GUIDELINES FOR PREPARING
THE
SCHEDULE IV-C

RECURRING INFORMATION TECHNOLOGY BUDGET PLANNING

FOR
FISCAL YEAR 2013-2014

STATE OF FLORIDA

The Florida Legislature

Governor's Office of Policy & Budget

July 2012

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Section I.   OVERVIEW AND GENERAL INSTRUCTIONS

A. Overview

The Schedule IV-C is a manual schedule in a Legislative Budget Request (LBR) that collects agency data on the planned costs for information technology (IT) services that are funded from each agency's recurring base budget. The Schedule IV-C provides a consistent approach and data collection tool to help an agency better align its investments in IT resources (staff, hardware, software, etc.) with the business needs and policies of the agency.

An IT service is one or more IT systems that enables an agency program or business function. **IT services are classified as *strategic* or *non-strategic* to an agency's mission.** Strategic services *directly* enable the agency's statutory or constitutional responsibilities, primary business functions, and program policy objectives (e.g., the FLORIDA system for the Department of Children and Family Services). Strategic services differentiate one agency from another. Non-strategic services are common utility-type services that facilitate or enable the day-to-day business activities of the agency (e.g., desktop PCs). Non-strategic IT services provide the generic IT infrastructure needed to provide all other IT services. *For the Fiscal Year 2013-14, planning costs will only be collected on the non-strategic IT services.*

B. Purpose of the Schedule IV-C

The purpose of the Schedule IV-C is to serve as the foundation to analyze and compare costs of non-strategic IT services across agencies and to assist the Executive Office of the Governor and the Legislature in identifying opportunities for centralizing or consolidating these IT services, *while maintaining the level and quality of IT services needed for agencies to fulfill their strategic mission.*

C. General Instructions

This document provides specific instructions and guidance for completing the Schedule IV-C for all non-strategic IT services in each agency. It is comprised of the following sections:
- Section I – Overview and Purpose
- Section II – Definitions of Statewide Non-strategic IT Services
- Section III – Non-strategic IT Service Costs Worksheets
- Section IV – Budget Detail Summary Worksheet by
- Section V – Glossary

Schedule IV-C workbook is a manual schedule that uses MS Excel. The following general guidelines will assist an agency with completion of these schedules:
1. The structure of the workbook has been updated to include all non-strategic IT services and remains locked and password protected without the ability to insert or delete any rows, columns, or worksheets.
2. Data input is restricted to the yellow highlighted areas in all worksheets. Cells in the Excel workbook, except for those with the yellow highlight, are locked and cannot be edited.
3. The filename and the worksheets' tab names are included in the lower left-hand corner of the footer for each page. This should help the agency to consolidate and reconcile inputs from various staff members into the appropriate single set of Schedule IV-C worksheets required for submission.

4. Each worksheet collects basic information identifying the agency, the name of the management-level person responsible for preparation of Schedule IV-C, and a phone number for this person.
5. The agency budget officer, administrative services director, and chief information officer are suggested contacts for the information for these worksheets. The department name and preparer information entered on the first tab in the Schedule IV-C cost workbook automatically carries forward and populates this information on the other cost worksheets.

Some agencies may already have a consistent methodology that is used to plan and estimate their operating IT resource needs. The estimation method for the Schedule IV-C should be consistent with the processes used by agencies to develop their LBRs.

It is strongly recommended that agencies carefully document the assumptions and methods used to estimate their non-strategic IT service costs so the process can be consistently used for planning and estimation in subsequent years.

D. Submission Instructions

All agencies, except as indicated below, are required to submit the Schedule IV-C for all non-strategic IT services for the FY 2013-14 LBR by October 15, 2012.

The State Attorneys, Public Defenders, Guardians Ad Litem, and Criminal Conflict and Civil Regional Counsels are exempt from the Schedule IV-C requirement because of other funding provisions relating to Article V of the Florida Constitution. The Capital Collateral Regional Counsels and the Clerks of Court Operations Corporation also are exempt from submitting the Schedule IV-C; as is the Florida Parole Commission because all of its IT resources have been transferred to the Department of Corrections and will be captured in the Department of Corrections Schedule IV-C submission.

All state agencies are required to send an electronic copy of all Schedule IV-C documents in native Excel format to the Office of Policy and Budget (OPB) and the Legislature by the deadline provided in the LBR instructions. **Send to IT@LASPBS.STATE.FL.US**.

Agencies also are required to submit the Schedule IV-C through the Florida Fiscal Portal located at http://floridafiscalportal.state.fl.us.

Section II.   STATEWIDE NON-STRATEGIC IT SERVICE DEFINITIONS

This section describes the nine pre-defined non-strategic IT services for the Schedule IV-C submission. The objective is for an agency to identify its costs for these statewide IT services. If your agency does not provide or use one or more of these services, describe in the footnote section of the appropriate worksheet how the functions defined in the service are otherwise accomplished or provided in your agency.

A. Network Service

The Network Service provides data connectivity using Local Area Network (LAN) or Wide Area Network (WAN) technologies. A LAN is a group of computers and related devices that are connected to each other so that users in smaller, localized areas (such as an office building or small campus) can communicate and share information and access to other devices such as shared file and print servers and shared network printers. A WAN is a network that interconnects geographically distributed computers or LANs. Because it is spread over a larger area, it requires data communications technology to make the connection possible, such as digital subscriber lines (DSL), frame relay, ATM (Asynchronous Transfer Mode), or other high-speed services. In most cases for state agencies, the wide area networking capabilities are provided through SUNCOM (MyFloridaNet).

This service includes the positions, assets, and services needed to develop, maintain, and operate the network, system, and server management infrastructure associated with LAN/WAN. This service also includes technical assistance dedicated to LAN/WAN problem resolution, physical and logical security (e.g., firewalls, intrusion detection, encryption, and virus protection), training, and consulting services specifically related to the LAN/WAN Service. It includes Voice over Internet Protocol (VoIP) technology and video conferencing technology.

Costs associated with this service include but are not limited to LAN and WAN administrators and related staff, routers, switches, hubs, cabling, software licenses, servers, shared network printers, maintenance agreements, storage, file sharing, network design/redesign, line leases, wireless network "air cards," network maintenance and monitoring (including Network Operations Center), and network management software.

B. E-Mail, Messaging, and Calendaring Service

This service enables users to send, receive, file, store, manage, and retrieve e-mail messages, attachments, appointments, and addresses; manage address lists; and create and maintain shared and private folders, and short message service (SMS) messages. The service includes the positions, assets, and services needed to maintain e-mail services, including software packages, mail proxies or servers, list servers (e.g., UseNet), and anti-spam/anti-virus and other security products specific to e-mail. This service may be provided over the LAN/MAN/WAN (wired or wireless) or other Internet mail resources (e.g., X.400, X.500, and LDAP) and allows e-mail access through desktop PCs, handheld devices, e-mail client applications, or other web-browser client devices, including but not limited to Blackberries, iPhones, Windows mobile phones, and other personal digital assistant (PDA) devices.

Costs associated with this service include but are not limited to email administrators and related staff, software, servers, and training, consulting services, and technical assistance dedicated to e-mail, messaging, and calendaring.

C. Desktop Computing Service

This service enables the use of standard office automation functions. The service includes positions, assets, and services associated with the acquisition, installation, and configuration of the user's desktop computing environment, including PCs (Macintosh and Intel or AMD based machines), peripherals connected to desktop PCs, and standard office automation software (e.g., desktop operating system, word processing, spreadsheet, presentations, web browser, project management). This service includes dedicated technical assistance, training, and consulting services specifically related to Desktop Computing Service.

Costs associated with this service include but are not limited to desktop support administrators and related staff, PCs, laptops, tablet PCs, and "netbooks," software licenses (office automation, automated software distribution, remote desktop management, anti-virus, and encryption software if included in the agency's standard desktop configuration), and personal desktop printers. *The timing and frequency of planned percentage of total desktop refresh is required to be described in a footnote for this IT service.*

D. Helpdesk Service

This service includes the centralized or consolidated receipt, assignment, and resolution of IT system problems for department users. The service includes the positions, assets, and services that receive, log, dispatch, track, and resolve customer requests. This service includes dedicated technical assistance, training, and consulting services specifically related to the Helpdesk Service.

Costs associated with this service include but are not limited to helpdesk operators and related staff, helpdesk servers and software, call routing/handling infrastructure, and helpdesk training.

Note: Dedicated Help Desk full time equivalents and resources providing data center functions established in s.282.201, F.S. for agency data centers, computing facilities, and single logical servers are required to be identified in the data center service and are not to be included in this service.

E. IT Security/Risk Mitigation Service

This service provides necessary IT security capabilities, reduces risk, and ensures the continuity of agency IT services. This IT service focuses on preparedness for responses to natural or man-made disasters and emergencies, and response to / prevention of internal and external IT security threats and events. The service includes the positions, assets, and services associated with planning, implementing, directing, assessing, and coordinating the physical and logical security of all agency information and recovering/restoring critical IT and agency services needed in the event of a disaster. This service also includes the resources needed to test, manage, and implement business continuity and disaster recovery plans (e.g., Continuity of Operations Plan) but does not include resources needed to address normal "break/fix" or standard availability requirements.

Costs associated with this service include but are not limited to the security director and related staff, off-site backup systems and procedures for activating necessary information systems in a new location, training within this activity, security consulting services, security policy, security systems, and specific security or encryption hardware

and software tools, including any desktop encryption software that is *not* part of the agency-wide standard desktop configuration.

F. Agency Financial and Administrative Systems Support Service

This service enables users to perform the fiscal, administrative, and executive management support functions of the agency. Typical functions include accounting and general ledger, procurement and contract management, property management, human resources, forms management, correspondence tracking, legislative affairs, and planning and budgeting. This service includes the positions, assets, and services associated with the operation and maintenance of the systems that support the agency's fiscal, administrative, and executive management support functions.

Costs associated with this service include but are not limited to personnel, hardware, and software needed to maintain and operate agency performance monitoring and various tracking systems used by the agency executive management team, and the agency-based business systems that receive data from or provide data to the state's enterprise administrative systems (FLAIR, LAS/PBS, PeopleFirst, SPURS, MyFloridaMarketplace, Payroll, Cash Management, and SUNTAX). IT personnel that directly support the State's enterprise administrative systems, but are not in agencies that own these systems, should also be included in this service.

G. IT Administration and Management Service

This service enables the management and administration of the agency's IT program or function that is responsible for prioritizing and tracking IT projects as well as the planning, developing, managing, and operating of agency IT systems. The service includes the positions, assets, and services associated (in whole or in part) with IT planning, budgeting, and investment control, IT procurement and contract management, IT project planning and management, and the overall coordination of IT work in the agency.

Costs associated with this service include but are not limited to the positions of Chief Information Officer, IT managers, and administrative staff for the IT organization. The operational costs should include the systems used for budgeting, accounting, personnel, and customer relations activities directly related to IT, and for research and development not specifically included in any other IT service. It also should include costs associated with agency management participation in IT management and investment control activities.

Note: Data center directors, deputy or assistant data center directors, other data center or computing facility management/ supervisory/ or administrative full time equivalents and corresponding resources are required to be identified in the data center service and are not to be included in the IT Administration and Management service.

H. Portal/Web Management Service

The Portal/Web Management service enables the publishing of an agency's standard information for its employees and the public. This service involves the development, maintenance, operation, and support of an agency's Internet and intranet web presences. It establishes and maintains the accessibility of the agency's web presence, and enables web-based transaction and reporting systems to be made available to employees and the public for beneficial and convenient processing of information. This service includes the establishment and operation of general website search capability, web analysis tools, and content management functionality.

Portal/Web costs specifically related to a strategic IT service should not be included.

Costs associated with this service include (but are not limited to) personnel, hardware, and software needed to maintain and operate the agency portal. Portal/web developers, graphics developers, content managers, web security officer, and webmaster would be associated with this service. Other costs include consulting services, web development tools and software licenses, search engine products, portal/web language translation, servers, firewalls, bandwidth, and training specifically for the portal/web.

I.   Data Center Service

The Data Center service provides the centralized operation and management of data center services provided through (a) data centers and computing facilities as defined in s. 282.0041, F.S., and (b) single server installations; and includes all resources required to perform data center functions identified in s. 282.201(2)(d)1.e., F.S. Statutory data center functions include data center management and operations, system administration, database administration (physical data base work), system programming, job control, production control, data center print, storage, security, backup and recovery, disaster recovery, technical support, data center help desk, and related managed services and *exclude application development*. The service also includes environmental capabilities required by the centers, computing facilities, and single server installations, including but not limited to, power, climate control, fire suppression, and network connectivity.

Primary data center costs reported in this service must include the projected annual billings based upon the primary data center rates and the pass-through costs required to meet requirements identified in the agency's service level agreement(s).

For agency data centers and computing facilities, and single server installations, state agencies must include: personnel costs, hardware and software, contracted services, external service providers, and any other costs necessary to provide the data center service (i.e., required to perform the data center functions identified in s. 282.201(2)(d)1.e, F.S.).

Only assets and resources that are unique to the function / operation of the Data Center Service should be entered directly into the Data Center Service cost worksheet. Example: Servers specific to providing data center services should be identified in the Data Center Service; all other mainframe or non-mainframe servers must be entered into the other non-strategic services cost worksheets that specifically define their purpose.

Section III.   NON-STRATEGIC IT SERVICE COSTS WORKSHEETS

A. General Guidance for All Costs Worksheets

Each of the non-strategic IT services has a corresponding IT Service Costs Worksheet. These worksheets require the agency to identify and allocate from its current year recurring base budget and planned estimate for FY 2013-2014 the level of funding for each of the specified IT services. Agencies should use the LAS/PBS column G64 minus G65 as a reference for the recurring agency base budget. While each of the cost worksheets is nearly the same, the Network Service and Desktop Computing Service worksheets include additional data input requirements for hardware specific to these services.

To begin completing the IT Service Costs Worksheets, open the Microsoft Excel spreadsheet template file and save it under a folder and file name. For your convenience, the template includes the file name, with its path, in the lower left corner of each IT Service Costs Worksheet. Complete the Network Service worksheet to automatically populate the agency name and contact information those same cells on the other worksheets. This information can be overwritten on the subsequent worksheets, if necessary.

Figure 1. Typical IT Service Cost Worksheet

The cells that are highlighted in yellow are for data entry and editing; all other cells in the Schedule IV-C IT Service Costs Worksheets are locked. This has been done to prevent inadvertent data entry and to preserve cell references, formulas, and formatting.

Non-strategic IT service costs that result solely or primarily from agency business requirements associated with strategic IT services must be reported in the non-strategic service cost sheet and explained in Footnotes.

Resources that are shared among two or more non-strategic should be allocated or apportioned among the services. Assumptions associated with any resource allocation should be concisely explained in a footnote and carefully documented to help ensure the cost estimation is repeatable within your agency in subsequent years.

To better identify IT costs, it is useful to understand what typically is included or identified as IT. For the purposes of this data collection effort, IT includes:
- all servers
- all computers with the human interface
- all computer peripherals which will not operate unless connected to a computer or network
- all video and data networks including the equipment, staff, and purchased services necessary to operate them
- all salary and benefits for staff whose job descriptions specifically include technology functions such as network services, applications development, and systems administration
- all technology services provided by vendors or contractors
- operating costs associated with providing information technology
- all costs associated with developing, purchasing, licensing, and maintaining software.

Discretionary expenses relating to an IT service should be included in the cost of the service, e.g., training and travel, and clearly described in a footnote. However, an agency *should not include costs that are expected to be paid with non-recurring appropriations requested in a LBR issue*.

Questions regarding number of users and locations, as well as some service-specific questions, that in previous years were included in separate MS Word documents have been moved to the cost worksheets. An IT service user is a person who uses an IT service *on a day-to-day basis*. An approximate number of users of a service is sufficient for this section. If the public uses a service, estimate the approximate size of the user groups (e.g., 10,000 real estate brokers).

The number of physical sites or installations that house or host the agency's assets and resources *to provide* the service also drives costs. For example, an agency may have many locations or server installations that host file and print servers to support the Network Service.

B. Specific Guidance for Completing the Cost Worksheet Data Requirements

The Schedule IV-C Cost Worksheets are intended to identify *all* planned expenditures for IT assets and resources associated with each IT service, regardless of the state or federal funding source.

1. Service Provisioning -- Assets and Resources (cost elements) Column

The data reported for each Cost Element should reflect recurring current year budget expenditures plus any planned changes in the recurring funding levels for each service for FY 2013-2014 The following are the titles that appear in the rows of the

Cost Elements column, with a general description of the types of assets and resources that would typically be identified with each:

(a) Personnel

Three Personnel Cost Elements appear in every IT service. They identify the aggregate number of Full Time Equivalent (FTE) State Positions, Other Personnel Service (OPS) positions, or Contractor Positions allocated to each IT service. This is an aggregate number of all personnel assigned on a full- or part-time basis to operate or maintain the IT service. *If one or more staff resources are used to support more than one IT service, estimate the percent of time devoted to each service, rounding to the nearest .25 FTE per service.* Document any assumptions used to estimate shared resource percentages in a footnote. The three subcategories for personnel appear in Cost Worksheets for each IT service:

1. State FTE

   This total should reflect the total number of currently authorized FTE positions (filled and vacant) in the budget that are required to provide the service. FTE positions should not differ from the currently authorized positions appropriated in the General Appropriations Act and or the number of legal positions established in substantive law. Overtime or on-call costs should be included and associated with the IT service that requires the resource. The cost figure should reflect the actual cost of salaries and benefits for the filled positions. For vacant positions, the cost figure should include the salaries and benefits as appropriated.

   Note: The standard personnel expense package associated with each state FTE (if provided) is not entered here, but rather in the "Other" cost element. The values for the standard expense packages as identified in the FY 2013-2014 LBR instructions must be clearly broken out within the footnote for the cost element.

2. OPS FTE

   Full- or part-time OPS positions that are paid from the State payroll system for your agency should be counted in this category.

3. Contractor FTE (staff augmentation positions)

   The positions in this category are used to augment existing state FTE and OPS staff on a full- or part-time basis. Contractor positions are not paid from the State payroll system.

(b) Hardware

This Cost Element appears in every IT service but the specific hardware items listed on the cost worksheets vary between the IT services. If a hardware component is used to support more than one IT service, identify a reasonable method to estimate funding requirements (e.g., number of users or percentage of use or payment). Document the method and assumptions used to estimate the shared resources. The subcategories for hardware cost elements and the information to be provided are listed below:

1. Servers

   This Cost Element appears in each of the IT services. It should include the number of physical mainframe platforms, UNIX or Linux servers, other mid-range servers, and Intel- or AMD- based servers the agency has

purchased or leased to provide the IT service. A physical server is a computer on a network that manages network based resources, e.g., file servers, print servers.

When a physical server is running virtualization software, it may contain multiple logical servers. A logical server is an instance of an operating system that runs on a partition of a physical server.

Note: Agencies also are required to indicate the total number of logical servers in a footnote for each affected service, if partitioned or virtual servers are used to provision the IT service.

The Hardware section of the Data Center Service cost worksheet shows the total number of mainframe and non-mainframe servers identified in all Schedule IV-C cost worksheets. Server totals are automatically calculated in the green row for Hardware.

Only servers that are unique to the function/ operation of the Data Center Service should be entered directly into the Data Center Service cost worksheet. All other mainframe or non-mainframe servers must be entered into the appropriate IT service cost worksheets that defines their purpose.

2. Servers - Maintenance & Support Services

This Cost Element appears in every IT service. It corresponds with the server hardware identified above, focusing on identifying maintenance and support (e.g., repairs, manufacturer trouble-shooting, costs for server maintenance) associated with the server platforms needed to provide the IT service.

3. Network Devices & Hardware

This Cost Element only appears in the Network Service. It should include any routers, data storage, cabling, switches, hubs, etc., associated with providing LAN and WAN services.

4. Wireless Communication Devices & Related Hardware

This Cost Element only appears in Email Service. It should include all the devices and associated infrastructure that are provided specifically to support email and messaging functions in a wireless environment.

5. Desktop Computers

This Cost Element only appears in Desktop Computing Service. It should include the total number of desktop computers and laptop computers (identified separately) the agency currently has and the number planned for replacement.

6. Online or Archival Storage Systems

This Cost Element appears in the Network, Email, and Data Center Services. It should indicate the total amount of online, disk, and tape data storage (in gigabytes) operated and maintained by agency data centers and computing facilities.

7. Data Center/ Computing Facility Internal Network

This Cost Element also only appears in the Data Center Service. Costs associated with network costs within the walls of the data centers or computing facilities should be reported in this row.

8. Other Hardware Assets

This Cost Element appears in every IT service. It is available for the agency to identify any other hardware assets that constitute a significant cost to the IT service. Items that may be considered in the other cost element will include, but not be limited to, system management workstations, printers, and scanners.

(c) Software

This Cost Element appears in every IT service. It will identify any software purchases or leases, and maintenance or support costs. The list of software would include, but not be limited to:

1. Operating systems for all platforms - mainframes, mid-range servers, Intel- or AMD- based servers, and laptop and personal computers.

2. System tools and utilities - any software for database management, application development, firewall/security software/authentication, configuration management, backup/recovery, network management, system management.

3. Applications - messaging/email/groupware, HR/time keeping, accounting/general ledger, data warehousing/data mining, imaging/document management, portal, and web content management.

If software, such as an operating system or system utility, is included by the vendor as a required portion of the hardware costs and does not have a separate cost, the cost of such software should be included with the appropriate hardware cost elements.

(d) External Service Providers

This Cost Element appears in every IT service. It will include any entity external to the agency (e.g., consultants or other agencies) that provides any portion of the IT service. *For example, the Department of Management Services provides the SUNCOM / MyFloridaNet service.* The **Number used for this service** column should contain the number of external service provider contracts the agency has to support each service.

The external services include, but are not limited to: 1) Internet Service Provider and Internet services, 2) WAN services, 3) wireless network and communication services, 4) E-Mail, Messaging, and Calendaring Services, 5) Data center services provided by a primary data center, agency data center, or computing facility, and 6) disaster recovery services.

1. For the Data Center Service, agencies must indicate the number of primary Data Center Board votes it has on each of the primary data center boards of directors. State agencies are reminded that they must specifically identify the total projected annual billings based on current data center rates and pass-through costs required to meet requirements identified in the service level agreements with the primary data centers.

2. The Data Center Service also includes a row for *any* external data center service provider the agency uses that is *not* a designated primary data center pursuant to s. 282.0041, F.S. in this cost element.

(e) Other

This Cost Element appears in every IT service. It will include any "Other" significant agency cost element for the IT service that is not specifically included in the Hardware, Software, Personnel, Plant and Facility, or External Service Provider cost elements. This may include an amount for required expenses and discretionary expenses. Because the "Other" cost element could be used to identify a wide range of expenses associated with each IT service, the footnotes must be used to document significant expenses being identified within this cost element. The footnote should itemize any major expense and the amount it contributes to the total recorded in "Estimate for Fiscal Year 2011-12" column for this "Other" cost element

Note: For the Data Center Service, the **Other** *cost element follows the* **Plant and Facility** *cost element.*

(f) Plant and Facility

The **Plant & Facility** cost element appears only in the Data Center Service and includes all of the assets and resources associated with providing data center services for state agencies.

1. Agencies must identify the cost associated with agency data centers, computing facilities, and single server installations that provide or consume data center services as defined in Chapter 282, F.S. This cost element also includes any office spaces associated with the hosting, management, and administration data center services pursuant to Chapter 282.   These costs include but are not limited to rent, lease payments, maintenance fees, insurance premiums, and other charges.

2. Costs to maintain data center and computer facility environments include HVAC, fire suppression and control, and physical security.

3. The Data Center Service also includes a row for agencies to report any other material plant and facility cost associated with this service, and explain the costs in a footnote.

2. Footnote Number Column

This is the number of the footnote line that provides necessary clarification or explanation for the corresponding cost element. Whenever a brief explanation or a short narrative is required, that information should be provided in the Footnotes section (at the bottom of each worksheet) along with the corresponding footnote number. Footnotes should be used to document assumptions and provide details on what the agency is including with the Cost Element rows.   At a minimum, agencies should include footnotes that identify:

(a) Individual items and their costs that are consolidated in any Cost Element row

(b) Total Number of logical servers, if agency is using logical partitions or virtualization software.

(c) Types of positions and approximated breakouts by number or percentage of total for FTEs reported in the Personnel Cost Elements

(d) The type or scope of services reported in the External Service Provider(s) Cost Element

(e) Significant changes in planned funding for a service in FY 2013-14 (see explanation of Column D on pp. 20-21).

Since this is a Microsoft Excel worksheet, text for footnotes is limited to a total of 1024 characters. Footnote rows are provided on each Cost Worksheet. If more space is required, additional footnotes can be provided in a separate attachment that should be clearly identified as supplemental information related to the cost worksheet for the specific IT service.

3. Assets & Resources Apportioned to this IT Service in FY 2013-14 Columns

(a) Number Used for this Service

This is the total number of assets or quantity of resources that will be used to provide the specific IT service in the upcoming fiscal year from the agency's recurring current year budget. For example, the value entered in this column for Personnel costs reflects the number of State FTE or OPS or Contractor positions that enable the service. Although the number provided may be 10 FTE, this figure could represent the part time participation of more than 10 employees (i.e., 20 half-time employees could equal 10 FTE).

Cost Element	Standard Units *(Footnote Non-standard Units)*
Hardware	# of Devices or Platforms
Personnel	# of full-time equivalent positions
External Services	# of Vendors/Contracts
Other	A concise footnote to explain all *Other* cost element entries on the cost worksheet

(b) Number with costs in FY 2013-2014

This is the number of assets or resources that will be used to provide the specific IT service in FY 2013-14 <u>and</u> will require funds in the agency's recurring budget. The number in this column may not always be the same as the number in the "Number used for this service" column discussed in the preceding paragraph. These situations usually relate to procurement of hardware or software assets, which does not occur every year. In these cases, the "**Number used for this service**" column would be more than the "**Number with costs in FY 2013-2014**" column. *For example, the agency may use 10 servers to provide the service, but is planning to replace three of the servers or only renew the maintenance contract on three of the servers with recurring budget funding in FY 2013-14. In either case, the quantity of servers in the "**Number used for this service**" column would be 10, and the "**Number with costs in FY 2013-2014**" column would be 3.*

4. Estimated IT Service Costs Column

For FY 2013-2014, the Schedule IV-C worksheets include the estimated recurring agency budget required to provide the non-strategic IT services identified by the agency. The funding for IT service costs should be based on the recurring agency budget as reflected in LAS/PBS column G64 minus G65.

Estimated Allocation of FY 2013-2014 Recurring Base Budget *(based on LAS/PBS Column G64 minus G65).* This column should identify the total funding from the agency's recurring budget that is expected to be allocated for each cost element to enable or provide the IT service. If the agency plans to use recurring funding for *technology refresh,* the cost of the planned purchases or lease is required to be included in this Column for FY 2013-2014, with a footnote indicating the planned frequency or schedule of the planned technology refresh.

Note: For those agencies with resources housed in a primary data center, the projected FY 2013-2014 data center budget shall be based on the September 1 approved primary data center rates and pass through costs.

5. Specific Guidance for Completing Worksheets for Helpdesk, IT Administration & Management, and Portal Services

(a) Helpdesk Service. Agencies must estimate the average monthly volume of helpdesk calls/cases/tickets. This number should come from the helpdesk(s) or service desk(s) of the agency; however, it should not include help desk functions specifically related to providing the Data Center Service. Data Center Service functions and resources are to be identified in the Data Center Service. If an agency has de-centralized helpdesks or helpdesks dedicated to specific IT systems or services, the agency shall estimate the agency-wide aggregate call volume requesting technical assistance.

(b) IT Administration and Management Service. While there may be some small systems and applications associated with the IT Administration and Management Service, most of the associated resources will be human resources. Larger agencies may have specific systems dedicated to IT planning, budgeting, accounting, or other administrative functions directly related to IT.

(c) Portal/Web Management Service. Agencies are required to separately delineate user quantities into Internet and intranet user groups for this service.

Section IV.   BUDGET DETAIL SUMMARY WORKSHEET

The summary level worksheet known as the Budget Detail worksheet is provided in the MS Excel cost workbook for the Schedule IV-C. The Budget Detail worksheet identifies the total reported IT service cost and planned funding sources to be used for the non-strategic IT services. This worksheet should be completed by staff within the agency familiar with the coding structure used within the Legislative Appropriation System/Planning & Budgeting Subsystem (LAS/PBS).

A. General Guidance for the Budget Detail Worksheet

The Budget Detail worksheet identifies budget entities and corresponding program components that provide funding for each of the agency's IT services. This identification is further detailed to include the *appropriation category* that identifies the specific purpose for which money is to be spent, the accounting *fund* from which money is appropriated, and the 1-digit *fund source identifier (FSI)* used in LAS/PBS to identify the funding source.

The portion of the worksheet at the bottom of the page is automatically populated with data provided on each of the individual IT Service Costs Worksheets. The bottom lines show the cost and FTE totals for each IT service, as well as calculate the cost per user for certain services

The cells shaded "orange" (M4 through U5) are totals automatically calculated from the data entered for each IT service (the yellow cells). Row 2 shows the percentage of the IT service cost that has been detailed by budget categories on the worksheet. Row 3 shows the total amount of recurring agency budget that has been entered for each service. In a completed Schedule IV-C submission, the percentages in Row 2 should be 100 percent, and the totals in Row 3 should equal the IT service cost totals at the bottom of the sheet.

		E-Mail, Messaging, and Calendaring Service	Network Service	Desktop Computing Service	Helpdesk Service	IT Security/Risk Mitigation Service	Agency Financial and Administrative Systems Support Service	IT Administration and Management Service	Web/Portal Service	Data Center Service
Identified Funding as % of		*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*
Line Item Total	Funding Identified for IT Service	*$0*	*$0*	*$0*	*$0*	*$0*	*$0*	*$0*	*$0*	*$0*
	$0									
	$0									
	$0									
	$0									

Sum of funding identified for each IT service & the percentage of that sum identified by the total of all budget detail line items

B. Worksheet Instructions

Enter all the names and codes for each of the budget categories that provide funding for each IT service into the worksheet. These entries are required to be consistent with the LAS/PBS titles and codes and the appropriated resources they contain for your agency.

Identify the funding level from each budget entity detail used to provide/support each IT service. For example, if an IT service is funded through multiple budget entities and program components, enter a line item for each different budget category grouping (budget entity, program component, appropriation category, fund, and FSI).

Section V.   GLOSSARY

This glossary provides definitions for common terms referenced within the Schedule IV-C data collection worksheets.

Term	Definition
Agency Data Center	Agency space (or non-primary agency data centers) containing 10 or more physical or logical servers any of which supports a strategic or nonstrategic information technology service, as described in budget instructions developed pursuant to s. 216.023, F.S..
Application Development Functions	The analysis, requirements definition, design, and building of an application to meet a business need; it includes software engineering activities such as development, application configuration, test, and maintenance/ enhancement of existing or new applications.
Apportionment	To divide and assign in just proportion; to apportion FTE or other costs among various IT services.
Asset	Component of a business process. Assets can include people, facilities, computer systems, networks, paper records, fax machines, etc.
Availability	Ability of a component or service to perform its required function at a specified level over a defined period of time. It is usually expressed as the availability ratio, e.g., the proportion of time that the service is actually available for use by the customers within the agreed service hours.
Computing Facilities	Agency space containing fewer than a total of 10 physical or logical servers, any of which supports a strategic or nonstrategic information technology service, as described in budget instructions developed pursuant to s. 216.023, F.S, but excluding single, logical-server installations that exclusively perform a utility function such as file and print servers.
Contractor	A person or business that provides services to an agency under terms specified in a contract, with specified deliverables and/or service level requirements. Unlike an employee, a contractor is not paid through the state payroll system and does not typically receive health insurance, annual or sick leave, or retirement benefits.
Cost	The amount of expenditure (actual or estimated) incurred by or attributable to a specific business unit including, but not limited to, value of hardware, software, service, maintenance, incremental personnel, and facilities.
Cost Elements	The constituent parts of costs according to the factors upon which expenditure is incurred (e.g., materials, labor and expenses). In estimating the cost of assets and resources, it is useful to categorize costs to ensure that they are correctly identified and managed. This categorization should use consistent and easily understandable cost types. For producing Schedule IV-C data, the cost elements are grouped into the following six types: • Personnel costs • Hardware costs • Software costs • External Service costs • Plant & Facility costs • Other

Term	Definition
Customer	Recipient of the service; usually the customer management has responsibility for the cost of the service, either directly through charging or indirectly in terms of demonstrable business need.
Environment	A logical collection of hardware, software, network communications, and procedures that work together to provide or support a discrete IT capability or function. There may be one or more environments on a physical platform, e.g., test, production.
Hosting Location	A physical place that houses the agency's assets and resources providing the IT service. This can be a primary data center, an agency data center, a computing facility, a single logical server installation or an outsourced data center established pursuant to Florida Statute.
Information Technology (IT)	Includes the equipment, hardware, software, firmware, programs, systems, networks, infrastructure, media, and related materials used to automatically, electronically, and wirelessly collect, receive, access, transmit, display, store, record, retrieve, analyze, evaluate, process, classify, manipulate, manage, assimilate, control, communicate, exchange, convert, converge, interface, switch, or disseminate information of any kind or form.
IT Infrastructure	The sum of an organization's IT related hardware, software, data telecommunication facilities, procedures and documentation.
IT Resources	Computer and related data processing and communications equipment, software, facilities, and personnel needed to provide customers with required IT services. IT resources also can include supplies and services for development, training, operations, and maintenance of other IT resources.
IT Service	One or more IT systems that enable a business function. It satisfies one or more customer needs and is perceived by its customers as a coherent whole.
IT Service Catalog	The single comprehensive list of all IT services that are needed to enable an agency's business functions. It forms the basis for an understanding of all the IT services offered, their features, components, charges, and performance targets to be met by the service provider. The catalog should be reviewed regularly and updated as necessary to reflect changes in the IT services to address changes in business needs.
IT Service Management	The process of defining, documenting and managing the levels of customer IT service that are required and cost justified.
IT Service Provider	The role performed by any organizational unit whether internal or external, that delivers and supports IT services to a customer.
Job Control	The control of multiple tasks or jobs on a computer system to ensure they each have access to adequate resources to perform correctly, that competition for limited resources does not cause a deadlock where two or more jobs are unable to complete. It also includes resolving such situations when they occur and terminating jobs that (for any reason) are not performing as expected.
Maintain	To keep an IT asset or resource in a certain condition or at a certain level of operation.
Major IT Application	Any custom developed, commercially acquired, or open-source software products or application systems that are included in the definition of a non-strategic or strategic IT service. *Note: Strategic IT Services and their constituent application systems are defined in Worksheets SC-1 & SC-2.*
Metric	Measure of an IT service designed to assess performance or compliance with pertinent agency service level requirements.

Term	Definition
Non-strategic IT Service	A utility-type IT service that is common among agencies and facilitates the day-to-day agency activities. Non-strategic IT services provide the generic IT infrastructure needed to provide all other IT services. These services need only work well enough to prevent them from becoming a problem, so significant investment (i.e., "gold plating") does not provide commensurate value to the agency.
Operations	All activities and measures to enable and/or maintain the intended use of the IT infrastructure associated with an IT service.
Primary Data Center	A state or non-state agency data center that is a recipient entity for consolidation of non-primary data centers and computing facilities and is authorized in law.
Production Control	Activities related to computer operations conducted according to a predetermined production plan, including promotion of applications into a production environment.
Service Level Agreement (SLA)	A written agreement between a service provider and customer(s) that documents agreed-upon service levels to meet the agency's business needs for a service.
Service Level Requirement (SLR)	Metrics or objectives of a service output that are required to support the agency's business function.
Single Server Installation	Means any single physical, logical or virtual server that is not housed in an agency data center, computing facility, or primary data center.
Staff Augmentation	The process of using contract employees to supplement existing agency staff, usually involving compensation based on hourly rates.
Strategic IT Service	An IT service that directly enables the agency's statutory or constitutional responsibilities, primary business functions, and program policy objectives. Strategic IT services differentiate one agency from another.
System Administration	The planning, support, management, and operation of servers and other computing systems.
System Programming	The activity of configuring or programming system software which requires a greater degree of computer system and computer architecture knowledge. For the mainframe, it also involves installing and customizing the operating system and vendor products used by application programmers or end users.
Technology Refresh Cycle	Approximates the expected life of the IT resource expressed in terms of the number of years between planned replacements.
User	A person who uses an IT service on a day-to-day basis.