



Memorandum

FR: Janet Phipps, DAS Director

TO: Glen Dickinson, LSA Director

RE: DAS Response to LSA's July 3, 2014 Issue Review

DT: August 26, 2014

The Iowa Department of Administrative Services (DAS) evaluated the assertions made in the July 3, 2014 "Issue Review" published by the Legislative Services Agency (LSA). DAS offers the following response to clarify the issues presented by LSA. DAS has reduced FTEs by 17.1%, reduced billings to customer agencies by \$2,248,044 in FY15, saved \$9,995,074 in construction management expenses and avoided \$5 million in higher salary costs. By any legitimate measure, DAS is reducing the cost of government. The following information provides the necessary context for several of the assertions put forth in the "Issue Review".

Assertion: DAS increased expenditures by \$17.1 million from FY 11 – FY 13

Reality:

- \$9 million of this increase consists of executive branch agency investments in vehicle purchase and repair.
- \$8 million of increased costs is for IT Operations and General Fund expenditures for facility and technological infrastructure improvement.
- Neither increase reflects more FTEs or corresponding higher rates for services.

Assertion: DAS has spent more on outside services than it has saved in personnel costs

Reality:

- The janitorial contract (cost: \$312,000 in FY 13) is the only contract in the outside services category that is a recurring expense as a result of outsourcing. All other payments are one-time expenses.
- Reorganization of the janitorial services saves approximately \$236,000 per year.
- Reorganization of Construction Management has saved \$9,995,074.
- The collective bargaining agreement entered into by the Culver Administration increased DAS personnel cost by approximately \$4 million from FY 11 – FY 13.

Assertion: DAS has been reducing lower paid positions at a higher rate than higher paid positions

Reality:

- Collective bargaining agreements require reductions in force to affect those employees with the least seniority; individuals with less seniority earn less than individuals with more seniority.

- Had DAS employed the same number of FTEs in FY 13 as it had in FY 09, the salary cost for employees would have been \$5 million more than the actual FY 13 salary expenditures.
- DAS had a number of IT employees whose skills and experience dictated a higher salary range.
- 43 DAS employees participated in the 2010 early retirement program, increasing DAS's personnel costs through FY 15.

The following documents provide detail for the statements made above.



DAS Analysis of LSA Issue Review 7/3/14

1. Table 1:

The “Issue Review” comparison between FY 2011 and FY 2013 regarding DAS expenditures (17.6% increase) should have been comprehensively analyzed by LSA staff in order to present a true picture of the basis for the increase. The “Issue Review” clearly gives the impression that these expenditures increase the size and cost of DAS. The additional information presented below supports otherwise.

Overall, expenditure increases primarily occurred in the **General Fund**, **IT Operating Fund**, and various **Vehicle Revolving Funds**. These increases occurred as a result of appropriations made by the Legislature or spending decisions made by State agency customers of DAS, and do not reflect an increase in the size and cost of DAS.

- Regarding the **General Fund**, this increase is directly related to legislation requiring IT consolidation, IT infrastructure improvements and funds appropriated by the Legislature to maintain the Iowa Building.
- Regarding the **IT Operating Fund**, please refer to the attached analysis prepared by the Office of Chief Information Officer.
- Regarding the **Vehicle Revolving Funds**, these increases are directly related to various State agency decisions to purchase/maintain/repair vehicles. These increases do not reflect an increase in the size and cost of DAS.

2. Table 2:

The only amount contained in the **Outside Services** line item noted in the “Issue Review” that is applicable to an ongoing outsourcing of DAS activity is the janitorial service contract (approximate annual value of \$312,000 for FY 13). This contract was implemented in lieu of filling vacant positions within DAS. All other amounts contained in the **Outside Services** line item were for technical, one-time, or project specific expertise contracted by DAS and unrelated to ongoing outsourcing of DAS activities.

In order to provide an accurate representation of the financial benefits related to DAS outsourcing, the savings associated with janitorial services (staff and supplies) and construction management services (State staff savings, change order savings, and CM contract savings) should have been noted in the “Issue Review”. Per a previous “Issue Review” released by LSA on January 10, 2013, savings were noted as:

- Annual janitorial savings (staff and supplies) amounted to approximately \$236,000

- Annual “construction manager” approach savings (staff) amounted to approximately \$730,000.

Additionally, the 7/3/2014 “Issue Review” failed to mention the CM change order savings (\$2,587,143) and CM services contract savings (\$6,671,909) previously provided by DAS. The savings amounted to approximately \$9,259,052.

Based upon all the information provided to LSA, the savings related to DAS outsourcing efforts is actually \$10,225,052 (\$236,000 annual savings for janitorial staff and supplies, \$730,000 annual savings related to State construction management staff, and \$9,259,052 savings related to use of CMs).

The “Issue Review” notes an “inconsistency” in the **Personal Services – Salaries** line item between FY 2009 and FY 2013. The authors should have known that the identified “inconsistency” was related to the following factors:

- Furlough days in FY10 decreased the salary expenses of all state employees but did not reflect an actual reduction of the size of state government.
- 43 DAS employees elected to receive the benefits offered by the State Employees Retirement Incentive Program (SERIP). Costs for these employees were incurred by DAS (and every state agency) through FY2015. Under SERIP, many State employees retired and accordingly, the **Personal Services – Salaries** line item decreased in FY11.
- The 7/3/2014 “Issue Review” failed to acknowledge the increased financial impact on DAS and all State agencies of the Collective Bargaining agreements signed by the Culver administration prior to leaving office. Historically, new collective bargaining agreements are negotiated by the incoming administration. This action by the Culver Administration increased the DAS **Personal Services-Salaries** line item by a total of approximately \$4M (for FY 2011, FY 2012, and FY 2013).

3. Table 3:

Overall for the period FY 2009 through FY 2013, DAS expenditures were 1.7% less than the expenditures for State government.

- Annual DAS costs compared very favorably in four (4) cost categories:
 - A. **Personal Services – Salaries** (10.9% reduction in DAS operations)
 - B. **Utilities** (22.7% reduction in DAS operations)
 - C. **Professional & Scientific Services** (20.2% reduction in DAS operations)
 - D. **Equipment** (54.7% reduction in DAS operations)
- Annual DAS costs were comparable in two (2) cost categories:
 - A. **Office Supplies** (1.8% reduction in DAS operations)
 - B. **IT Equipment** (1.4% reduction in DAS operations)

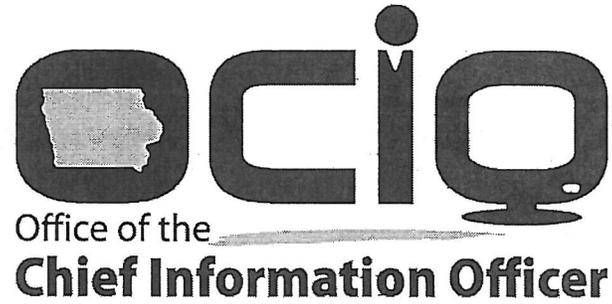
- Annual DAS costs were less favorable in two (2) cost categories:
 - A. **Outside Services** (81.2% increase in DAS operations). The cost for the janitorial contract (\$312,000) is included in this line item. The remaining amount (\$2,167,532) is related to contracts associated with maintaining the Capitol Complex, and for technical, one-time, or project specific expertise unrelated to ongoing outsourcing DAS activities.
 - B. **IT Outside Services** (27.0% increase in DAS operations). Please refer to the attached analysis prepared by the Office of Chief Information Officer.
- **Other Costs** (7.2% increase in DAS operations). These are costs primarily incurred by agency customers of DAS or are one-time costs associated with Capitol Complex energy projects and ITE operations.

4. Tables 4 & 5:

The information noted in Tables 4 and 5 of the "Issue Review" focuses on salaries, FTEs, and classifications. It fails to note or take into account that DAS, as a central services agency, has a disproportionate amount of staff (approximately 50%) in higher paid positions due to unique technical or professional qualifications (i.e. information technology employees) required to perform assigned work. As such, it is logical that the average cost for these employees would be higher and are not comparable to other State agencies.

Collective bargaining agreements entered into with employee organizations require reductions in force to affect those employees with the least seniority; individuals with less seniority earn less than individuals with more seniority. Collective bargaining agreements also increased the cost of DAS personnel services. Had DAS employed the same number of FTEs in FY 13 as it had in FY 09, the salary cost for employees would have been \$5 million more than the actual FY 13 salary expenditures.

Finally, as noted above, 43 DAS employees participated in the 2010 early retirement program. DAS (and every other state agency) is required to make SERIP payments through FY 15. Essentially, the SERIP program bought down personnel services cost in FY11 at the expense of the next 5 fiscal years.



**Analysis of Increased FY13 Department of Administrative Services
IT Operating Fund Expenditures**

July 18, 2014

Issued by:

Office of the Chief Information Officer
State of Iowa
Hoover State Office Building, Level B
1305 East Walnut St.
Des Moines, Iowa 50310

Executive Summary

This document is an analysis of changes in expenditures incurred by the Department of Administrative Services Information Technology Enterprise (DAS-ITE) from FY12 to FY13. Findings described here represent a preliminary, best-effort analysis of available data including financial transactions, managerial interviews, and a high level review of DAS-ITE documentation.

The majority of expenditures realized by DAS-ITE since its inception were ongoing operating expenses that recurred from year to year. These included staff salaries, technology support and maintenance agreements, IT hardware leases, support charges from DAS, other contracted vendor services, and internal IT chargebacks.

In addition to normal increases in these steady state expenditures, FY13 was a time of considerable change for DAS-ITE as it worked to address a shifting profile of capital investments, one-time grant-funded projects, and legislative mandates including responsibilities outlined in Iowa Code Chapter 8B. Furthermore, as large agencies such as the Iowa Department of Revenue and later the Department of Natural Resources transferred technology support to DAS-ITE, incremental investment was required to prepare for service consolidation. Over its history, such activities often impacted total expenditures for DAS-ITE from fiscal year to fiscal year, with major impacts from FY12 to FY13.

Actual reported expenditures for DAS-ITE Operating Revolving Fund 0123

	FY12	FY13	FY13 – FY12
Expenditures	\$30,141,651	\$35,445,992	\$5,304,312

Although by no means inclusive of all spending activity in FY13, this report identifies \$4,652,333 of major new expenditures incurred in FY13, but not in FY12, and classifies them as follows:

- **Technology Replacement and Upgrades** – investments required to replace legacy technology or add necessary functionality for enterprise services, often tied to lifecycle replacements of large technology systems
- **IT Consolidation and Chapter 8B** – additional full time employees and contracted workers required to fulfill departmental responsibilities including agency workers transferred to DAS-ITE to help facilitate IT centralization
- **Information Security** – expenditures associated with protecting taxpayer information in response to an evolving Information Security threat profile (increases in FY13 were funded primarily through grant awards)
- **Expenditures Brokered for Agencies** - DAS-ITE routinely purchased goods and services on behalf of State agencies to aggregate purchasing power and receive better discounts

- **Accounting and Financial Tracking** - Not all of expenditure increases represent cash outflows - some increases in FY13 are associated with chargebacks between ITE business units to support cost tracking purposes in compliance with federal mandates
- **Increased Capacity to Support Agency Demand** – DAS-ITE increased sales to agencies by \$2.7 million in FY13 as compared with FY12 - to support this demand investments in additional capacity were required

Major New Expenditures in FY13	Total Cost
Technology Replacements and Upgrades	\$1,485,667
IT Consolidation and Chapter 8B	\$1,355,178
Information Security	\$681,050
Expenditures Brokered for Agencies	\$374,784
Accounting & Financial Tracking	\$430,135
Increased Capacity for Agency Demand	\$325,519
Total	\$4,652,333

DAS-ITE Major New Expenditures in FY13

Technology Replacements and Upgrades - \$1,485,667

Investments required to replace legacy technology or add necessary functionality for enterprise services, often tied to lifecycle replacements of large systems that may have a usable life up to 10 years

Capitol Complex Data Center Core Network Upgrade - \$705,689

On July 2, 2012 the capitol complex experienced a system wide network failure that brought down services including state websites, e-mail, mainframe, and file services. All campus workers were affected and many were unable to perform their job responsibilities. A similar failure occurred on August 24, 2012. The root cause was determined to be aging network components used to support the core network in the Hoover Data Center. The equipment was purchased in FY13 and work began through January 2014 to complete the replacement.

Hoover Data Center Power and Cooling Upgrade - \$327,205

In FY13, DAS-ITE invested in upgrades to power distribution, monitoring, and HVAC for the Hoover Data Center, the State of Iowa's primary data center facility, to accommodate growth. Both Iowa Workforce Development and Iowa Department of Public Health Services operate legacy datacenters (IDPH in Lucas and IWD on Grand Ave) that are scheduled to be consolidated to gain efficiencies and reduce the cost of managing multiple datacenter facilities on the capital complex. The Hoover Data Center had physical space for expansion to include additional servers from agencies, but required engineering design work, power distribution units, and cooling units to support the extra workload.

Belle and Howell Mail Inserter - \$326,821

The existing DAS-ITE mail inserter was aging, no longer under support from the manufacturer, and unable to provide newer functionality required to optimized mail support and meet IRS and HIPPA requirements. Mail inserters provide pre-sorting and bar-coding services for large mail streams to maximize postage discounts. The Mail team provides pre-sorting, bar-coding, inserting and folding services for large mail streams to maximize postage discounts.

New Help Desk Software - \$125,952

The software used by DAS-ITE to manage trouble tickets and help desk requests was aging and legacy client/server software that did not provide needed functionality. DAS-ITE invested \$125,952 in licenses for ServiceNow, a cloud based Software-As-A-Service Help Desk software tool used by Staples, Hyatt, Fermilab, National Institutes of Standards and Technology, and Yale University to name a few. By FY14, all state employees could request IT support through the web based interface, track progress on resolution, order services, and find out information about IT at the state. A citizen facing portal was also announced so members of the public could submit and track requests.

IT Consolidation and Chapter 8B - \$1,355,578

Additional full time employees and contracted workers required to fulfill departmental responsibilities including agency workers transferred to DAS-ITE to help facilitate IT centralization

OCIO Administration - \$377,342

Beginning in FY13, DAS-ITE made a number of administrative and financial hires to support the transition in the Office of the Chief Information Officer as directed by SF396 and Chapter 8B of the Iowa Code. These costs included a full year of salary for the State Chief Information Officer and two new front-line supervisors to manage application and mainframe services. At times, these supervisors managed very large teams including over 30 employees in one instance. DAS-ITE also created a separate position for billing and pricing to manage compliance with Federal OMB A-87 rules regarding over recovery.

Consolidation and Agency Employee Sharing Agreements - \$565,616

Beginning in FY13, DAS-ITE began accepting the costs of some agency IT employees as a result of ongoing IT consolidation activities through the use of 28D Personnel Mobility Assignment Agreements. By the end of FY13, as a result of consolidation activities, DAS-ITE managed all 16 Iowa Department of Revenue IT workers, 1 worker from Iowa College Student Aid Commission, and 1 worker from the Department of Natural Resources. These employees were not a part of IT Operating Costs in FY12. As of July 1, 2014, the OCIO pays for the costs of 26 agency employees including 8 additional IT staff from the Department of Natural Resources. These employee costs appear as new expenditures by DAS-ITE/OCIO when compared with prior years, but actually represent costs that would have been reported by other agencies in prior years. The following shows the breakdown costs incurred by DAS-ITE for agency employees:

Iowa College Student Aid Commission Staff Costs - \$31,828.21

Iowa Department of Revenue Staff Costs – \$492,000

Iowa Department of Natural Resources Staff Costs - \$41,787.90

Project Management Office Staff Augmentation Support –\$412,620

Iowa Code Chapter 8B.21 directs the Office of the CIO to establish “an enterprise strategic and project management function for oversight of all information technology-related projects and resources of participating agencies.” DAS-ITE had only a limited project management capability in FY12. To create this function to support the enterprise, DAS-ITE retained contract staff through Computer Aid, Inc. to develop a project management system, standardize reporting, and oversee existing projects. In FY 12 approximately \$458,000 was spent on project managers by the application development and infrastructure bureaus in ITE. Today project managers are hired through the Project Management Office, which did not exist in FY 12. In FY 13 approximately \$871,000 was spent on IT project management contractors. This group manages over 30 active IT projects across the enterprise and has established a standardized project management process.

Information Security - \$681,050

Expenditures associated with protecting taxpayer information in response to an evolving Information Security threat profile (increases in FY13 were funded primarily through grant awards)

Security Awareness Training for State Employees - \$60,000

Securing The Human is an online security training program available to all State of Iowa employees and participating cities, counties and school districts in Iowa. The training is designed to inform users the importance of computer security and the impact it has on their work duties. The training helps to inform staff of the current security challenges, how to observe and change bad behaviors and help to prevent security exposure and reduce risk. The training is based on the SANS Critical Security Controls and participation has increased each year.

Total State of Iowa users completing training - 10,568

Total Schools, City and Counties - 539

Information Security Compliance Scorecard - \$129,000

The Benchmark Enterprise Security Scorecard allows State of Iowa IT managers and systems administrators the ability to compare their security and compliance programs against industry benchmarks that are continuously updated by organizations such as NIST, CIS, and SANS. This has allowed the State of Iowa IT team a tool that can report on the effectiveness of the States security and compliance requirements and security initiatives. By using any number industry benchmarks, the Chief Information Security Officer can:

- Determine how well we detect, accurately identify, handle, and prevent a security incident.
- Manage the exposure of system vulnerabilities by identifying and mitigating known vulnerabilities.
- Monitor the patch state of our systems.
- Determine the configuration state of any or all systems.
- Determine how changes to system configurations affect the security of the organization.

The Benchmark Enterprise Scorecard was developed to provide an easy way to report monthly security metrics within the State of Iowa. The scorecard focuses on the impact of security vulnerabilities, as well as on tangible security activities in the organization and any given time.

Security Incident and Event Management System - \$176,750

Event Tracker is a Security Information and Event Management (SIEM) System that provides real-time analysis of security alerts generated by network hardware and applications. The Event Tracker SIEM Solution is software based that is used to log security data and generate reports for compliance

purposes. The product is capable of gathering, analyzing, and presenting information from network and security devices; identity and access management applications; vulnerability management and policy compliance tools; operating system, database and application logs; and external threat data. The key focus of Event Tracker is to monitor and help manage users and service privileges, directory services, and other system configuration changes; as well as providing log auditing and review and incident response. The Event Tracker SIEM Solution helps IDR meet IRS requirements for event logging and reporting.

Enterprise Vulnerability Management System - \$230,336

The State of Iowa maintains a variety of data in its IT systems including confidential customer information. In order to protect data and systems it is necessary to identify and remediate vulnerabilities in those systems. Vulnerability scanning identifies security weaknesses within systems and allows agencies to prioritize their resources to the most critical areas. Timely remediation of vulnerabilities is critical to maintaining the availability, confidentiality, and integrity of information technology (IT) systems. The following are the abilities of the Enterprise Vulnerability Management System:

- **Inventory Scanning:** Scans for hardware, operating systems, and software applications used within the agency
- **Monitoring:** Monitor security sources for vulnerability announcements, patch notifications, and emerging threats
- **Vulnerability Scans:** Conducts vulnerability scans of State of Iowa networks using Device Profilers
- **Reporting:** Reports results and systems process using IP360

Below is a summary state agencies, counties, cities, and schools participating in the EVMS program:

- Large Agencies (7)
- Medium Agencies (15)
- Small Agencies (19)
- Non-Executive Branch (4)
- Iowa Counties (38)
- Iowa Cities (5)
- Iowa Schools (12)

Web Application Security Scanning Tool - \$84,964

Web Application Security Scanning tools allow application programmers, web developers and security analysis the ability to scan web applications for vulnerabilities, report and rank on severity and list possible solutions. The solution acquired by the State of Iowa is a portal base solution making it accessible via the web. The scanning tool assesses the security of Cloud and Web applications and supports security risk management throughout the software development lifecycle. The solution can be used in all parts of the software development lifecycle, including production, where applications may not be protected against new threats after being deployed. After application vulnerabilities are identified, risk mitigation recommendations are provided to protect data and meet compliance requirements including PCI 6.6.

- Testing of all applications, including ones in production
- Centralized management of application security risk for the entire enterprise with role-based visibility
- Regulatory compliance assurance, including PCI 6.6
- Unified architecture enables effortless data transfer between tools
- Integration with multiple sources from manual penetration testing results, other commercial black box tools, source code analysis, QA data, and Web application firewall.

Expenditures Brokered for Agencies – \$374,784

DAS-ITE routinely purchases goods and services on behalf of State agencies to aggregate purchasing power and receive better discounts

Online Licensing - \$374,784

The State invested in an electronic licensing system for a number of agencies that are mandated to process professional licenses. DAS-ITE served as a broker for that work and incurred expenses later recovered from lowAccess Funding or Agency budgets related to the deployment of the licensing system acquired from software vendor CSDC. Costs were also incurred in FY12, but increased in FY13 as a result of work to complete the project. The number provided here represents the increase.

Accounting and Financial Tracking - \$430,135

Not all of expenditure increases represent cash outflows - some are associated with chargebacks between internal business units to support cost tracking in compliance with federal mandates

Internal reimbursements - \$430,135

In FY13, DAS-ITE experienced an increase of \$430,135 in internal chargebacks – financial transactions between individual business units of DAS-ITE. To maintain compliance with Federal OMB A-87 which governs recovery of federal monies provided to the states, ITE managed a system of chargebacks to ensure IT service rates appropriately reflected an IT service’s usage of IT resources. Under federal

guidelines, an IT service should not be burdened with more than its fair share of costs for the data center, networks, servers, and staff time required to support the service. The system of chargebacks ensures allocations of cost are appropriate and records these allocations as financial transactions on the State's general ledger. As a result, they appear to increase the DAS-ITE budget when they are actually only used to allocate costs between business units inside ITE. In FY12 DAS-ITE recorded \$8,730,494 in such internal chargebacks (24% of total FY12 expenditures). In FY13, DAS-ITE recorded \$9,160,129 in internal chargebacks (22% of total FY13 expenditures). All of these transactions represent an exchange of funds between agency business units, not the expenditure of money on staff, IT software, hardware, or other vendor services.

Increased Capacity to Support Agency Demand - \$325,519

DAS-ITE increased sales to agencies by \$2.7 million in FY13 as compared with FY12 - to support this demand investments in additional capacity over and above FY12 levels were required (see DAS-ITE FY12 to FY13 Sales Comparison for more detail)

Desktop Support Augmentation - \$215,489

In FY13, DAS-ITE almost tripled its sales volume of desktop support services to state agencies as compared with FY12, an increase of almost 9500 billable units between FY12 and FY13. This increase was driven by consolidation work in the Iowa Racing and Gaming Commission, Alcoholic Beverages Division, Department of Inspections and Appeals, and Department of Revenue among others. Service levels were slower than desired for certain agencies. To improve service delivery, DAS-ITE invested in four additional desktop support contract workers to support the daily activities associated with repairing, replacing, and supporting desktop and laptop computers.

Virtualization Hardware and Software - \$51,337

To avoid purchasing new physical servers for every agency project, DAS-ITE invested heavily in virtual server capacity. Between FY12 and FY13, DAS-ITE increased its sale of virtual servers by 2180 units (approximately 79%). This expansion required additional hardware and software resources from VMWare and Microsoft.

Open Systems Storage Capacity Expansion - \$58,693

DAS-ITE sold approximately 389,815 more units of open systems (non-mainframe) storage in FY13 billed per Gigabyte per month) to its customers. This required a considerable expansion of existing disk arrays in FY13 including the addition of more hard drives and other components required to support expansion. In FY14, a new disk system has been acquired to supplement legacy devices and provide for future growth. Primary users of open systems storage include agency e-mail and agency virtual servers.

DAS-ITE FY12 to FY13 Expenditure Comparison by Object Code

The following table contains a description of every major I/3 Object Class for comparison of FY12 and FY13. Major areas of increase including Personal Services (Class 101); Equipment, IT & SW (Class 510); Services, Outside IT (Class 418); and Reimbursements, ITE (Class 416) include the major new expenditures for FY13 described in the prior pages.

DAS-ITE Expenditures	Object	FY12	FY13	FY13 - FY12
Personal Services	101	11,106,414	11,572,396	465,982
Early Outs (SLIP)	101	42,561	25,982	-16,579
Early Outs (SERIP)	101	210,025	189,476	-20,549
Travel, In-State	202	23,395	40,301	16,906
State Vehicle Operation	203	0		0
Travel, Out-of-State	205	18,160	23,963	5,803
Supplies, Office	301	56,461	95,562	39,101
Supplies, Facility Maintenance	302	383	2,390	2,007
Supplies, Equipment Maintenance	303	250,867	282,614	31,747
Supplies, Professional and Scientific	304	0	0	0
Supplies, Other	308	268,835	225,853	-42,982
Printing & Binding	309	303,161	277,710	-25,451
Postage	313	25,953	48,828	22,875
Communications	401	392,138	433,331	41,193
Rentals	402	7,844	8,441	597
Utilities	403	18,483	26,132	7,649
Professional Services/Consulting	405	9,474	1,876	-7,598
Outside Services	406	79,018	73,355	-5,663
Transfers, Intra-State	407	20,416	20,416	0
Advertising and Publicity	408	495	495	0
Outside Services & Repairs	409	3,466	2,294	-1,172
Attorney General	411	60,169	60,215	46
Auditor of State	412	42,434	55,309	12,875
Reimbursements Other State Agencies	414	257,806	360,744	102,938
Reimbursements, ITE	416	8,730,494	9,160,629	430,135
Services, Outside IT	418	2,218,872	3,748,640	1,529,768
Government Funds type-transfer	434	0	329,259	329,259
Equipment, Capital >\$5,000	501	0	326,821	326,821
Equipment, Non-inventory	503	3,599	2,965	-634
Equipment, IT & SW	510	5,862,569	7,893,104	2,030,535
Other Expenses and Obligations	602	128,159	156,862	28,703
fees	702		30	
Refunds- Others	705	0	0	0
Total		30,141,651	35,445,993	5,304,312

DAS-ITE FY12 to FY13 Billings Comparison

The following table details billings recorded by DAS-ITE for FY12 and FY13. While some pricing changes were announced, overall billings increased by over \$2.7 million FY12 to FY13, representing a considerable increase in demand for DAS-ITE services. To satisfy this demand, additional investments in capacity were often required.

Service ID	Service Name	Sales		
		FY2012	FY2013	FY13 - FY12
1	Mainframe Usage Batch	\$5,511,149.03	\$5,976,838.67	\$465,689.64
38	Mainframe Line Printing continuous form	\$69,211.81	\$45,990.81	-\$23,221.00
43	Mainframe Page Printing Laser	\$757,520.00	\$729,087.81	-\$28,432.19
50	Mainframe Printing - Paper Stock	\$277,915.80	\$290,866.40	\$12,950.60
55	Mainframe Finishing	\$56,820.26	\$26,654.22	-\$30,166.04
153	Development Services Staff	\$2,923,288.10	\$3,249,536.04	\$326,247.94
198	Mainframe Tape Storage	\$1,416,965.83	\$1,355,119.06	-\$61,846.77
205	Mainframe Tape Cartridge Sold	\$30.90		-\$30.90
206	Mainframe Tape Storage Vaulted	\$79,012.94	\$77,988.08	-\$1,024.86
348	Open Systems Backup Service - Base Rate	\$94,418.10		-\$94,418.10
351	Open Systems Storage Network Data Port	\$293,650.40	\$300,512.64	\$6,862.24
380	Mainframe Disk Storage	\$1,351,794.75	\$1,526,997.47	\$175,202.72
381	Disk Storage Online Report	\$44,224.20	\$53,830.14	\$9,605.94
386	Tape Storage Online Reports tape	\$72,578.53	\$79,564.70	\$6,986.17
550	Client Access to Mainframe	\$408,908.58	\$410,786.64	\$1,878.06
570	Remote Access - VPN	\$100,318.36	\$111,407.80	\$11,089.44
580	Remote Access - Dial In/Dial Back	\$10,869.80	\$9,507.60	-\$1,362.20
711	Terminal Emulation Software	\$6,460.51	\$3,891.30	-\$2,569.21
713	Desktop Support Standard	\$359,316.23	\$436,001.57	\$76,685.34
718	Webmail	\$21,871.92	\$20,712.90	-\$1,159.02
746	Authentication and Authorization (A & A)	\$79,308.66	\$117,218.08	\$37,909.42
750	Mainframe User Credentials	\$318,743.55		-\$318,743.55
758	SING with DCI Check	\$233,390.00	\$239,473.00	\$6,083.00
766	POP3 Mailbox	\$1,868.40	\$1,806.12	-\$62.28
767	Directory Services	\$146,084.45	\$142,187.04	-\$3,897.41
800	Dial Back Long Distance Charges	\$176.40	\$284.55	\$108.15
875	FTP-Secure FTP	\$8,341.02	\$8,732.88	\$391.86
900	DB2 Database	\$28,396.48	\$7,753.75	-\$20,642.73
1001	Enterprise Vault	\$43,257.68	\$44,258.52	\$1,000.84
1002	Virtual Linux Partition	\$215,371.93		-\$215,371.93
1003	ePayment	\$146,651.70	\$42,676.56	-\$103,975.14
1023	SQL Database	\$430,241.63	\$533,060.53	\$102,818.90
1752	Mainframe Usage - Online Transactions	\$2,000,686.59	\$2,135,892.09	\$135,205.50
1753	Mainframe Usage - Data Base	\$1,809,400.49	\$2,044,575.28	\$235,174.79
2511	Mobile Device Support	\$127,858.80	\$105,708.20	-\$22,150.60

3803	WebSphere Java Application	\$270,247.14	\$190,089.09	-\$80,158.05
3839	Lettershop - Folding	\$27,876.94	\$26,437.26	-\$1,439.68
3840	Standard Letter Insertion - Multiple Documents	\$9,048.82	\$9,657.63	\$608.81
3841	Standard Letter Insertion - One Document	\$38,306.40	\$34,902.59	-\$3,403.81
3842	Mail Automation - Permit Mail	\$9,411.87	\$16,035.83	\$6,623.96
3883	On Demand Printing Services	\$1,426,370.69	\$1,234,582.87	-\$191,787.82
3894	Mail automation - Metered Mail	\$137,751.78	\$136,479.19	-\$1,272.59
4002	E-Mail Mass Mailing Services	\$89,803.73	\$108,785.76	\$18,982.03
4080	Mainframe Consulting	\$431,971.53	\$415,277.50	-\$16,694.03
4097	Desktop Consulting	\$83,098.27	\$50,333.01	-\$32,765.26
4102	Network Consulting	\$213,917.40	\$246,865.10	\$32,947.70
4104	Network Consulting Standby	\$66.96		-\$66.96
4110	Server Consulting	\$376,760.01	\$530,354.76	\$153,594.75
4112	Server Consulting Standby	\$553.70	\$3,263.40	\$2,709.70
4115	E-Mail Consulting	\$155,562.95	\$202,851.20	\$47,288.25
4117	E-Mail Consulting Standby		\$30.42	\$30.42
4141	Open Systems Disk Storage - Performance Optimization	\$549,603.63	\$609,847.51	\$60,243.88
4142	Open Systems Disk Storage - High Performance	\$285,753.06	\$449,165.95	\$163,412.89
4143	Open Systems Disk Storage - High Volume	\$205,210.75	\$354,222.63	\$149,011.88
4163	Business Admin Funded Consulting		\$72,948.76	\$72,948.76
4171	Information Security Office	\$430,778.95	\$445,366.92	\$14,587.97
4192	Windows Media Streaming Video	\$20,699.64	\$20,522.72	-\$176.92
4206	Server Farm Rack Space	\$439,417.50	\$580,578.88	\$141,161.38
4213	Enterprise Faxing	\$39,000.00	\$50,182.56	\$11,182.56
4218	Vendor Pass Through Org 6112	\$74,890.69	\$1,110.59	-\$73,780.10
4219	Vendor Pass Through Org 6121	\$578,938.21	\$990,131.86	\$411,193.65
4222	Vendor Pass Through Org 6124	\$309,488.75	\$421,818.53	\$112,329.78
4223	Vendor Pass Through Org 6125	\$15,370.23	\$16,809.77	\$1,439.54
4224	Vendor Pass Through Org 6126		\$1,719.51	\$1,719.51
4225	ITE Service Desk Advanced Support	\$102,742.71	\$122,051.16	\$19,308.45
4226	Virtual Server Hosting	\$597,022.02	\$646,503.41	\$49,481.39
4237	Internet Filtering	\$31,737.00	\$31,737.00	\$0.00
4238	Print Server	\$30,946.80	\$34,144.80	\$3,198.00
4240	E-Mail SPAM Filtering	\$145,196.64	\$140,789.34	-\$4,407.30
4241	Antivirus Client	\$78,609.60	\$102,323.92	\$23,714.32
4242	SMS Patching and Software Management	\$88,096.32	\$129,149.28	\$41,052.96
4243	File Server	\$113,668.50	\$98,604.00	-\$15,064.50
4244	Edge Data Port	\$145,673.05	\$136,852.48	-\$8,820.57
4245	Hoover Server Farm Data Port	\$720,470.88	\$743,473.73	\$23,002.85
4248	Encryption Services	\$24,949.11	\$23,076.09	-\$1,873.02
4249	User Data Port	\$93,537.00	\$134,770.80	\$41,233.80
4252	Data Center Occupancy Hoover	\$165,855.58	\$162,356.30	-\$3,499.28
4253	Data Center Occupancy JFHQ	\$101,943.90	\$108,917.84	\$6,973.94
4422	Teradata	\$17,693.04	\$17,669.04	-\$24.00

4423	eLeave	\$15,876.69	\$19,501.49	\$3,624.80
4424	Address Validation	\$5,850.52	\$8,500.67	\$2,650.15
4425	Development Services Staff Standby	\$306.43	\$3,739.57	\$3,433.14
4427	Open Systems Backup Service - Usage Rate	\$714,677.13	\$925,826.46	\$211,149.33
4428	Managed Switches - 24 Port 10/100	\$613.20	\$613.20	\$0.00
4430	Managed Switches - 48 Port 10/100	\$1,013.76	\$1,013.76	\$0.00
4452	Service-Oriented Architecture (SOA)	\$77,829.71	\$75,322.56	-\$2,507.15
4453	Authentication & Authorization (A&A) Utility	\$107,395.94	\$106,482.36	-\$913.58
4464	Iowa Interactive	\$440,022.00	\$440,068.25	\$46.25
4465	E-mail Box Service	\$993,507.52	\$913,409.10	-\$80,098.42
4467	Storage Consulting Standby	\$533.81		-\$533.81
4468	Storage Consulting	\$22,867.07	\$35,728.20	\$12,861.13
4476	IOWAccess Pass Through	\$112,695.93	\$370,466.32	\$257,770.39
4482	Business Operations Consulting		\$394,465.77	\$394,465.77
4483	Business Operations Support		\$132,133.88	\$132,133.88
	Sales Totals	\$30,617,335.29	\$33,408,983.03	\$2,791,647.74

DAS-ITE FY12 to FY13 Billing Quantity Comparison

The following table details billing quantities recorded by DAS-ITE for FY12 and FY13. Billing quantities increased or decreased based on agency demand through the year. Where demand increased, additional investments in capacity were often required.

Service ID	Service Name	FY Sales Quantities		
		FY2012	FY2013	Delta
1	Mainframe Usage Batch	12422.28233	13708.13387	10%
38	Mainframe Line Printing continuous form	67115904	62896863	-6%
43	Mainframe Page Printing Laser	25464382	24913028	-2%
50	Mainframe Printing - Paper Stock	25909371	24538874	-5%
55	Mainframe Finishing	516.1	242.1	-53%
153	Development Services Staff	24655.6	27307.02555	11%
198	Mainframe Tape Storage	50698467.71	49812076.42	-2%
205	Mainframe Tape Cartridge Sold	3	N/A	N/A
206	Mainframe Tape Storage Vaulted	3690840.55	3699982.443	0%
348	Open Systems Backup Service - Base Rate	2141	N/A	N/A
351	Open Systems Storage Network Data Port	3295	3372	2%
380	Mainframe Disk Storage	28922052.99	33369765.08	15%
381	Disk Storage Online Report	3068990.34	3735606.94	22%
386	Tape Storage Online Reports tape	95497989.19	104690412.3	10%
550	Client Access to Mainframe	60311	60588	0%
570	Remote Access - VPN	3908	4340	11%
580	Remote Access - Dial In/Dial Back	391	342	-13%
711	Terminal Emulation Software	5429	3270	-40%
713	Desktop Support Standard	5551	15019	171%
718	Webmail	46536	44070	-5%
746	Authentication and Authorization (A & A)	3965433	5860904	48%
750	Mainframe User Credentials	101835	N/A	N/A
758	SING with DCI Check	233390	239473	3%
766	POP3 Mailbox	180	178	-1%
767	Directory Services	259695	252780.12	-3%
800	Dial Back Long Distance Charges	2520	4065	61%
875	FTP-Secure FTP	894	936	5%
900	DB2 Database	181.54	49.57	-73%
1001	Enterprise Vault	22648	23172	2%
1002	Virtual Linux Partition	1455	N/A	N/A
1003	ePayment	473070	533457	13%
1023	SQL Database	7875.55787	9757.65	24%
1752	Mainframe Usage - Online Transactions	2423219.425	2960051.324	22%

1753	Mainframe Usage - Data Base	4922779.518	4531987.604	-8%
2511	Mobile Device Support	11429	9700	-15%
3803	WebSphere Java Application	118	83	-30%
3839	Lettershop - Folding	6432620	6609583	3%
3840	Standard Letter Insertion - Multiple Documents	1320657	1379637	4%
3841	Standard Letter Insertion - One Document	7060312	6979788	-1%
3842	Mail Automation - Permit Mail	313729	527198	68%
3883	On Demand Printing Services	9884	10957	11%
3894	Mail automation - Metered Mail	6887589	6071761	-12%
4002	E-Mail Mass Mailing Services	17852016.59	21757146.62	22%
4080	Mainframe Consulting	7134.12345	6858.43	-4%
4097	Desktop Consulting	739.905	454.16	-39%
4102	Network Consulting	1915.97	2211.06	15%
4104	Network Consulting Standby	6	N/A	N/A
4110	Server Consulting	3849.063	5413.99	41%
4112	Server Consulting Standby	56.5	333	489%
4115	E-Mail Consulting	1534.446	2000.91	30%
4117	E-Mail Consulting Standby	N/A	3	N/A
4141	Open Systems Disk Storage - Performance Optimization	1533371.371	1754448.273	14%
4142	Open Systems Disk Storage - High Performance	451470.7636	615351.0545	36%
4143	Open Systems Disk Storage - High Volume	786132	1012067	29%
4163	ITE Business Administration Funded Consulting	N/A	945.25	N/A
4171	Information Security Office	251547	248808.12	-1%
4192	Windows Media Streaming Video	117	116	-1%
4206	Server Farm Rack Space	30750	30736	0%
4213	Enterprise Faxing	162500	209094	29%
4218	Vendor Pass Through Org 6112	4.25	5	18%
4219	Vendor Pass Through Org 6121	258	255	-1%
4222	Vendor Pass Through Org 6124	40896	42213	3%
4223	Vendor Pass Through Org 6125	121	228	88%
4224	Vendor Pass Through Org 6126	N/A	15	N/A
4225	ITE Service Desk Advanced Support	5667	6732	19%
4226	Virtual Server Hosting	2751	4931	79%
4237	Internet Filtering	12	12	0%
4238	Print Server	1258	1388	10%
4240	E-Mail SPAM Filtering	82032	79542	-3%
4241	Antivirus Client	18540	24133	30%
4242	SMS Patching and Software Management	14118	20697	47%

4243	File Server	249	216	-13%
4244	Edge Data Port	545	512	-6%
4245	Hoover Server Farm Data Port	5174	5333	3%
4248	Encryption Services	26827	24813	-8%
4249	User Data Port	8205	11822	44%
4252	Data Center Occupancy Hoover	6446	6310	-2%
4253	Data Center Occupancy JFHQ	2295	2452	7%
4422	Teradata	12	12	0%
4423	eLeave	14175.55	17411.56	23%
4424	Address Validation	1170101	1700123	45%
4425	Development Services Staff Standby	25.75	314.25	1120%
4427	Open Systems Backup Service - Usage Rate	3565950.652	4629132.362	30%
4428	Managed Switches - 24 Port 10/100	12	12	0%
4430	Managed Switches - 48 Port 10/100	12	12	0%
4452	Service-Oriented Architecture (SOA)	218727	211692.12	-3%
4453	Authentication & Authorization (A&A) Utility	249759	243108.12	-3%
4464	Iowa Interactive	88807.5	89917	1%
4465	E-mail Box Service	140138	139667	0%
4467	Storage Consulting Standby	52.8	N/A	N/A
4468	Storage Consulting	226.25	353.5	56%
4476	IOWAccess Pass Through	329602	462264	40%
4482	Business Operations Consulting	N/A	5041.8	N/A
4483	Business Operations Support	N/A	3048.55	N/A