

Information Technology General Ledger Frequently Asked Questions (FAQs)

NO.	TOPICS	QUESTIONS	ANSWERS
1	Air Cards	Which code should be used for the purchase of air cards?	An air card is a type of wireless broadband modem used for connecting to cellular networks. Air cards provide roaming access to the internet from mobile computers outside the range of Wi-Fi hotspots. Since these cards are physical assets used for internet connectivity, the most appropriate GL to use is 5030067110 – Equip & Supplies – Data Network .
2	Asset Class Codes	Are there new Asset Class codes?	No; the rules, processes and asset class codes for treating asset purchases have not changed.
3	Books	Which code should be used for the purchase of IT related books?	Books are not currently tracked with IT GL codes. Please use the GLs normally used for book expenditures.
4	Call Answering Services	Which code should be used for call answering service charges?	If the answering service handles IT-related calls, please use 5020077130 - SERVICES, MAINT & WARRANTIES - IT SERVICE DESK .
5	Cell Phones & Pagers	Which code should be used for the purchase of cell phones and pagers?	5030067220 – Equip & Supp – Voice Network
6	Clemson Disaster Recovery	We use Clemson for our Disaster Recovery. How should those invoices be coded?	Make sure that you use GL code 5020077120 -SERVICES, MAINT & WARRANTIES - DISASTER RECOVERY when logging Disaster Recovery services from Clemson.
7	Computer Devices	Which code should be used for flash drives, hard drives, blank CDs or USBs?	5030067210 - EQUIPMENT & SUPPLIES - STORAGE
8	Computer Devices	Which code should be used for purchases of desktops, laptops, keyboards, tablets, etc.?	5030067130 - EQUIPMENT & SUPPLIES - END-USER COMPUTING
9	Copier Related Charges	Which code(s) should be used for copier rental or copier lease base charges?	5020077240 – DP SERVICES – STATE If copy services are provided by DTO, this code should be used. 5040027000 – IT – RENT COPYING EQUIPMENT Copier lease charges not provided by DTO.
10	Copier Related Charges	Which code(s) should be used for cost-per-copy charges or contingent rental charges (charges above and beyond the base lease charge)?	5020077240 – DP SERVICES – STATE If copy services are provided by DTO, this code should be used. 5040057000 – IT – RENTAL – CONTINGENT RENTAL PAYMENTS Copier cost-per-copy charges and contingent rental charges not provided by DTO.
11	Copier Related Charges	Which code(s) should be used for toner and copy paper?	5030067170 – EQUIPMENT & SUPPLIES – Print & Copy End-User * Printers scanners faxes copiers MFP (all in one). * Paper and toner. * Physical copier purchases.

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12	Copier Related Charges	Which code(s) should be used for copier repairs?	<p>5020077170 –SERVICES, MAINT & WARRANTIES – PRINT & COPY</p> <ul style="list-style-type: none"> * Printer and copier repairs done by another company. * Printer and copier maintenance and warranty charges. <p>5020077180 –SERVICES, MAINT & WARRANTIES – PRINT ENTERPRISE & MAIL</p> <ul style="list-style-type: none"> * Specialty printer and copier repairs done by another company. * Specialty printer and copier maintenance and warranty charges.
13	Copier Related Charges	Which code(s) should be used for copier or all-in-one printer purchases?	<p>5030067170 –EQUIPMENT & SUPPLIES – Print & Copy End-User</p> <ul style="list-style-type: none"> * Printers scanners faxes copiers MFP (all in one). * Paper and toner. * Physical copier purchases. <p>5020077170 –SERVICES, MAINT & WARRANTIES – Print & Copy End-User</p> <ul style="list-style-type: none"> * Printer and copier repairs done by another company. * Printer and copier maintenance and warranty charges.
14	Copier Related Charges	Which code(s) should be used for copier maintenance and warranty charges?	<p>5020077180 –SERVICES, MAINT & WARRANTIES – PRINT ENTERPRISE & MAIL</p> <ul style="list-style-type: none"> * Specialty printer and copier repairs done by another company. * Specialty printer and copier maintenance and warranty charges.
15	Data Purchases	What code should I use for the purchase of data?	Data purchases are not considered an IT purchase. Please visit the Office of the Comptroller General's website at http://www.cg.sc.gov/guidanceandformsforstateagencies/Pages/CGsAPP.aspx for the correct GL code to use.
16	Domain Names	What IT GL should be used to purchase or renew a Domain name?	5020077160 - SERVICES, MAINT & WARRANTIES - MANAGEMENT & ADMIN
17	DTO as a Provider	What if DTO hosts our servers or provides other services? Is there a specific code for that?	Yes; if you use DTO as your IT provider, make sure that you use GL code 5020077240 - DP SERVICES - STATE when logging these invoices.
18	FAX Usage	Which code should be used for FAX usage charges?	5030067220 – Equip & Supp – Voice Network

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19 Hardware Maintenance and Warranties What GL code should be used for hardware maintenance and warranties?

Hardware maintenance and warranty charges are considered SERVICES. Code these charges to one of the SERVICES, MAINT & WARRANTIES codes below. Choose based upon the purpose of the device and the examples provided.

...choose one of these based upon IT category and Examples.

NEW GL ACCOUNT KEY	NEW GL ACCOUNT LONG NAME	EXAMPLES
5020077000	Services, Maint & Warranties - Application Development	Work performed by an outside company to develop or enhance computer programs and applications
5020077100	Services, Maint & Warranties - Application Support	* Software as a Service (SaaS), Cloud, Web-hosted applications/computer programs * An outside company that provides maintenance on an application /computer program
5020077110	Services, Maint & Warranties - Data Network	An outside company used to install, move, add or change data network equipment
5020077120	Services, Maint & Warranties - Disaster Recovery	* Outside company that runs a separate, dedicated back-up data center * Clemson is your Disaster Recovery site
5020077130	Services, Maint & Warranties - End-User Computing	Desktop/laptop repairs done by another company
5020077140	Services, Maint & Warranties - IT Service Desk	Third-party company that answers help desk calls
5020077150	Services, Maint & Warranties - Mainframe	Work performed by an outside company to support or enhance equipment or software
5020077160	Services, Maint & Warranties - Management & Admin	* Management consultants * IT-related subscriptions * Domain name purchases and renewals
5020077170	Services, Maint & Warranties - Print & Copy - End-User	* Printer repairs done by another company * Printing services provided by an outside company (Kinkos, Ricoh) * DO NOT USE THIS CODE FOR COPIER LEASES! Copier leases should use 5040027000.
5020077180	Services, Maint & Warranties - Print - Enterprise & Mail	* Specialty printer repairs done by another company * Mail services provided by an outside company (FedEx, USPS)
5020077190	Services, Maint & Warranties - Information Security	Work performed by outside company to monitor or enhance the security of internal IT environments
5020077200	Services, Maint & Warranties - Servers	* Outside company that hosts your data center * Company providing cloud-based services
5020077210	Services, Maint & Warranties - Storage	* Archive and data storage in the cloud * Services provided to store information/documents (e.g. Iron Mountain)
5020077220	Services, Maint & Warranties - Voice Network	Services provided to install, move, add or change phone lines/equipment

20 Information Technology or NOT? How can I determine if a charge is IT-related?

Ask yourself if the purchase can logically fit into one of the categories below.

- * Application Development
- * Application Support
- * Data Network
- * Disaster Recovery
- * End-User Computing
- * IT Service Desk
- * Mainframe
- * IT Management and Administration
- * Print & Copy End-User
- * Print Enterprise and Mail
- * Information Security
- * Servers
- * Voice Network
- * DTO Provided Services

21 Internet What GL code should I use for internet service charges?

5020077112 - NETWORK, CIRCUITS & VOICE DATA NETWORK

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22	IT Projects	IT Projects often involve services, hardware and software expenditures that are billed on the same invoice. Will these charges need to be split into the appropriate new IT GL codes?	Yes, even if all of the charges are for a single project, please code the GL categories correctly. Vendors can usually accommodate grouping charges into the needed categories if asked to do so.
23	Mail Services	What code should I use for intra-state mail services like FedEx or USPS?	5020077180 - SERVICES, MAINT & WARRANTIES - PRINT, ENTERPRISE & MAIL
24	Phone Charges	Are agencies supposed to use the new codes for phone bills for land lines (not VOIP)? Or should they continue to code them to GL code 5020090000 – TELEPHONE & TELEGRAPH?	Yes; phone bills, land lines, and VOIP should be coded to use the new GL code 5020077222 - NETWORK, CIRCUIT & VOICE.
25	Phone Charges	What code should I use for local and long distance phone charges?	Phone bills, land lines, and VOIP should be coded to 5020077222 - NETWORK, CIRCUIT & VOICE.
26	Phone Charges	What code should I use for services charges to install, move or change phone lines or equipment?	5020077220 - SERVICES, MAINT & WARRANTIES - VOICE NETWORK
27	Phone Charges	What code should I use for the purchase of new desk phones or conference call equipment?	5020067220 -EQUIPMENT & SUPPLIES - VOICE NETWORK
28	Phone Charges	What code should I use for the purchase of voicemail software programs or phone management software?	5030067221 - PROGRAMS & LICENSES - VOICE NETWORK
29	Phone Charges	What code should I use for cellular phone charges?	Phone bills, land lines, and VOIP should be coded to 5020077222 - NETWORK, CIRCUIT & VOICE.
30	Services/Consulting/Contractors	Which code(s) should be used for contractors?	If the resource is staff augmentation, temporary labor, or is a contracted resource managed by South Carolina staff, please use GL code 5020077230 - IT CONTRACTORS.
31	Services/Consulting/Contractors	What is the difference between consulting and services? When should I use the Consulting GL and when should I use the various Services GLs?	Consulting or Consultants or Contractors refers to hired help (human resources) to augment staff. These resources are managed by the State of South Carolina employees. Services refer to work performed by a third party, like implementation services or repairs.

NO.	TOPICS	QUESTIONS	ANSWERS
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It depends on the purpose of the vendor application.

32 Software Charges What code should I use for vendor application purchases?

...choose one of these based upon IT category and Examples.

NEW GL ACCOUNT KEY	NEW GL ACCOUNT LONG NAME	EXAMPLES
5030067001	Programs & Licenses - Application Development	* Computer programming software * Programs to support application development projects
5030067101	Programs & Licenses - Application Support	* ERP license fees * Accounting/financial, human resource, inventory management software * Architectural, educational, law enforcement software * Database, project management software
5030067111	Programs & Licenses - Data Network	* Network Operations Center (NOC) programs * Cisco software
5030067121	Programs & Licenses - Disaster Recovery	Off-site backup and recovery programs
5030067131	Programs & Licenses - End-User Computing	* Word processing and spreadsheet software * IM/Chat Programs
5030067141	Programs & Licenses - IT Service Desk	* Helpdesk ticket-tracking systems * Call routing systems
5030067151	Programs & Licenses - Mainframe	* Reporting and monitoring programs that run on the mainframe * System management software and tools that run on the mainframe
5030067161	Programs & Licenses - Management & Admin	* Programs used for training * Programs for tracking hours billed to a project
5030067171	Programs & Licenses - Print & Copy - End-User	* Programs to support printing * Software that controls printers connected to the network
5030067181	Programs & Licenses - Print - Enterprise & Mail	Programs to support print job workflow for large-scale printing (forms, catalogs, brochures)
5030067191	Programs & Licenses - Information Security	* Anti-virus, anti-spam, anti-malware programs * Firewall software
5030067201	Programs & Licenses - Servers	* Email programs * Citrix / remote desktop software * OS licenses * System management software and tools (that run on servers)
5030067211	Programs & Licenses - Storage	* Archive and data storage programs * On-site backup and restore software
5030067221	Programs & Licenses - Voice Network	Voicemail programs and software

33 Software Charges An agency receives invoices from a software system provider who performs a service for the agency. The agency currently codes these invoices to GL code 5020070000 – DATA PROCESS SERVICES-OTHER. Which new IT GL code should be used?

This situation is called Software as a Service (SaaS) and should be coded to **5020077100 - SERVICES, MAINT & WARRANTIES - APPLICATION SUPPORT.**

NO.	TOPICS	QUESTIONS	ANSWERS
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Do not use the PROGRAMS & LICENSES codes for software maintenance and warranty charges. Use one of the following SERVICES, MAINT & WARRANTIES codes based upon the software's function and the examples provided.

...choose one of these based upon IT category and Examples.

NEW GL ACCOUNT KEY	NEW GL ACCOUNT LONG NAME	EXAMPLES
5020077000	Services, Maint & Warranties - Application Development	Work performed by an outside company to develop or enhance computer programs and applications
5020077100	Services, Maint & Warranties - Application Support	* Software as a Service (SaaS), Cloud, Web-hosted applications/computer programs * An outside company that provides maintenance on an application /computer program
5020077110	Services, Maint & Warranties - Data Network	An outside company used to install, move, add or change data network equipment
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5020077170	Services, Maint & Warranties - Print & Copy - End-User	* Printer repairs done by another company * Printing services provided by an outside company (Kinkos, Ricoh) * DO NOT USE THIS CODE FOR COPIER LEASES! Copier leases should use 5040027000.
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5020077220	Services, Maint & Warranties - Voice Network	Services provided to install, move, add or change phone lines/equipment

34 Software Charges What code should I use for software maintenance and warranties?

35 Software Charges Which code should be used for the purchase of AIRWATCH software, which is a mobile application used to secure and manage work-related applications on mobile devices?
AIRWATCH is end-user software that's primary function is information security. Please use **5030067191 - PROGRAMS & LICENSES - INFORMATION SECURITY** for this purchase.

36 Surveillance Cameras & Equipment Are surveillance cameras and related equipment considered an IT purchase?
Surveillance cameras and their associated maintenance are NOT considered an IT purchase. They therefore should not be coded to use the new IT GL codes. The IT Security codes are only intended to capture information security (firewalls, etc.) items.