

New IT-related GL Codes

	Cost Categories				
		Equipment & Supplies	Programs & Licenses	Services, Maint. & Warranties	Network, Circuit & Voice
IT Functional Area	Application Development	5030067000	5030067001	5020077000	
	Application Support	5030067100	5030067101	5020077100	
	Data Network	5030067110	5030067111	5020077110	5020077112
	Disaster Recovery	5030067120	5030067121	5020077120	
	End-User Computing	5030067130	5030067131	5020077130	
	IT Service Desk	5030067140	5030067141	5020077140	
	Mainframe	5030067150	5030067151	5020077150	
	Management & Admin	5030067160	5030067161	5020077160	
	Print & Copy- End-User	5030067170	5030067171	5020077170	
	Print - Enterprise & Mail	5030067180	5030067181	5020077180	
	Information Security	5030067190	5030067191	5020077190	
	Servers	5030067200	5030067201	5020077200	
	Storage	5030067210	5030067211	5020077210	
	Voice Network	5030067220	5030067221	5020077220	5020077222

IT Contractors	5020077230
DP Services – STATE	5020077240
IT – Rent Copying Equipment	5040027000
DP – Rent Data Proc Equipment	5040037000
IT – Rental - Cotingent Rental Payments	5040057000

New IT-related GL Codes & Definitions

Cost Category	IT Functional Area	Short Description	Long Description	GL Code	Generic Definition	Technical Definition	Examples
Equipment and Supplies	Application Development	Equip&Supp- App Dev	Equip & Supp - Application Development	5030067000	Any associated equipment/hardware related to on-premise applications / computer programs that are in the process of being created/developed. These workstations/equipment would not have any other use.	For the <u>Pre-Production</u> environment: Staff PCs, test servers and LPAR usage (for maintenance testing only)	Equipment that supports the development environment (not yet live and in use) Equipment for testing a new application
Equipment and Supplies	Application Support	Equip&Supp- App Sup	Equip & Supp - Application Support	5030067100	Any associated equipment/hardware related to on-premise development work (e.g., coding) done to applications / computer programs that are already live and in use. These workstations/equipment would not have any other use.	For the <u>Production</u> Environment: Staff PCs, test servers and LPAR usage (for maintenance testing only)	IT-specific workstation / computer that is used only for coding
Equipment and Supplies	Data Network	Equip&Supp- Data Net	Equip & Supp - Data Network	5030067110	Equipment that makes up the secure SC-network and provide access to the Internet.	Data Network (WAN, LAN, Internet Access) hardware including Switching & Routing (Multiplexers, Satellite, Boundary Routers, Backbone Routers & Switches), Terminating (Gateways, Modems, CSU/DSU), Internet Access/Proxy Servers, Accelerators, RAS Servers, Other Hardware (DNS, DHCP, UPS), Hardware Supplies (MAC Materials), IT Management (NOC) — Test Equipment, Console PCs, Servers etc.	Modems, routers, connectors Network and Internet cables Wifi routers
Equipment and Supplies	Disaster Recovery	Equip&Supp- DR	Equip & Supp - Disaster Recovery	5030067120	Equipment that helps to bring vital IT systems back up following a natural or human-induced disaster.	Annual rental or depreciation costs of hardware located and maintained at the DR "hot site."	Equipment in data centers (e.g. servers) used for back-up only Dedicated back-up equipment
Equipment and Supplies	End-User Computing	Equip&Supp- EUC	Equip & Supp - End-User Computing	5030067130	Devices to perform your day-to-day job.	Desktop, Laptop, Thin Client, Tablet and Handheld End-User Computing devices and associated devices of all forms, Personal and Shared Printers, Multifunction devices, and all hardware devices (PCs, servers or other) used as platforms or consoles for IT Management.	Desktop computer Laptop computer Mouse Keyboard Tablets
Equipment and Supplies	IT Service Desk	Equip&Supp- ITSD	Equip & Supp - IT Service Desk	5030067140	Also known as helpdesk – the equipment used by the team of people that take technical support calls, chats, or emails. Note – this is different from answering phone calls from citizens.	IT Service Desk PBX, Automated Call Distribution ACD, Interactive Voice Response (IVR, Computer Telephony Integration (CTI), IT Service Desk agent equipment and Application Servers.	Headsets (for helpdesk only) Computers and equipment (keyboard, mouse) used by helpdesk team Call routing equipment (for helpdesk only)
Equipment and Supplies	Mainframe	Equip&Supp- Mnframe	Equip & Supp - Mainframe	5030067150	A large-capacity computer system with high processing power.	Mainframe system (OS390, VM, VME, VSE, Z/OS, IFL, zAAP, zIIP) processors, attached disk devices, tape storage devices, console devices and other peripherals associated with the centralized systems (production and non-production including disaster recovery) as well as other miscellaneous devices needed to support the processing equipment, plus circuit or similar costs needed to connect multiple data centers or processors/devices to each other.	Mainframe equipment / boxes for the data center IBM zSeries equipment
Equipment and Supplies	Management & Admin	Equip&Supp- Mgt Admn	Equip & Supp - Management & Admin	5030067160	Computer systems / equipment specifically for the CIO/CTO and other IT Management groups (such as IT Human Resources, IT Purchasing)	Hardware that is cross-functional and cannot be attributed to a specific functional area	Specific equipment that is used to support the CIO/CTO information only
Equipment and Supplies	Print & Copy - End-User	Equip&Supp- Print EU	Equip & Supp - Print & Copy End User	5030067170	Printing equipment used to print on standard paper in the office.	Shared printers, local printers, MFDs	Inkjet printer Laser printer Copy machine Scanner Printer/scanner/ copy/fax (all-in-one) Paper and toner
Equipment and Supplies	Print - Enterprise & Mail	Equip&Supp- PrintEnt	Equip & Supp - Print Enterprise & Mail	5030067180	Specialty printing equipment used to print unique / non-standard items (e.g., print on envelopes, print checks).	Specialty printing equipment used to print unique / non-standard items (e.g., print on envelopes, print checks).	Specialty printers – printing on envelopes, checks, specialty paper Mail sorters Specialty paper/ printing material
Equipment and Supplies	Information Security	Equip&Supp- InfoSec	Equip & Supp - Information Security	5030067190	Special, dedicated equipment for the protection of information and systems.	Firewall/unified threat management devices, IDS/IPS devices, radius/proxy servers, encryption concentrators, email/web security gateways	Firewalls Web security gateways Encryption equipment
Equipment and Supplies	Servers	Equip&Supp- Servers	Equip & Supp - Servers	5030067200	Equipment in the data center that applications rely upon	Unix, Windows, Linux and other OS (iSeries, VAX, Tandem etc.) servers and associated devices in the data centers and server rooms of the enterprise and its service providers. Includes processors, attached disk devices, tape storage devices, console devices and other peripherals associated with the centralized systems (production and non-production including disaster recovery) as well as other miscellaneous devices needed to support the processing equipment, plus circuit or similar costs needed to connect multiple data centers or processors/devices to each other.	Servers / data center equipment Windows, Citrix, Unix, Linux
Equipment and Supplies	Storage	Equip&Supp- Storage	Equip & Supp - Storage	5030067210	Equipment used to save and archive information.	Storage devices such as Storage Controllers, Storage Servers, Virtual Tape Libraries, Offline Supplies (Media), etc.	Storage equipment for the data center USB drives, CD-ROM storage, floppy disk Hard drives, tape drives

New IT-related GL Codes & Definitions

Cost Category	IT Functional Area	Short Description	Long Description	GL Code	Generic Definition	Technical Definition	Examples
Equipment and Supplies	Voice Network	Equip&Supp- VoiceNet	Equip & Supp - Voice Network	5030067220	Equipment used to make or support the routing of phone calls.	Telephone System Equipment, Premise System Phones, Voice Mail, MAC (Materials), Wide Area Voice Switching & Routing, Terminating, Microwave/Satellite, Voice Compression, Multiplexers, PBX/PABX Interface Cards, Channel Service Unit/Data Service Unit (CSU/DSU) Hardware, Cellular Handsets, IT Management — Network Operating Centre (NOC) Client PCs and Servers	Desk phones Fax Conference call equipment Call routers (switches, PBX)
Programs & Licenses	Application Development	Prgm Lic- App Dev	Prgms&Lic- Application Development	5030067001	Software licenses and maintenance related to on-premise applications / computer programs that are in the process of being created/developed.	For the <u>Pre-Production</u> environment: Software required by the application development staff to do their jobs such as languages/compilers/databases, development/testing tools and IT management software. Includes the up-front purchase costs for any off-the-shelf vendor packages. Note - Development is defined as new code for a new application or functional enhancements to current code that take more than two person-weeks	Computer programming software Development tools Programs to develop new business applications and development projects
Programs & Licenses	Application Support	Prgm Lic- App Sup	Prgms&Lic - Application Support	5030067101	Software licenses and maintenance related to on-premise applications / computer programs that are already live and in use.	For the <u>Production</u> environment: Software required by the application support staff to do their jobs such as languages/compilers/databases, development/testing tools and IT management software. Includes the maintenance cost of off-the-shelf vendor packages. Note - Support is defined as bug fixes of any size or duration, maintenance of hard-coded data or tables (including field size changes) embedded within the programs (any size or duration), functional enhancements to current code that take less than two person-weeks.	ERP License Fees (e.g., SAP) Accounting / financial, human resource, inventory management programs Architectural programs, educational, law enforcement programs Database, project management
Programs & Licenses	Data Network	Prgm Lic- Data Net	Prgms&Lic - Data Network	5030067111	Computer programs that make up the secure SC-network and provide access to the Internet.	Data Network Management Software used for Network Operating System, Internet Access/Proxy Server, RAS Server, Other Software (DNS, DHCP), IT Management (NOC), Network System Management (NSM).	Network Operations Center (NOC) programs Cisco software
Programs & Licenses	Disaster Recovery	Prgm Lic- DR	Prgms&Lic - Disaster Recovery	5030067121	Software programs that help to bring vital IT systems back up following a natural or human-induced disaster.	Annual software license and support costs of duplicate software maintained on devices located at the DR "hot site."	Off-site backup and recovery programs
Programs & Licenses	End-User Computing	Prgm Lic- EUC	Prgms&Lic - End-User Computing	5030067131	Computer programs that come standard with a computer or tablet to perform your day-to-day job.	Personal Productivity and Database, Messaging and Groupware — plus all Software used for managing End-User Computing including Diagnostics, Remote Control, Software Distribution, Mobile Device Management etc.	Email programs Word processing and spreadsheet programs (e.g., Microsoft Word, Microsoft Excel) IM/Chat Programs
Programs & Licenses	IT Service Desk	Prgm Lic- ITSD	Prgms&Lic - IT Service Desk	5030067141	Also known as helpdesk – the systems used by the team of people that take technical support calls, chats, or emails. Note – this is different from answering phone calls from citizens.	Expert Knowledge Tools, Problem Management Tools, Quality Monitoring, Web Self-Service, Workforce Management Software, Workflow Management Software, IT Service Desk Management Portal Software, Email Response Management, Contact Management etc.	ServiceNow, Remedy Helpdesk ticket-taking systems Call routing software systems
Programs & Licenses	Mainframe	Prgm Lic- Mnframe	Prgms&Lic - Mainframe	5030067151	Software that supports the large-capacity computer system with high processing power.	Mainframe Operating System, Virtualization and Logical Partitioning, Utilities (non-storage), Database & Data Management, Middleware, Content/Document Management & Search Engines, Messaging, Communications, Routine Libraries, IT Management etc.	Reporting and monitoring programs (that run on the Mainframe) System management software and tools (that run on the Mainframe)
Programs & Licenses	Management & Admin	Prgm Lic- Mgt Admn	Prgms&Lic - Management & Admin	5030067161	Computer systems / software programs for the CIO/CTO and other IT Management groups (such as IT Human Resources, IT Purchasing) or used across all departments	Software that is cross functional or cannot be attributed to a specific functional area (ie. training / Learning Management systems, time tracking software)	Learning Management Systems (LMS) Planview, SuccessFactors, Apptio Programs used for training Programs used for tracking hours billed to a project
Programs & Licenses	Print & Copy - End-User	Prgm Lic- Print EU	Prgms&Lic - Print End User	5030067171	Printing programs used to print on standard printers.	Print software; printing programs used to print on standard printers.	Programs to support printing Programs that control printers connected to the network
Programs & Licenses	Print - Enterprise & Mail	Prgm Lic- PrintEnt	Prgms&Lic- Print Enterprise & Mail	5030067181	Specialty printing programs used to print unique / non-standard items (e.g., print on envelopes, print checks).	Specialty printing software used to print unique / non-standard items (e.g., print on envelopes, print checks).	Programs to support print job workflow for large-scale printing (forms, catalogs, brochures)
Programs & Licenses	Information Security	Prgm Lic- InfoSec	Prgms&Lic - Information Security	5030067191	Computer systems/programs dedicated to the protection of information and systems.	Identity and access management, security information and event management, anti-virus/ anti-spam/ anti-malware, URL/content filtering, End-user encryption, Host IDS/IPS, firewall software, vulnerability and threat detection, application testing/scanning/shielding	Anti-virus, anti-spam, anti-malware programs Firewall software
Programs & Licenses	Servers	Prgm Lic- Servers	Prgms&Lic - Servers	5030067201	Software and computer programs dedicated to servers in the data center.	Server (Unix, Windows, Linux, Other) Operating System, Virtualization and Partitioning, Utilities (non-storage), Database & Data Management, Middleware, Content/Document Management & Search Engines, Messaging, Communications, etc. Email and collaboration are included in Servers.	Email programs Citrix / remote desktop programs OS Licenses System management software and tools (that run on servers)
Programs & Licenses	Storage	Prgm Lic- Storage	Prgms&Lic - Storage	5030067211	Software systems used to save and archive information.	Storage Software for Creation & Setup, Storage Maintenance, Reporting, Monitoring, Backup/Restore, Archival, Replication, Media Handling, Data Migration/Tiering etc.	Archive and data storage programs On-site backup and restore programs

New IT-related GL Codes & Definitions

Cost Category	IT Functional Area	Short Description	Long Description	GL Code	Generic Definition	Technical Definition	Examples
Programs & Licenses	Voice Network	Prgm Lic- VoiceNet	Prgms&Lic - Voice Network	5030067221	Software programs related to phone calls.	Voice Network Management Software used for Voice Switch/Server & Peripherals (ACD, VRU, etc.), Voice Mail, IT Management (NOC).	Voicemail programs
Services, Maint & Warranties	Application Development	Services - App Dev	Srvcs,Maint&Warr - Application Development	5020077000	Software development done by a third party / another company.	A third party / outsourcer creating or implementing new applications or adding new functionality to existing applications (as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider). Development is defined as new code for a new application or functional enhancements to current code that take more than two person-weeks.	Work by an outside company to develop or enhance computer programs/ applications
Services, Maint & Warranties	Application Support	Services - App Sup	Srvcs,Maint&Warr - Application Support	5020077100	Software licenses and maintenance related to applications / computer programs that are already live and in use.	A third party / outsourcer providing programming support for applications after they are installed and running in the production environment (as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider). Support is defined as bug fixes of any size or duration, maintenance of hard-coded data or tables (including field size changes) embedded within the programs (any size or duration), functional enhancements to current code that take less than two person-weeks.	Software as a service (SaaS), Cloud, Web-hosted application / computer program An outside company that provides maintenance on an application / software
Services, Maint & Warranties	Data Network	Services - Data Net	Srvcs,Maint&Warr - Data Network	5020077110	Services done by another company / third party to support equipment and computer programs that make up the secure SC-network and provide access to the Internet.	A third party / outsourcer that monitors the network, provides break-fix support and/or moves, add, change or other services.	Networking monitoring, break fix, moves add change
Services, Maint & Warranties	Disaster Recovery	Services - DR	Srvcs,Maint&Warr - Disaster Recovery	5020077120	Outside services or providers that help to bring vital IT systems back up following a natural or human-induced disaster.	Annual rental, service, maintenance or other costs of maintaining a third-party "hot site" location for DR purposes so that critical systems can be migrated to run out of this site within agreed timescales if the normal data center suffers a disaster and is unable to function or recover quickly (as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider).	Outsourced data center exclusively for DR events Outside company that runs a separate, dedicated back-up data center
Services, Maint & Warranties	End-User Computing	Services - EUC	Srvcs,Maint&Warr - End-User Computing	5020077130	Desktop/laptop repairs done by another company on devices and computer programs (that come standard with the equipment) to perform your day-to-day job.	A third party / outsourcer that provides support or other services to end-user computing hardware and software (as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider).	Desktop/laptop repairs done by another company
Services, Maint & Warranties	IT Service Desk	Services - ITSD	Srvcs,Maint&Warr - IT Service Desk	5020077140	Also known as helpdesk – an outside company / third party that take technical support calls, chats, or emails. Note – this is different from answering phone calls from citizens.	A third party / outsourcer that provides software implementation and/or hosting of IT Service Desk programs; a third-party / outsourcer that provides the labor/personnel to service Tier 1 Service Desk contacts (email, phone calls, etc) as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider.	Outsourced implementation of ServiceNow Third-party company that answers help desk calls
Services, Maint & Warranties	Mainframe	Services - Mnframe	Srvcs,Maint&Warr - Mainframe	5020077150	Outsourced or third-party support of the large-capacity computer system with high processing power.	A third party / outsourcer that hosts, maintains, or otherwise supports the mainframe hardware and/or software (as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider).	Outside company that is responsible for the running and maintenance of the Mainframe equipment and/or software
Services, Maint & Warranties	Management & Admin	Services - Mgt Admn	Srvcs,Maint&Warr - Management & Admin	5020077160	Hosted computer systems / software programs or advisory support for the CIO/CTO and other IT Management groups (such as IT Human Resources, IT Purchasing)	A third party / outsourcer that provides advisory services, software implementation and/or hosting of applications used for IT Management (as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider).	SaaS implementations of Planview, SuccessFactors, Apprio Management Consultants IT-related subscriptions
Services, Maint & Warranties	Print & Copy - End-User	Service Prt Copy EU	Srvcs,Maint&Warr - Print & Copy End User	5020077170	Hosted computer systems / software programs or advisory support for the CIO/CTO and other IT Management groups (such as IT Human Resources, IT Purchasing)	A third party / outsourcer that supports printers or provides printing services (as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider).	Printer repairs done by another company Printing services provided by an outside company (Kinkos, Ricoh)
Services, Maint & Warranties	Print - Enterprise & Mail	Services - PrintEnt	Srvcs,Maint&Warr - Print Enterprise & Mail	5020077180	Specialty printing services for unique / non-standard items (e.g., shipping/mailling, print on envelopes, print checks).	A third party / outsourcer that supports specialized printers or provides specialized printing services (as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider).	Specialty printer repairs done by another company Mail services provided by an outside company (FedEx, USPS)
Services, Maint & Warranties	Information Security	Services - InfoSec	Srvcs,Maint&Warr - Information Security	5020077190	Any work performed by an outside company for the protection of information and systems.	A third party / outsourcer that provides assessments/advice, implementation, or other services related to security hardware, software, or policies.	Outside company responsible for monitoring the security of the IT environment
Services, Maint & Warranties	Servers	Services - Servers	Srvcs,Maint&Warr - Servers	5020077200	Third party / outside company providing support to the servers in the data center.	A third party / outsourcer that supports servers (e.g., provides maintenance as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider).	Outside company that hosts your data center Company providing cloud-based services
Services, Maint & Warranties	Storage	Services - Storage	Srvcs,Maint&Warr - Storage	5020077210	A third party / outside company used to save and archive information.	A third party / outsourcer that stores SC data in a hosted fashion (as a firm-fixed fee where the full responsibility for IT services is completely handed over to an external service provider).	Teradata Archive and data storage to the cloud Service provided to store information/ documents (e.g., Iron Mountain)
Services, Maint & Warranties	Voice Network	Services - VoiceNet	Srvcs,Maint&Warr - Voice Network	5020077220	Services done by a third party company to support (repair, fix, etc) the ability to make phone calls.	A third party / outsourcer that monitors the network, provides break-fix support and/or moves, add, change or other services.	Services provided to install, move, add, or change phone lines/ equipment

New IT-related GL Codes & Definitions

Cost Category	IT Functional Area	Short Description	Long Description	GL Code	Generic Definition	Technical Definition	Examples
Network, Circuits & Voice	Data Network	NCV- Data Net	Network, Circuit & Voice - Data Network	5020077112	Regular charges related to internet service.	MPLS, ATM, frame relay, leased lines, VPN, Internet Access/Port, Private Data Network, T-3 (43Mbps), SONET, Metropolitan Ethernet, Dark Fiber, Intra- and Inter-Data Center Connectivity, Internet Access	Data connectivity / bandwidth charges Internet access
Network, Circuits & Voice	Voice Network	NCV- VoiceNet	Network, Circuit & Voice - Voice Network	5020077222	Regular charges related to phone service.	Annual costs relating to Voice Access & Usage (Outbound, Inbound), Combination Trunks (local calling), DID Trunks (local calling), DOD Trunks (local calling), Number Blocks (primarily Europe), ISP Dial-up, Toll-Free Dial, IT Service Desk Inbound 800, Dedicated Trunking, Local Service	Local and long distance services/ charges
IT Contractors	N/A	IT Contractors	IT Contractors	5020077230	The spending and head count for contract labor, which is supplemental to your staff and "operationally" managed by in-house staff. <i>Note - this is different from "outsourcer / outsource contracts" where outsource is defined as any situation in which the full operational responsibility for IT services is completely handed over to an external service provider</i>	The spending and head count for contract labor, which is supplemental to your staff and "operationally" managed by in-house staff. <i>Note - this is different from "outsourcer / outsource contracts" where outsource is defined as any situation in which the full operational responsibility for IT services is completely handed over to an external service provider</i>	Staff augmentation
DP Services – STATE	N/A	DP Services – STATE	DP Services – STATE	5020077240	Pass through charged to DTO	Pass through charged to DTO	DTO-provided IT services
Rent Copy Equip	Rent Copy Equip	Rent Copy Equip	IT – Rent Copying Equipment	5040027000	Rented/ leased copying equipment	Rented or leased copying or printing equipment	Rented copiers Rented printers
Rent DataProc Equip	Rent DataProc Equip	Rent DataProc Equip	DP – Rent Data Proc Equipment	5040037000	Rented/ leased Data Processing equipment	Rented or leased data processing equipment	Rented monitors Rented laptops
Rent Copy Equip	Rent Copy Equip	IT - Rental-Cont Rent	IT - Rental-Contingent Rental Payments	5040057000	IT - Rental payments that depend on some factor directly related to the use of the leased property, such as number of copies.	IT - Rental payments that depend on some factor directly related to the use of the leased property, such as number of copies.	Cost per copy copier charges Contingent copier charges