Unisys Mainframe support is continued for existing customers.

Significant Change Drivers

- IBM CPU - Projecting a decrease in PS hours for FY 2019 due to a shift in operational resources to other service areas.
- Unisys 2200 - Projecting a decrease primarily due to aging equipment phasing off the depreciation schedule and an overall reduction in PS hours for FY 2019, similar to IBM CPU.

Service	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
IBM CPU (CPU Second)	\$0.0467	\$0.0392	(\$0.0075)
Unisys 2200 (MIP/Month)	\$245.75	\$209.62	(\$36.13)

Digital Presence Services (\$9 million total): Support for WebNY, which offers web development services from conception and strategy, to design and implementation for NYS government websites. WebNY provides 24/7 monitoring and reporting, and provides site governance tools that enables clients to monitor broken links, accessibility, and automatically perform time consuming website maintenance tasks, while also improving website quality.

Significant Change Drivers

- Increased PS costs have been offset by increased utilization, resulting in a rate decrease.

Service (Billed at Page Views/Month)	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
WebNY	\$0.0280	\$0.0186	(\$0.0094)

Network Services (\$82 million total): Securely connects workstations and network devices to critical applications hosted in State data centers through Local Area and Wide Area Networks (LAN and WAN).

- LAN (\$54 million): Standard offering includes office site network hardware, software, support and services to provide a secure, monitored and managed local network for all NYS users. At the office site, this service provides connectivity for PC and VDI workstations, video conferencing, as well as network devices.
- WAN (\$29 million): Secure voice and data connections from a NYS site to the ITS MPLS network for connectivity to NYS data centers for applications, storage, intranet and MS Office functions. WAN services also connect NYS sites to the internet and cloud-based applications with broadband data circuits. In FY 2019, a WAN overhead rate was established to better align the treatment of WAN costs with all other ITS rated services. Last year, these costs were characterized as overhead to other enterprise services.

Service	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
LAN (Device/Month)	\$39.35	\$39.57	\$0.22
WAN (Varying Metrics)	N/A	12.00%	N/A

Telecommunications (\$31 million): Provides voice services, such as modern Voice-over-Internet-Protocol (VoIP) technology including dial tone and voicemail, as a standard offering, and support for traditional lines for existing customers. Also provides dial tone for systems such as Faxes, Modem, Alarms, etc. Self-Service and Online Help Guides are available for users.

Significant Change Drivers

- VoIP - A redistribution of servers resulting from the ongoing server clean-up reduced overall costs to the service.
- Centrex - Rate decrease resulting from a reduction in projected NPS spending.
- PBX – Increased share of overall non-VoIP telecom expenses driven to PBX as a result of elimination of Capnet as a service.

Service (Billed at Line/Month)	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
VoIP	\$16.57	\$10.78	(\$5.79)
Centrex (Verizon)	\$68.72	\$47.92	(\$20.81)
PBX (at State Ofc Bldgs)	\$71.24	\$79.27	\$8.03
Vendor Lines	\$32.24	\$26.49	(\$5.76)

Platform Services (\$35 million total): Includes the application infrastructure that enables business-facing applications and services.

1. Database Servers (\$31 million): Managed relational database services using Oracle, IBM DB2 and Microsoft SQL server technologies to establish a highly-scalable, simplified delivery and consumption model intended to reduce costs, improve service levels and enhance information access, security, and rationalization.
2. Application Services (\$3 million): Includes SOA Akana, Enterprise Content Management, and eFax services.

Database Servers (\$31 million): Managed relational database services using Oracle, IBM DB2, and Microsoft SQL server technologies to establish a highly scalable, simplified delivery and consumption model intended to reduce costs, improve service levels and enhance information access, security, and rationalization. This service includes the physical database design in addition to the infrastructure support.

Significant Change Drivers

- Oracle – Rate decrease due to increased utilization with steady cost base.
- DB2 – Shift in shared database resources allocated away from DB2. This is based, in part, on increased Oracle database utilization.

Service (Billed at DB Instance/Month)	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
Oracle	\$980.13	\$922.54	(\$57.60)
SQL Server	\$489.26	\$492.18	\$2.92
DB2	\$827.02	\$776.44	(\$50.58)

SOA Akana (\$2 million): Enterprise-class platform for designing, implementing, securing, managing, monitoring, and publishing Application Programming Interfaces (APIs). The platform automates access and control of the connections and traffic between the APIs exposed on your network and the applications that use them. API Management securely delivers APIs across multiple channels (i.e. mobile, cloud, on premise, and Internet of Things), enabling data sharing, connecting and integrating applications.

Enterprise Content Management (\$2 million): Provides the ability to store and retrieve documents using APIs. This offering will enable a business unit to use their existing capture solution to convert paper files into electronic format, store the electronic documents into a secure enterprise content repository, and retrieve the documents efficiently and immediately for viewing.

eFax (\$200K): Enterprise eFax Services uses the new RightFax Fax Over IP environment including, new FAX numbers, troubleshooting, quick start guides.

Service	FY 2018 Forecast Rate	FY 2019 Forecast Rate	\$ Change
Enterprise Content Management			
ECM Small (0-10 GB)	\$2,975.95	\$1,688.00	(\$1,287.95)
ECM Medium (10-50 GB)	\$14,879.76	\$8,440.00	(\$6,439.76)
ECM Large (50+ GB)	\$29,759.52	\$16,880.00	(\$12,879.52)
SOA Akana (Time in Akana (1K ms))	\$1.08	\$0.43	(\$0.64)
eFax (Fax)	\$0.08	\$0.07	(\$0.01)

Significant Change Drivers

- ECM – Total cost pool saw minimal changes year-to-year but, some costs have been deemed non-recoverable due to minimal utilization growth and under-utilized capacity.
- Akana – Decrease in NPS spending and PS reduction due to staff primarily residing in Portfolios working on agency-specific activities. These costs have been allocated to the State Labor Rate.

Non-Rated/Non-Recoverable (\$135 million total): Includes development costs of future services, migration costs of old technologies and other costs not eligible for reimbursement.

1. Non-Rated Services (\$48 million): Includes Agency-Specific Procurements and NPS Direct Bill agreements not included in a rated service.
2. Recovered other Means (\$39 million): Includes SWCAP and NPS costs recovered outside of the rate model and through Journal Vouchers.
3. Non-Recoverable/Future Services (\$48 million): Future rated services Include Managed File Transfer, WebSphere, WebLogic, Client Engagement Services, and Data Reporting and Analytics. Non-Recoverable costs include excess capacity in ECM and eFax.

In addition to the FY 2019 Rate Development, ITS – in conjunction with Maximus Consulting – completed a prior year reconciliation effort to address under- and over-billings from prior years. The reconciliation effort is especially important for federal cost allocation purposes.

Federal regulations (2 CFR Part 225 Appendix C) require States to reconcile central cost-allocated services and make adjustments for any identified variances between actual revenue and allowable costs. States are given several options to reconcile their costs, including carrying forward any variances into the rates established for a later year (the option selected by ITS).

As a result of the prior year reconciliation, ITS reduced FY 2019 client agency billing by a combined \$8M, or less than 1%. This results in reduced FY 2019 rates to “reimburse” agencies for these costs.

Although the reconciliation has only a minimal net impact on agency billings, it’s allocated through the rate model as an “adjustment” to the FY 2019 rate card. The reconciliation results in both rate increases and decreases; however, the net impact is less than 1% in total. The rate, including reconciliation, is reflected in agency bills.

Infrastructure	FY 2019		
	Original Forecast Rate	Adjusted Rate for True-Up	Change
Storage-Block	\$0.22	\$0.05	(\$0.17)
IBM Mainframe Block	\$1.55	\$1.40	(\$0.15)
IBM Mainframe Virtual Tape	\$0.17	\$0.17	\$0.00
Unix SPARC	\$1,264.47	\$391.16	(\$873.31)
Unix HPUX	\$1,803.82	(\$222.16)	(\$2,025.98)
P-Series LPAR	\$107.48	\$119.14	\$11.66
x86 Virtual	\$30.04	\$18.84	(\$11.21)
x86 Physical	\$66.01	\$68.73	\$2.71
IBM CPU	\$0.0392	\$0.0331	(\$0.0061)
IBM CMOD Support	\$590.01	(\$8,288.99)	(\$8,879.00)
Unisys 2200	\$209.62	\$224.95	\$15.33
Unisys Series A	\$151,430.01	\$156,246.35	\$4,816.33
zVMLPAR for DFS	\$671.40	\$5,527.48	\$4,856.08
Print	\$0.0381	\$0.0330	(\$0.0051)
Platform			
Oracle	\$922.54	\$535.33	(\$387.20)
SQL Server	\$492.18	\$517.71	\$25.53
DB2	\$776.44	\$900.86	\$124.42
Enterprise Content Management	\$168.80	\$168.80	\$0.00
SOA Akana	\$0.43	\$0.28	(\$0.16)
eFax	\$0.07	\$0.07	\$0.00
Digital Presence			
WebNY	\$0.0186	\$0.0198	\$0.0012

Network	FY 2019		
	Original Forecast Rate	Adjusted Rate for True-Up	Change
LAN	\$39.57	\$35.89	(\$3.68)
Workplace Services			
Kiosk User	\$105.18	\$116.38	\$11.20
Fixed User	\$127.42	\$138.63	\$11.20
Fixed User (no equip replacement)	\$105.18	\$116.38	\$11.20
File/Object Storage	\$0.11	\$0.07	(\$0.04)
O365 (Standalone)	\$16.66	\$16.92	\$0.26
Citrix Desktop	\$5.85	(\$29.50)	(\$35.34)
Citrix XenApp	\$59.21	\$58.92	(\$0.29)
Cell Phone	\$18.38	\$30.36	\$11.98
4G Device (Smartphone & Tablet)	\$42.89	\$55.54	\$12.65
Aircard / MiFi	\$39.21	\$57.27	\$18.05
Telecom			
VoIP	\$10.78	\$9.42	(\$1.37)
Centrex (Verizon)	\$47.92	\$69.20	\$21.28
PBX (at State Ofc Bldgs)	\$79.27	\$80.51	\$1.24
Vendor Lines Pass-Through	\$26.49	\$23.66	(\$2.82)
Labor			
State Labor	\$125.33	\$129.22	\$3.89
Contract Labor	10.74%	36.12%	25.38%

Sample Agency Billing Summary – Direct Bill

FY 2019 Service Billing Summary

All Client Agencies

Bill #: All Services-ALL-FY2019-Q1–Q2

Based on Actuals through Q2 (April 1, 2018 - September 30, 2018)

Issue Date: 11/1/2019



**Office of Information
Technology Services**

ITS Attests That Expenses Have Been Incurred by ITS on this Agency's Behalf in Support of Services Provided

Direct Billed Services	Q1 (4/1/18 - 6/30/18)	Q2 (7/1/18 - 9/30/18)	Q3 (10/1/18 - 12/31/18)	Q4 (1/1/19 - 3/31/19)	TOTAL
Rated Services †					
Application Services (Contract Labor)	\$ 734,638	\$ 623,203	\$ -	\$ -	\$ 1,357,841
Application Services (State Labor)	\$ 67,034	\$ 22,470	\$ -	\$ -	\$ 89,504
Digital Presence	\$ 35,162	\$ 32,980	\$ 12,093	\$ -	\$ 80,235
Facilities Services	\$ 65,125	\$ 59,110	\$ -	\$ -	\$ 124,235
Infrastructure Services	\$ 4,068,353	\$ 4,323,354	\$ 458,848	\$ -	\$ 8,850,555
Network Services	\$ 298,548	\$ 299,335	\$ 100,264	\$ -	\$ 698,148
Platform Services	\$ 432,387	\$ 365,078	\$ 102,842	\$ -	\$ 900,307
Telecom Services	\$ 1,610,862	\$ 1,522,025	\$ 464,395	\$ -	\$ 3,597,283
Workplace Services	\$ 1,139,538	\$ 1,213,058	\$ 445,540	\$ -	\$ 2,798,137
Non-Rated Services					
Agency Specific Procurements	\$ 636,758	\$ 470,921	\$ -	\$ -	\$ 1,107,678
Revenue Contracts	\$ 179,138	\$ 134,660	\$ 26,742	\$ 26,742	\$ 367,283
Total Direct Billings:	\$ 9,267,543	\$ 9,066,195	\$ 1,610,725	\$ 26,742	\$ 19,971,206

PAYMENT REQUIRED



**Office of Information
Technology Services**

Sample Agency Billing Summary – Memo Bill

FY 2019 Service Billing Summary

All Client Agencies

Bill #: All Services-ALL-FY2019-Q1–Q2

Based on Actuals through Q2 (April 1, 2018 - September 30, 2018)

Issue Date: 11/1/2019



Office of Information
Technology Services

ITS Attests That Expenses Have Been Incurred by ITS on this Agency's Behalf in Support of Services Provided

Memo Billed Services †	Q1 (4/1/18 - 6/30/18)	Q2 (7/1/18 - 9/30/18)	Q3 (10/1/18 - 12/31/18)	Q4 (1/1/19 - 3/31/19)	TOTAL
Rated Services					
Application Services (Contract Labor)	\$ 14,043,487	\$ 11,141,549	\$ -	\$ -	\$ 25,185,037
Application Services (State Labor)	\$ 87,291,613	\$ 67,711,489	\$ -	\$ -	\$ 155,003,102
Digital Presence	\$ 3,793,255	\$ 3,671,762	\$ 1,464,790	\$ -	\$ 8,929,808
Infrastructure Services	\$ 29,193,717	\$ 29,285,661	\$ 4,602,921	\$ -	\$ 63,082,298
Network Services	\$ 12,954,768	\$ 13,354,760	\$ 4,597,811	\$ -	\$ 30,907,339
Platform Services	\$ 11,367,946	\$ 11,490,006	\$ 3,430,578	\$ -	\$ 26,288,529
Telecom Services	\$ 16,686,524	\$ 16,241,737	\$ 5,159,483	\$ -	\$ 38,087,744
Workplace Services	\$ 38,444,130	\$ 39,238,821	\$ 13,443,400	\$ -	\$ 91,126,351
Non-Rated Services					
Agency Specific Procurements	\$ 4,556,321	\$ 1,815,313	\$ -	\$ -	\$ 6,371,633
Total Direct Billings:	\$ 218,331,760	\$ 193,951,099	\$ 32,698,983	\$ -	\$ 444,981,842

NO PAYMENT REQUIRED



Office of Information
Technology Services

Sample Agency Bill – Direct Bill

FY 2019 Workplace Services Bill

All Client Agencies

Bill #: WPS-ALL-FY2019-Q1-Q2

Based on Actuals through Q2 (April 1, 2018 - September 30, 2018)

Issue Date: 11/1/2019



Office of Information
Technology Services

ITS Attests That Expenses Have Been Incurred by ITS on this Agency's Behalf in Support of Services Provided

Direct Billed Services †	Billing Rate	Q1 - ACTUALS (4/1/18 - 6/30/18)		Q2 - ACTUALS (7/1/18 - 9/30/18)		Q1-Q2 Adjustments		Q3 - ACTUALS (10/1/18 - 12/31/18)		Q3 Adjustments		Q4 - ACTUALS (1/1/19 - 3/31/19)		Q4 Adjustments		TOTAL		
		Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount	
End User Services																		
End User Fixed (No PC)	\$ 86.72	2,767	\$ 239,954	2,825	\$ 244,984	0	\$ -	935	\$ 81,083	0	\$ -	0	\$ -	0	\$ -	6,527	\$ 566,021	
File Storage	\$ 0.37	278,328	\$ 102,981	459,884	\$ 170,157	0	\$ -	300,377	\$ 111,139	0	\$ -	0	\$ -	0	\$ -	1,038,589	\$ 384,278	
Mobile Services																		
Cell Phone	\$ 22.33	58	\$ 1,295	66	\$ 1,474	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	124	\$ 2,769	
4G Device	\$ 46.01	547	\$ 25,167	549	\$ 25,259	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1,096	\$ 50,427	
Aircard/MiFi	\$ 42.53	241	\$ 10,250	248	\$ 10,547	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	489	\$ 20,797	
Other																		
O365 (Standalone)	\$ 15.54	48,899	\$ 759,890	48,947	\$ 760,636	0	\$ -	16,301	\$ 253,318	0	\$ -	0	\$ -	0	\$ -	114,147	\$ 1,773,844	
Total Direct Billings:			\$ 1,139,538		\$ 1,213,058		\$ -		\$ 445,540		\$ -		\$ -		\$ -		\$ 2,798,137	

Sample Agency Bill – Memo Bill

FY 2019 Workplace Services Bill

All Client Agencies

Bill #: WPS-ALL-FY2019-Q1–Q2

Based on Actuals through Q2 (April 1, 2018 - September 30, 2018)

Issue Date: 11/1/2019



Office of Information
Technology Services

ITS Attests That Expenses Have Been Incurred by ITS on this Agency's Behalf in Support of Services Provided

Memo Billed Services +	Billing Rate	Q1 - ACTUALS (4/1/18 - 6/30/18)		Q2 - ACTUALS (7/1/18 - 9/30/18)		Q1-Q2 Adjustments		Q3 - ACTUALS (10/1/18 - 12/31/18)		Q3 Adjustments		Q4 - ACTUALS (1/1/19 - 3/31/19)		Q4 Adjustments		TOTAL	
		Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount	Utilization	Amount
End User Services																	
End User Kiosk	\$ 83.32	2,686	\$ 223,798	2,686	\$ 223,798	0	\$ -	891	\$ 74,238	0	\$ -	0	\$ -	0	\$ -	6,263	\$ 521,833
End User Fixed	\$ 103.40	267,504	\$ 27,659,914	272,103	\$ 28,135,450	0	\$ -	89,915	\$ 9,297,211	0	\$ -	0	\$ -	0	\$ -	629,522	\$ 65,092,575
End User Fixed (No PC)	\$ 86.72	31,915	\$ 2,767,669	32,217	\$ 2,793,858	0	\$ -	10,560	\$ 915,763	0	\$ -	0	\$ -	0	\$ -	74,692	\$ 6,477,290
File Storage	\$ 0.37	4,925,475	\$ 1,822,426	5,729,953	\$ 2,120,083	0	\$ -	3,332,898	\$ 1,233,172	0	\$ -	0	\$ -	0	\$ -	13,988,326	\$ 5,175,681
Mobile Services																	
Cell Phone	\$ 22.33	26,121	\$ 583,282	25,453	\$ 568,365	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	51,574	\$ 1,151,647
4G Device	\$ 46.01	61,408	\$ 2,825,382	61,322	\$ 2,821,425	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	122,730	\$ 5,646,807
Aircard/MiFi	\$ 42.53	14,948	\$ 635,738	15,284	\$ 650,029	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	30,232	\$ 1,285,767
Other																	
O365 (Standalone)	\$ 15.54	272	\$ 4,227	265	\$ 4,118	0	\$ -	85	\$ 1,321	0	\$ -	0	\$ -	0	\$ -	622	\$ 9,666
Citrix XenApp	\$ 45.07	39,297	\$ 1,771,116	39,297	\$ 1,771,116	0	\$ -	39,297	\$ 1,771,116	0	\$ -	0	\$ -	0	\$ -	117,891	\$ 5,313,347
Citrix XenDesktop	\$ 11.70	12,870	\$ 150,579	12,870	\$ 150,579	0	\$ -	12,870	\$ 150,579	0	\$ -	0	\$ -	0	\$ -	38,610	\$ 451,737
Total Memo Billings:		\$ 38,444,130		\$ 39,238,821		\$ -		\$ 13,443,400		\$ -		\$ -		\$ -		\$ 91,126,351	

Additional Questions? Contact ITS Finance at:

Director of Rate Setting

Joe Schultz – joe.schultz@its.ny.gov

ITS Billing Team – ITSBilling@its.ny.gov

Rate Card:

The FY 2019 rate card will be available at the following link prior to bill release: <https://its.ny.gov/service-rates>