

Fiscal Year 2018 Data Center Services

Consolidation Measurement Report

Texas Department of Information Resources

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# Executive Summary

## Data Center Services Program Background

As the state’s Information Technology (IT) agency, the Texas Department of Information Resources (DIR) provides customers with IT products and services as well as policy, planning, and guidance that help shape consistent and effective use of technology across Texas. In 2005, the 79th Legislature passed House Bill 1516, directing DIR to consolidate agencies’ IT infrastructure to reduce statewide costs for IT services, modernize aging state infrastructure, and increase overall security and disaster recovery capability. The goal of the legislation was to reduce taxpayer costs by consolidating and standardizing IT infrastructure, products, and services across agencies with large IT investments. Additionally, the State sought to reduce disaster recovery risks, security risks, and critical state data and system assets backup risks, as well as to stay current with IT best practices.

In 2006, 29 state agencies were selected to participate in the data center consolidation. DIR released a request for offer to outsource the management of these agencies’ IT infrastructure, while consolidating from more than 31 disparate, legacy data centers into two highly secure, redundant data centers in Austin and San Angelo. With designated agency participation, DIR entered a seven-year contract in 2007 to operate the Data Center Services (DCS) Program. In 2010, DIR re-procured and re-structured DCS into a service integration model with multiple Service Component Providers (SCP) and a Multi-Sourcing Services Integrator (MSI) that positioned the state to achieve more flexibility, accountability, and functionality.

DIR continues to provide customers additional services through expanded DCS offerings. In 2017, DIR executed two optional Managed Application Services (MAS) contracts, one for application development and maintenance and a second for application services-rate card. These contracts allow customers to reinvest infrastructure consolidation savings to continue modernizing legacy applications. In 2018, DIR executed a Managed Security Services (MSS) contract to provide customers with access to security monitoring and device management, incident response, and risk and compliance services.

The DCS Program is open to all Texas state agencies, institutions of higher education, and local governmental entities. DCS services include mainframe, server, bulk print/mail, disaster recovery, backup, monitoring, security, storage, production control, data center network, architecture design, capacity management, operating system support, database support, middleware support, hardware refresh, software currency and facilities. The program currently invoices 74 state entities including 24 designated state agencies with fully managed mainframe, server, and bulk print-mail services, meaning that DIR, through its SCP vendors, provide the hardware, software, tools, and technical staff to fully support IT infrastructure. This report excludes voluntary customers that contract with DIR but are not currently being invoiced.

As Texas experiences rapid population and economic growth, state governmental entities must deliver more constituent services with greater efficiency. As a result, the state is progressively investing in IT to accomplish many goals. These goals include improving business operations support, pursuing cost efficiencies, providing secure and innovative ways for Texans to interact with the State, enhancing the digital experience of government services, and supporting open data initiatives to improve transparency. As governments are challenged to do more with less, the ability to outsource and optimize infrastructure and IT services becomes increasingly necessary to achieve economies of scale. The DCS Program provides a strong foundation for an ever-growing and enhanced set of IT services by enabling government entities to meet these demands.

## Consolidation Measurement Report

In 2013, the 83rd Legislature amended Texas Government Code, Section 2054.062[[1]](#footnote-2) to require DIR to measure and report on the financial performance and progress of the data center consolidation effort. DIR is tasked with:

* Developing a method of measuring costs for the DCS consolidation initiative.
* Developing an agreed upon method for collecting and validating data to determine a baseline assessment of costs.
* Evaluating costs and cost savings for consolidation based on the methodology.
* Coordinating assessment with DIR’s internal auditor for guidance.
* Developing a method of measuring progress for DCS consolidation initiative.
* Evaluating progress for consolidation initiative.
* Reporting annually to primary stakeholders.
* Posting consolidation reports on the DIR website.

In 2014, DIR contracted with a third-party to develop the cost measurement methodology and worked collaboratively with DCS customer representatives to review and refine the proposed methodology. The initial DCS Consolidation Report was published on February 27, 2015. The initial report methodology, as agreed upon by DCS customers, is used in this report and provides multiple views of the DCS program financial performance for Fiscal Year (FY) 2018.

This consolidation measurement report provides analysis and insight into the following DCS program elements:

1. Baseline Assessment of Financial Performance
   * A comparison of appropriated DCS spending versus actual customer spending.
   * Total customer spending by service category.
2. FY 2018 Unit Rate Impact Analysis

* Rate analysis based on volume fluctuations and total extended charges.

1. Transition and Transformation Investments.

* A financial summary of one-time investments required to transition services and transform and consolidate the legacy IT environment.

1. DCS Infrastructure Consolidation Progress
   * Current status of infrastructure consolidation initiatives.
   * Description of DCS program accomplishments.

# Baseline Assessment of Financial Performance

## Program Performance

The DCS program is highly complex and has experienced dynamic growth, services changes and expansion, and strategic investments supporting the ongoing consolidation effort. The following section provides insight into program costs in FY 2018.

The FY 2018 appropriations to actual expenditures comparison reflect that the 32 agencies (24 designated and eight voluntary), and Texas.gov infrastructure, underspent the original DCS appropriated amounts by $1.6 million (shown in the Table 1 below):

Table 1. FY 2018 Appropriations for DCS Agencies Versus Actual Spending

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Original DCS Appropriation\*** | **Actual - DCS Infrastructure Services** | **Actual – Managed Application Services** | **Variance** |
| **FY 2018** | $245,204,915 | $237,839,884 | $1,062,885 | $6,302,146 |

\*Note: Appropriated amounts reflect the original DCS Services Capital Budget appropriations, plus Texas.gov infrastructure, and do not include subsequent transfers.

FY 2018 DCS appropriations were approximately $243.3 million, while actual expenditures totaled approximately $238.0 million. DCS appropriation transfers are not captured in this analysis. Individual appropriated DCS customer analyses are presented in Appendix C. The following services comprised the majority of DCS customer spending for FY 2018:

* **Mainframe Services:** compute processing and storage services for applications hosted on mainframes.
* **Print-Mail Services:** bulk printing and mailing services, courier services, paper, and envelopes.
* **Server Services:** consolidated private cloud and non-consolidated virtual and physical compute processing for DCS customer applications.
* **Server Storage and Tape Services:** data storage and backup services for the consolidated and non-consolidated servers.
* **Managed Application Services:** application maintenance, application development, and hourly rate card) services.
* **Managed Security Services**: security monitoring and device management, incident response, and risk and compliance services.
* **Server Hardware and Software:** Hardware Service Charge for dedicated and shared server compute processing, Software Service Charge for specific third-party software categories procured for DCS customers, and rate card hours for SCP-supplied project personnel resources provided on an hourly basis.
* **Transition and Transformation Milestones:** transition services associated with moving from one outsourced environment to another outsourced environment, including knowledge transfer, process documentation, and wall-to-wall inventory. Transformation services related to upgrading and consolidating the IT-operating environment.
* **Cross-functional, Project and Facilities:** SCP cross-functional, project management, and Data Center Facility costs.
* **MSI Services**: SCP integration and management services such as portal, service desk and application portfolio and hosting, service level and capacity monitoring, financial management and chargeback, major incident management, and outreach and growth.
* **Other Services:**  includes public cloud support charges, for which a discrete billing category was not yet developed and co-location services.

Table 2 below shows the actual FY 2018 expenditures per service.

Table. 2 Enterprise Billing Categories

| Service Categories | FY 2018 Actual Spending |
| --- | --- |
| Mainframe Services | $30,136,991 |
| Print-Mail Services | $15,123,366 |
| Server Services | $44,041,249 |
| Server Storage and Tape Services | $24,762,033 |
| Managed Application Services | $1,062,885 |
| Server Hardware and Software | $58,920,408 |
| Transition and Transformation Services | $13,936,602 |
| Public Cloud | $2,916,283 |
| Cross-functional, Project and Facilities | $21,861,939 |
| MSI Services | $18,734,729 |
| Other | $7,406,284 |
| TOTAL: | **$238,902,769** |
| FY18 INITIAL APPROPRIATION\*: | **$245,204,915** |
| VARIANCE: | **$6,302,146** |

\*Note: Appropriated amounts reflect the original DCS Services Capital Budget appropriations, plus Tx.gov Infrastructure, and do not include subsequent transfers.

In addition to the 24 agencies that are required to participate in the data center as part of the state’s consolidation initiative, all Texas state agencies, colleges, and universities can voluntarily use DCS services. In 2013, the 83rd Legislature passed Senate Bill 866 which authorized DIR to offer data center services to local government entities. These services include managed Infrastructure as a Service (IaaS) which entails mainframe, private cloud and public cloud servers, bulk print and mail, disaster recovery, backup, monitoring, security, storage, production control, data center network, architecture design, capacity management, operating system support, database support, middleware support, hardware refresh, software currency, Microsoft O365, imagery and facilities, as well as Managed Application and Security Services.

Table 3 reflects DCS spending for 42 voluntary agencies and two local government agencies participating in the DCS program.

Table 3. FY 2018 Actual Spending for DCS Voluntary Customers

| Type | Number | Amount |
| --- | --- | --- |
| Voluntary Agencies (with no DCS Budget Appropriation) | 9 | $1,900,189 |
| Self-Directed and Semi-Independent Agencies | 5 | $65,041 |
| Higher Education: Colleges and Universities | 4 | $27,546 |
| Local Government Entities | 24 | $305,585 |
| TOTAL: | **42** | **$2,298,361** |

# Fiscal Year 2018 Unit Rate Analysis

The pricing methodology DIR structured with the SCPs is a consumption-based, variable-price model that is common in the marketplace for outsourced services. The structure provides the state with the flexibility to pay for services consumed, with no fixed price minimum – converting a traditionally capital-intensive infrastructure to a variable-based operating expense.

One of the benefits of a consumption-based pricing model is the economy of scale related to increased consumption that results in decreasing unit rates. In FY 2018, the Mainframe and Bulk Print- Mail service model remained structured using a fixed fee, or base charge, for fixed volumes of service, called the resource baseline, with fee variations charged for volumes above or below the resource baseline threshold. The base charge includes both fixed and variable charges required to support the resource baseline volume, while the variable charges reflect only the marginal cost to provide or reduce an incremental unit of service. Because of the marginal unit cost being lower than the imputed base rate, additional volumes of service create a lower overall unit rate for that service category, called Additional Resource Charges (ARC). In reverse, a reduction in consumption creates a higher overall unit rate as the fixed cost is spread across a lower volume base, called Reduced Resource Credits (RRC).

In FY 2018, with the conversion to Hybrid Cloud Services (HCS), server and server storage resource units were largely converted to a tiered-pricing structure in response to customer requests for fewer month-to-month rate fluctuations over the ARC/RRC model. Each of the ten tiers includes a fixed price range for a defined volume range.

For this analysis, the Tier 6 pricing range was used to compare with actual expenditures to determine savings. As the state anticipates increased consumption of DCS services year-over-year, a consumption-based pricing model should be advantageous to the participating customers.

Table 4 below shows the variance between consumption at the 2018 base rates and the actual-invoiced consumption. The contracted base cost represents the forecasted amount that the program and customers are contractually obligated to pay for base volumes and is the baseline for measuring cost savings. See Appendix A for a complete description of the unit rate analysis methodology.

Table 4. Summary by Resource Unit Group

|  |  |  |  |
| --- | --- | --- | --- |
| **Rate-Based Billing Categories (Included)** | **Contracted Base Cost** | **Actual Cost** | **Variance** |
| Mainframe Services | $27,898,326 | $27,963,162 | ($64,836) |
| Print-Mail Services | 10,300,680 | 10,811,647 | (510,967) |
| Server Services | 32,340,997 | 33,120,605 | (779,608) |
| Server Storage and Tape Services | 12,075,065 | 12,049,987 | 25,078 |
| Multi-Sourcing Integrator Services (MSI) | 19,145,586 | 18,157,594 | 987,993 |
| **Total:** | **$101,760,654** | **$102,102,995** | **($342,340)** |

The above summary demonstrates FY 2018 variability across the DCS program with an unfavorable outcome. Analysis of each service follows:

* **Mainframe** 
  + Overall mainframe services consumption was slightly lower and actual expenditures were slightly higher than the forecasted amounts resulting in an unfavorable variance. Direct Attached Storage Device (DASD), Virtual Tape Storage (VTS), and specialty engine consumption were favorable but decreased mainframe consumption offset those savings.
* **Print-Mail**
  + Print-Mail volumes resulted in an overall unfavorable variance primarily due to print consumption trending lower than the base volumes. Additionally, courier services consumption decreased.
* **Server Services**
  + Server Services volumes were generally lower than the forecast volumes causing the rates to fall into the less-discounted tiers.
* **Server Storage and Tape Services**
  + Overall Server Storage and Tape consumption was slightly higher and actual expenditures were slightly lower than the forecast resulting in a favorable variance.
* **MSI Charges**
  + MSI Charges resulted in a favorable variance. As customer consumption increases more slowly than forecasted, corresponding MSI charges accumulate higher than anticipated savings.

A more detailed description of the unit rate analysis methodology is included in Appendix A. The Detailed Unit Rate Analysis is documented in Appendix B and the individual DCS customer analyses are documented in Appendix C.

NOTE: To facilitate a technology upgrade, the DCS program instituted a freeze on Enterprise Tape fluctuations in January 2015; the four Resource Unit Categories below remained frozen throughout FY 2018 and were invoiced under the Enterprise Tape Resource Unit based on an agreed amount.

* Consolidated Tape Stored
* Consolidated Tape Written
* Non-Consolidated Tape Other
* Non-Consolidated Tape Stored

In January 2015, DIR worked with the SCP to implement an Enterprise Tape/Backup freeze and cost reduction, resulting in an estimated reduction of $2.52 million annually. Effective September 1, 2016, the Enterprise Tape/Backup amount was further reduced by $1.38 million annually, which eliminated the full $3.9 million unfavorable variance noted in the DCS pricing benchmark completed in April 2016. This reduced, fixed monthly backup charge continued through FY 2018 and is anticipated to remain in place until the Enterprise Tape/Backup Resource Units are repriced, and volumes adjusted following completion of the migration to the new backup technology.

# Transition and Transformation

In addition to the consumption-based charges that compensate the SCPs for day-to-day delivery of IT services, there are also separate transition and transformation charges for certain activities and investments that occur during the first 48 months of the DCS Master Services Agreement.

The Transition and Transformation (T&T) phase is summarized into four initiatives:

1. **Transition.** The takeover of services from the incumbent provider with minimal impact on the performance of the operations. Includes knowledge transfer and documentation, as well as the implementation of service management tools and processes to facilitate a smooth transition when the new service providers take over the operations.
2. **Stabilization.** Includes remediating the environment, addressing assets needing immediate refresh, implementing a new backup and recovery solution, and completing a comprehensive inventory.
3. **Consolidation.** The multi-year effort to complete the migration of servers (and related storage and backup environments) from legacy data centers and agency business offices into consolidated data centers.
4. **Optimization.** Ongoing improvements to the environment that will benefit the state by reducing costs and improving services.

The cost of these activities totals $89.28 million, which the state pays upon successful completion of defined milestones from monies collected from state agencies for DCS program fees.

Table 5. Transition and Transformation Charges (In Millions)

| Milestone | Total Milestone Charge Paid Over Term | Accepted Total Paid Over Term | Invoiced through August 2018 | Accepted Paid Over Term T&T Liability | Non-Accepted Paid Over Term T&T Liability |
| --- | --- | --- | --- | --- | --- |
| Server | $19.04 | $19.04 | $19.04 | $0.00 | $0.00 |
| Data Center | $2.02 | $2.02 | $2.02 | $0.00 | $0.00 |
| Network | $4.97 | $4.97 | $4.97 | $0.00 | $0.00 |
| Hybrid Cloud | $35.48 | $35.48 | $20.84 | $14.64 | $0.00 |
| Mainframe | $6.78 | $6.78 | $5.08 | $1.70 | $0.00 |
| MSI | $20.83 | $20.83 | $20.83 | $0.00 | $0.00 |
| Xerox Print Mail | $0.16 | $0.16 | $0.16 | $0.00 | $0.00 |
| TOTAL: | **$89.28** | **$89.28** | **$72.94** | **$16.34** | **$0.00** |

The FY 2018 expense for T&T was $13.5 million.

# DCS Infrastructure Consolidation Progress

## Consolidation Status

Since its inception in 2007, the DCS program has met many of its objectives, including consolidation of operations from disparate legacy data centers into the two consolidated data centers in Austin and San Angelo Including:

* **Mainframe.** 100-percent consolidated into the two state data centers with full redundancy and tested disaster recovery capability. The consolidation replaced 14 mainframes with seven new machines.
* **Print-Mail.** 100-percent consolidated providing high speed print and bulk mail technology, resulting in reduced postage rates. Annually, the program prints nearly 393 million images and mails nearly 56 million items.
* **Server.**  As of the end of fiscal year2018, the DCS program server consolidation rate was at 79 percent.The remaining 21 percent of servers are anticipated to remain non-consolidated to optimize performance and/or cost for select applications. The DCS program also maintains a hardware refresh program to ensure the state’s assets remain current and supportable.

## DCS Program Progress

DCS Customer satisfaction, measured annually by a third party, has improved by 61 percentage points since the 2012 contract was restructured.

Graph shows Overall Satisfaction Rating increase 61 percentage points from July 2011 to February 2018.

The MSI and SCP structure has achieved service delivery improvements such as:

* Service levels are measured and reported at the program level and at the individual customer level to incentivize SCP performance. Service level credits are assessed at the program level only to achieve lower overall pricing for services and consistent performance for all agencies. All SCPs routinely attain rigorous service levels.
* Agencies rate SCP performance on a monthly scorecard to complement the service level measurements and annual customer satisfaction surveys. In FY 2018 an average of 93 percent of customers rated the current SCPs performance as Acceptable/Good/Excellent, with the SCP reaching 100 percent twice during the year.
* Security standards and practices consistently met state and federal audit requirements including Criminal Justice Information Security (CJIS), Internal Revenue System, and the State Auditor’s Office security standards compliance. The DCS program also has a software currency policy under the guidance of the customer governance structure.
* The MSI portal provides agencies transparency into SCP performance through reports, service level agreement measurements, process documentation, and consolidated billing.
* The two consolidated data centers provide high levels of security, newer technology, and more current software. Resiliency and business continuity are supported by a generator installed at the Austin Data Center.
* The Data Center Services program also continued to meet modernization goals inherent in the consolidation initiative. In 2018, the Storage Area Network (SAN) storage environment achieved 78.8 percent currency, the server hardware achieved 79 percent currency, and the server operating system software achieved 80 percent currency.
* The DCS program continues to implement flexible and reliable HCS, through the private and public cloud, and new optional managed services to support customer application and security requirements.

# Conclusion

As required by Texas Government Code 2054.062, DIR prepares this Consolidation Measurement Report annually. This annual report presents multiple views of DCS Program’s financial performance to capture its complexity and dynamic nature, while also reporting on the status of consolidation.

Having exceeded the initial 75 percent server consolidation target, the DCS program continues implement flexible and reliable hybrid cloud infrastructure services, through the private and public cloud, and new optional managed services to support customer application and security requirements.

# Appendix A – Unit Rate Analysis Methodology[[2]](#footnote-3)

## Methodology

In 2014, DIR established an analysis framework and timeline to meet the objectives of Texas Government Code, Section 2054.062. This effort was not intended to be a market price evaluation, but a methodology to help address the statutory mandate that was led by a working team consisting of representatives from DIR, including DIR’s Internal Auditor, and representatives from each of the DCS five partner groups representing their agency members, with assistance from Gartner, an independent third-party consulting firm. Since this cost measurement effort is not an audit, the role of the DIR Internal Auditor was to provide guidance and advice.

The methodology compares the actual enterprise and customer FY 2018 invoiced volumes and charges for services to a base rate. The base rate represents the expected amount the enterprise and customers are contractually obligated to pay for base volumes and is the basis for forecasting expected expenditures. A comparison of the actual invoiced amounts against the base rate provides one component of the financial performance assessment to help determine if DCS is meeting its objectives.

Customers receive invoices from DIR for DCS services that are primarily (but not exclusively) rate based. “Rate-based service” refers to a service that has a base charge and base volume for each unit of consumption. For instance, mainframe processing is a rate-based service. Mainframe is invoiced to customers based on consumption of five rate-based services or Resource Units (RUs): CPU Hours, CPU hours Specialty Engine, Allocated Application DASD, Application Tapes in Storage VTS, and Mainframe Offsite Tape. Due to a technology change, Mainframe Offsite Tape services were not consumed after December 2014. For each customer consuming mainframe services, their actual monthly charges are based on the number of units consumed of each RU for a month.

For the unit rate analysis, the model takes into consideration approximately 44.5 percent (roughly $107.3 million out of $241.3 million) of the total amount DIR invoiced customers. The 44.5 percent includes the actual invoiced amounts for rate-based services. The remaining 55.5 percent (approximately $133.8 million) of the DCS invoice charges do not have a base rate against which to compare, and thus were excluded for comparative purposes.  Additional information on included and excluded RUs is contained in the Inclusion/Exclusion of Resource Units section below. The two main drivers for the increase in excluded charges are:

1. Microsoft Office 365 - $7.5 million or 3.1 percent of FY 2018 actual charges (moved to fixed rates)
2. Database as a Service - $4.1 million or 1.7 percent of FY 2018 actual charges (moved to fixed rates)

At a customer summary level, this analysis considers the customer’s actual monthly invoice total and compares it to a calculated amount that is based on the base rate. Actual invoiced amounts have variable rates depending on the actual consumption of RUs at the program level. If consumption is ahead of projections, the actual unit rate that is invoiced will be lower than the base rate. Conversely, if program consumption is lower than projected, the actual unit rate invoiced will be higher than the base rate.

## Base Rates

The DCS working team determined the fiscal year base rate provided the best basis from which to make the comparison against actual consumption. The fiscal year base rates reflect initial contracted amounts adjusted for actual variances observed in the consolidation effort. While these rates were established at the current contract’s inception, they are modified on an annual basis based on consolidation progress. This methodology meets the requirement of Section 2054.062(b) “The department shall use the data both in the department's initial cost projections and in any later cost comparison.”

The base rate used in this assessment is the average chargeback rate for the fiscal year (in this case FY 2018), excluding inflation factors (Economic Change Adjustment or ECA), for each resource unit calculated by dividing the current year base charges (Attachment 4A of the contract) by the current year base volumes (Attachment 4D of the current contract) for the SCP and the MSI.

For Mainframe and bulk Print/Mail services with base charges and base volumes, the formula for calculating the Base Rate is as follows:

(Base Charges from Attachment 4A / Base Volumes from Attachment 4-D)

Additionally, for the Hybrid Cloud Servers that commenced in FY 2018, the Tier 6 pricing range was used as the base rate.

## Inclusion/Exclusion of Resource Units

The methodology started with the premise that as much of the costs as possible would be included in the analysis. Some new RUs that did not have an initial Tier 6 base rate were included, in addition to the base rate RUs. For these RUs, the rate for first month the RU was invoiced was used as its FY 2018 Base Rate. These RUs include:

* Enterprise File/Print (September 2017)
* Remote File – Small (September 2017)
* Remote File – Medium (September 2017)
* Remote File – Large (September 2017)
* Remote File - X-Large (September 2017)
* Server Consolidated Offsite Tape (September 2017)

This analysis does not include DCS services that do not have base rates or may have a rate that does not fluctuate based on volume. These services include but are not limited to:

* Co-Location Services
* Managed Application Services
* Rate Card Services
* Hardware Service Charges
* Server Software Service Charges (new and renewal)
* Oracle Enterprise Exadata Service Charges
* Mainframe Software Service Charge (new and renewal)
* Hardware Maintenance – DCS Customer Owned
* Enterprise Tape
* Transition & Transformation
* Miscellaneous Charges
* Optional Services
* Public Cloud
* Third-Party Cloud
* Server Monitoring
* Wide Area Network Services (WAAS/WAE)
* Service Level Credits
* Custom Waste Credit
* Optional Print/Mail Services
* Microsoft Office 365
* Database as a Service
* Service Component Provider Cross-functional, Project and Facilities

# Appendix B – Detailed Unit Rate Analysis

## Mainframe

The Mainframe RU category is made up of four resource units, which include:

1. CPU Hours
2. CPU Hours Specialty Engine
3. Allocated Application DASD
4. Application Tapes in Storage VTS

***Analysis:*** Mainframe consumption was ahead of the FY 2018 base volume estimates for three of the four resource unit categories (CPU Hours Specialty Engine, Allocated Application DASD and Application Tapes in Storage VTS). CPU Hours, the largest invoicing RU in this grouping, was below the base volume resulting in an unfavorable variance for the year.

## Print-Mail

The Print-Mail RU category is made up of three resource units, which include:

1. Mail Insertions
2. Courier Services
3. Print Images

***Analysis:*** Print-Mail consumption was below base volume estimates for FY 2018. Where allowable, Customers continue to look for automation alternatives to replace traditional print and mail communications.

## **Server Services**

The Server RU category is made of six resource unit groups containing 43 Resource Units.

1. Hybrid Cloud Services Infrastructure
2. Hardware Service Charge Network Optional Services
3. Hybrid Cloud Services
4. Hardware Service Charge Service Tier Matrix Optional Services
5. Remote File
6. Utility Instances

***Analysis:*** Volumes and actual charges compared unfavorably to the Tier 6 base costs. Some customer projects did not progress as quickly as anticipated. Customers also continue to migrate off Unix-based environments to lower cost alternatives. Remote Server Break fix also had a significant negative variance due to higher costs to support non-consolidated environments.

## **Server Storage and Tape Services**

Server Storage and Tape consists of eight Resource Units.

1. Consolidated San Tier 1 (Ultra High)
2. Consolidated SAN Tier 2 (High)
3. Consolidated SAN Tier 3 (Medium)
4. Consolidated Tier 4 (Low)
5. Non-Consolidated Storage
6. Storage Management
7. Storage Replication Management
8. Server Consolidated Offsite Tape

***Analysis:*** There was a slight favorable variance due largely to Consolidated SAN Tier 1 (Ultra High). Tier 2, Tier 4 and Non-Consolidated storage volumes were slightly lower than the forecast which resulted in a slightly higher cost. Organic growth, retention policies and the timing of customer projects all have a direct impact storage consumption.

## MSI Charges

The MSI Charges category is made up of the following resource units:

Chargeback Users

CPU Hour

DIR Customer Support

DR DCS Customer Tabletop Exercise - Annual

DR DCS Customer Tabletop Exercise - Monthly

DR Full Recovery Exercise - Annual

DR Full Recovery Exercise - Monthly

DRaaS Management Fee

Managed Security Services Fixed Fee

Managed Security Services Fixed Fee - RC

Managed Security Services Fixed Fee - SMDM

MAS Application Services Fixed Fee

MAS Rate Card Hours (Billable)

MSI Rate Card Hours

Other

Print Images

Print Mail Rate Card Hours (Billable)

Program Management

Remedy Licenses

SCP Service Level Measures

Semi Managed Server Instance Support

Server Rate Card Hours (Billable)

STM Server Instances

Transition and Transformation

***Analysis:*** MSI charges were lower than the forecast anticipated. As customer consumption increases slower than forecasted, corresponding MSI charges accumulate higher than anticipated savings.

# Appendix C – DCS Customer Analysis[[3]](#footnote-4)

The tables in this appendix provide different views of agency performance. The first view is FY 2018 appropriations versus actual expenditures with a variance. A positive variance for this view indicates the agency’s actual spend was less than the FY 2018 appropriations amount, and a negative variance indicates the actual spend was more than the FY 2018 appropriations amount. Subject to the limitations contained within the General Appropriations Act, Article IX, Sec. 14.03, agencies have varying levels of authority to address amounts spent in excess or less than the individual DCS capital budget line-item amounts.

The second view provides a summary of results for each of the RUs included within the Unit Rate Analysis Methodology defined and described within this report. These results are specific to each agency and do not include any recovery fees that are seen in the agency invoices. A positive variance for this view indicates the agency financially benefited from unit rates that were lower than the base rate (essentially a larger volume discount than anticipated), while a negative variance reflects unit rates higher than base rates (essentially a smaller volume discount than anticipated). Appendix A and Appendix B of this report contain additional information related to costs/volumes included and excluded from the Unit Rate Analysis.

Commission on State Emergency Communications (CSEC)

In FY 2018, CSEC did not consume any services that were included in the base rate analysis.

Commission on State Emergency Communications (CSEC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included |  |
| Rate Based Resource Unit-Excluded |  |
| HSC/SSC/Rate Card-Excluded | $128,688 |
| Cross-functional, Project & Facilities-Excluded |  |
| Transition and Transformation |  |
| **TOTAL:** | **$128,688** |
| **FY18 INITIAL APPROPRIATION:** | **$283,642** |
| **VARIANCE:** | **$154,955** |

| Summary by RU Group | CSEC |
| --- | --- |
| Mainframe | $0 |
| MSI Allocations | $0 |
| Print – Mail | $0 |
| Server Services | $0 |
| Server Storage & Tape | $0 |
| **Net Posture of Summary RU Results** | **$0** |

Department of Family and Protective Services (DFPS)

.

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $2,011,643 |
| MSI Charges-Included | $426,713 |
| Rate Based Resource Unit-Excluded | $521,400 |
| HSC/SSC/Rate Card-Excluded | $258,284 |
| Cross-functional, Project & Facilities-Excluded | $737,053 |
| Transition and Transformation | $333,933 |
| **TOTAL:** | **$4,289,026** |
| **FY18 INITIAL APPROPRIATION:** | **$4,688,299** |
| **VARIANCE:** | **$399,273** |

|  |  |
| --- | --- |
| Summary by RU Group | DFPS |
| Mainframe | $0 |
| MSI Allocations | $47,011 |
| Print – Mail | $0 |
| Server Services | $3,406 |
| Server Storage & Tape | ($697) |
| **Net Posture of Summary RU Results** | **$49,720** |

Texas Department of Information Resources (DIR)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $213,609 |
| MSI Charges-Included | $92,703 |
| Rate Based Resource Unit-Excluded | $400,227 |
| HSC/SSC/Rate Card-Excluded | $445,974 |
| Cross-functional, Project & Facilities-Excluded | $151,303 |
| Transition and Transformation | $184,148 |
| **TOTAL:** | **$1,487,964** |
| **FY18 INITIAL APPROPRIATION:** | **$1,339,602** |
| **VARIANCE:** | **($148,362)** |

|  |  |
| --- | --- |
| Summary by RU Group | DIR |
| Mainframe | $0 |
| MSI Allocations | $234,904 |
| Print – Mail | $0 |
| Server Services | $1,979 |
| Server Storage & Tape | ($399) |
| **Net Posture of Summary RU Results** | **$236,485** |

Texas.gov Infrastructure

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $902,460 |
| MSI Charges-Included | $214,094 |
| Rate Based Resource Unit-Excluded | $334,840 |
| HSC/SSC/Rate Card-Excluded | $134,713 |
| Cross-functional, Project & Facilities-Excluded | $341,110 |
| Transition and Transformation | $291,218 |
| **TOTAL:** | **$2,218,436** |
| **FY18 INITIAL APPROPRIATION:** | **$1,864,400** |
| **VARIANCE:** | **($354,035)** |

|  |  |
| --- | --- |
| Summary by RU Group | Texas.gov |
| Mainframe | $0 |
| MSI Allocations | $35,793 |
| Print – Mail | $0 |
| Server Services | ($23,658) |
| Server Storage & Tape | $2,880 |
| **Net Posture of Summary RU Results** | **$15,015** |

Department of State Health Services (DSHS)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $3,288,532 |
| MSI Charges-Included | $820,785 |
| Rate Based Resource Unit-Excluded | $1,406,146 |
| HSC/SSC/Rate Card-Excluded | $3,543,929 |
| Cross-functional, Project & Facilities-Excluded | $1,214,934 |
| Transition and Transformation | $1,505,293 |
| **TOTAL:** | **$11,779,618** |
| **FY18 INITIAL APPROPRIATION:** | **$11,181,428** |
| **VARIANCE:** | **($598,190)** |

|  |  |
| --- | --- |
| Summary by RU Group | DSHS |
| Mainframe | $0 |
| MSI Allocations | $192,275 |
| Print – Mail | ($406) |
| Server Services | ($83,161) |
| Server Storage & Tape | ($4,339) |
| **Net Posture of Summary RU Results** | **$104,369** |

General Land Office (GLO)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $0 |
| MSI Charges-Included | $0 |
| Rate Based Resource Unit-Excluded | $119,429 |
| HSC/SSC/Rate Card-Excluded | $160,644 |
| Cross-functional, Project & Facilities-Excluded | $0 |
| Transition and Transformation | $0 |
| **TOTAL:** | **$280,073** |
| **FY18 INITIAL APPROPRIATION:** | **$183,960** |
| **VARIANCE:** | **($96,113)** |

In FY 2018, GLO did not consume any services that were included in the base rate analysis.

Texas Health and Human Services Commission (HHSC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $19,511,996 |
| MSI Charges-Included | $4,371,359 |
| Rate Based Resource Unit-Excluded | $8,501,927 |
| HSC/SSC/Rate Card-Excluded | $8,596,631 |
| Cross-functional, Project & Facilities-Excluded | $5,795,441 |
| Transition and Transformation | $2,577,455 |
| **TOTAL:** | **$49,354,808** |
| **FY18 INITIAL APPROPRIATION:** | **$49,818,892** |
| **VARIANCE:** | **$464,083** |

|  |  |
| --- | --- |
| Summary by RU Group | GLO |
| Mainframe | ($6,118) |
| MSI Allocations | ($302,822) |
| Print – Mail | ($192,402) |
| Server Services | ($240,082) |
| Server Storage & Tape | $12,284 |
| **Net Posture of Summary RU Results** | **($729,139)** |

Health Professions Council (HPC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | ($45) |
| MSI Charges-Included | 2 |
| Rate Based Resource Unit-Excluded | ($47) |
| HSC/SSC/Rate Card-Excluded | $146,984 |
| Cross-functional, Project & Facilities-Excluded | $6 |
| Transition and Transformation | $0 |
| **TOTAL:** | **$146,900** |
| **FY18 INITIAL APPROPRIATION:** | **$138,000** |
| **VARIANCE:** | **($8,900)** |

|  |  |
| --- | --- |
| Summary by RU Group | HPC |
| Mainframe | $0 |
| MSI Allocations | $0 |
| Print – Mail | $0 |
| Server Services | $0 |
| Server Storage & Tape | ($1) |
| **Net Posture of Summary RU Results** | ($1) |

Office of the Attorney General-Admin/Legal (OAG-AL)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $1,154,445 |
| MSI Charges-Included | $281,227 |
| Rate Based Resource Unit-Excluded | $767,267 |
| HSC/SSC/Rate Card-Excluded | $603,130 |
| Cross-functional, Project & Facilities-Excluded | $421,644 |
| Transition and Transformation | $298,930 |
| **TOTAL:** | **$3,526,643** |
| **FY18 INITIAL APPROPRIATION:** | **$4,346,333** |
| **VARIANCE:** | **$819,690** |

|  |  |
| --- | --- |
| Summary by RU Group | OAG-AL |
| Mainframe | ($1,038) |
| MSI Allocations | $11,639 |
| Print – Mail | ($33,852) |
| Server Services | ($4,110) |
| Server Storage & Tape | ($1,835) |
| **Net Posture of Summary RU Results** | **($29,196)** |

Office of the Attorney General-Child Support (OAG-CS)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $21,913,548 |
| MSI Charges-Included | $3,533,607 |
| Rate Based Resource Unit-Excluded | $2,036,898 |
| HSC/SSC/Rate Card-Excluded | $14,687,148 |
| Cross-functional, Project & Facilities-Excluded | $2,718,849 |
| Transition and Transformation | $1,144,543 |
| **TOTAL:** | **$46,034,593** |
| **FY18 INITIAL APPROPRIATION:** | **$47,635,128** |
| **VARIANCE:** | **$1,600,535** |

|  |  |
| --- | --- |
| Summary by RU Group | OAG-CS |
| Mainframe | ($610) |
| MSI Allocations | $74,997 |
| Print – Mail | ($106,990) |
| Server Services | ($81,153) |
| Server Storage & Tape | $22,108 |
| **Net Posture of Summary RU Results** | **($91,647)** |

Public Utility Commission of Texas (PUC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $113,026 |
| MSI Charges-Included | $33,381 |
| Rate Based Resource Unit-Excluded | $101,961 |
| HSC/SSC/Rate Card-Excluded | $23,548 |
| Cross-functional, Project & Facilities-Excluded | $60,890 |
| Transition and Transformation | $51,331 |
| **TOTAL:** | **$384,137** |
| **FY18 INITIAL APPROPRIATION:** | **$427,718** |
| **VARIANCE:** | **$43,581** |

|  |  |
| --- | --- |
| Summary by RU Group | PUC |
| Mainframe | $0 |
| MSI Allocations | $886 |
| Print – Mail | $0 |
| Server Services | ($3,254) |
| Server Storage & Tape | ($154) |
| **Net Posture of Summary RU Results** | **($2,523)** |

Railroad Commission of Texas (RRC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $1,011,669 |
| MSI Charges-Included | $243,319 |
| Rate Based Resource Unit-Excluded | $494,305 |
| HSC/SSC/Rate Card-Excluded | $1,130,155 |
| Cross-functional, Project & Facilities-Excluded | $335,467 |
| Transition and Transformation | $319,791 |
| **TOTAL:** | **$3,534,706** |
| **FY18 INITIAL APPROPRIATION:** | **$5,712,077** |
| **VARIANCE:** | **$2,177,371** |

|  |  |
| --- | --- |
| Summary by RU Group | RRC |
| Mainframe | ($520) |
| MSI Allocations | $18,429 |
| Print – Mail | ($24,023) |
| Server Services | ($10,063) |
| Server Storage & Tape | $435 |
| **Net Posture of Summary RU Results** | **($15,743)** |

Texas Secretary of State (SOS)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $239,527 |
| MSI Charges-Included | $136,175 |
| Rate Based Resource Unit-Excluded | $657,155 |
| HSC/SSC/Rate Card-Excluded | $148,999 |
| Cross-functional, Project & Facilities-Excluded | $209,122 |
| Transition and Transformation | $85,429 |
| **TOTAL:** | **$1,476,407** |
| **FY18 INITIAL APPROPRIATION:** | **$1,675,967** |
| **VARIANCE:** | **$199,560** |

|  |  |
| --- | --- |
| Summary by RU Group | SOS |
| Mainframe | $0 |
| MSI Allocations | $3,339 |
| Print – Mail | $0 |
| Server Services | ($864) |
| Server Storage & Tape | ($26) |
| **Net Posture of Summary RU Results** | **$2,449** |

Texas Alcoholic Beverage Commission (TABC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $238,814 |
| MSI Charges-Included | $61,058 |
| Rate Based Resource Unit-Excluded | $253,670 |
| HSC/SSC/Rate Card-Excluded | $67,713 |
| Cross-functional, Project & Facilities-Excluded | $107,949 |
| Transition and Transformation | $74,218 |
| **TOTAL:** | **$803,422** |
| **FY18 INITIAL APPROPRIATION:** | **$872,566** |
| **VARIANCE:** | **$69,144** |

|  |  |
| --- | --- |
| Summary by RU Group | TABC |
| Mainframe | $0 |
| MSI Allocations | $2,466 |
| Print – Mail | ($71) |
| Server Services | ($1,847) |
| Server Storage & Tape | ($142) |
| **Net Posture of Summary RU Results** | **$406** |

Texas Commission on Environmental Quality (TCEQ)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $1,724,738 |
| MSI Charges-Included | $538,349 |
| Rate Based Resource Unit-Excluded | $2,069,102 |
| HSC/SSC/Rate Card-Excluded | $6,601,480 |
| Cross-functional, Project & Facilities-Excluded | $923,928 |
| Transition and Transformation | $923,689 |
| **TOTAL:** | **$12,781,286** |
| **FY18 INITIAL APPROPRIATION:** | **11,734,529** |
| **VARIANCE:** | **($1,046,757)** |

|  |  |
| --- | --- |
| Summary by RU Group | TCEQ |
| Mainframe | $0 |
| MSI Allocations | $149,514 |
| Print – Mail | $0 |
| Server Services | ($12,768) |
| Server Storage & Tape | $2,405 |
| **Net Posture of Summary RU Results** | **$139,151** |

Texas Department of Agriculture (TDA)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $21,392 |
| MSI Charges-Included | $3,418 |
| Rate Based Resource Unit-Excluded | $1,030 |
| HSC/SSC/Rate Card-Excluded | $0 |
| Cross-functional, Project & Facilities-Excluded | $2,066 |
| Transition and Transformation | $0 |
| **TOTAL:** | **$27,906** |
| **FY18 INITIAL APPROPRIATION:** | **$32,767** |
| **VARIANCE:** | **$4,861** |

|  |  |
| --- | --- |
| Summary by RU Group | TDA |
| Mainframe | $0 |
| MSI Allocations | ($555) |
| Print – Mail | ($1,042) |
| Server Services | $0 |
| Server Storage & Tape | $0 |
| **Net Posture of Summary RU Results** | **($1,597)** |

Texas Department of Criminal Justice (TDCJ)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $7,704,092 |
| MSI Charges-Included | $1,208,719 |
| Rate Based Resource Unit-Excluded | $1,191,638 |
| HSC/SSC/Rate Card-Excluded | $2,466,930 |
| Cross-functional, Project & Facilities-Excluded | $508,894 |
| Transition and Transformation | $687,216 |
| **TOTAL:** | **$13,767,489** |
| **FY18 INITIAL APPROPRIATION:** | **$15,268,338** |
| **VARIANCE:** | **$1,500,849** |

|  |  |
| --- | --- |
| Summary by RU Group | TDCJ |
| Mainframe | ($21,119) |
| MSI Allocations | $176,581 |
| Print – Mail | ($8,295) |
| Server Services | ($2,082) |
| Server Storage & Tape | ($2,228) |
| **Net Posture of Summary RU Results** | **$142,858** |

Texas Department of Housing and Community Affairs (TDHCA)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $1,848 |
| MSI Charges-Included | $3,525 |
| Rate Based Resource Unit-Excluded | $28,870 |
| HSC/SSC/Rate Card-Excluded | $0 |
| Cross-functional, Project & Facilities-Excluded | $4,486 |
| Transition and Transformation | $0 |
| **TOTAL:** | **$38,729** |
| **FY18 INITIAL APPROPRIATION:** | **$39,092** |
| **VARIANCE:** | **$363** |

|  |  |
| --- | --- |
| Summary by RU Group | TDHCA |
| Mainframe | $0 |
| MSI Allocations | ($6) |
| Print – Mail | $0 |
| Server Services | $0 |
| Server Storage & Tape | $0 |
| **Net Posture of Summary RU Results** | **($6)** |

Texas Department of Insurance (TDI)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $1,221,726 |
| MSI Charges-Included | $524,099 |
| Rate Based Resource Unit-Excluded | $1,958,132 |
| HSC/SSC/Rate Card-Excluded | $1,480,026 |
| Cross-functional, Project & Facilities-Excluded | $829,118 |
| Transition and Transformation | $273,153 |
| **TOTAL:** | **$6,286,254** |
| **FY18 INITIAL APPROPRIATION:** | **$4,552,846** |
| **VARIANCE:** | **($1,733,408)** |

|  |  |
| --- | --- |
| Summary by RU Group | TDI |
| Mainframe | $0 |
| MSI Allocations | $54,551 |
| Print – Mail | ($22,049) |
| Server Services | ($7,352) |
| Server Storage & Tape | ($1,773) |
| **Net Posture of Summary RU Results** | **$23,377** |

Texas Department of Licensing and Regulation (TDLR)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $222,678 |
| MSI Charges-Included | $61,276 |
| Rate Based Resource Unit-Excluded | $260,842 |
| HSC/SSC/Rate Card-Excluded | $45,302 |
| Cross-functional, Project & Facilities-Excluded | $98,106 |
| Transition and Transformation | $63,840 |
| **TOTAL:** | **$752,044** |
| **FY18 INITIAL APPROPRIATION:** | **$1,142,850** |
| **VARIANCE:** | **$390,806** |

|  |  |
| --- | --- |
| Summary by RU Group | TDLR |
| Mainframe | $0 |
| MSI Allocations | $7,366 |
| Print – Mail | $0 |
| Server Services | $110 |
| Server Storage & Tape | ($313) |
| **Net Posture of Summary RU Results** | $7,163 |

Texas Education Agency (TEA)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $2,569,596 |
| MSI Charges-Included | $756,407 |
| Rate Based Resource Unit-Excluded | $1,542,185 |
| HSC/SSC/Rate Card-Excluded | $7,767,388 |
| Cross-functional, Project & Facilities-Excluded | $1,329,406 |
| Transition and Transformation | $822,324 |
| **TOTAL:** | **$14,787,306** |
| **FY18 INITIAL APPROPRIATION:** | **$13,515,858** |
| **VARIANCE:** | **($1,271,448)** |

|  |  |
| --- | --- |
| Summary by RU Group | TEA |
| Mainframe | $0 |
| MSI Allocations | $64,593 |
| Print – Mail | $0 |
| Server Services | ($27,824) |
| Server Storage & Tape | ($8,163) |
| **Net Posture of Summary RU Results** | **$28,606** |

Texas Facilities Commission (TFC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $55,981 |
| MSI Charges-Included | $12,766 |
| Rate Based Resource Unit-Excluded | $129,986 |
| HSC/SSC/Rate Card-Excluded | $22,358 |
| Cross-functional, Project & Facilities-Excluded | $23,023 |
| Transition and Transformation | $25,482 |
| **TOTAL:** | **$269,596** |
| **FY18 INITIAL APPROPRIATION:** | **$299,337** |
| **VARIANCE:** | **$29,741** |

|  |  |
| --- | --- |
| Summary by RU Group | TFC |
| Mainframe | $0 |
| MSI Allocations | ($395) |
| Print – Mail | $0 |
| Server Services | ($1,023) |
| Server Storage & Tape | $191 |
| **Net Posture of Summary RU Results** | **($1,227)** |

Texas Historical Commission (THC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $0 |
| MSI Charges-Included | $0 |
| Rate Based Resource Unit-Excluded | $42,429 |
| HSC/SSC/Rate Card-Excluded | $675 |
| Cross-functional, Project & Facilities-Excluded | $0 |
| Transition and Transformation | $0 |
| **TOTAL:** | **$43,104** |
| **FY18 INITIAL APPROPRIATION:** | **$58,581** |
| **VARIANCE:** | **$15,477** |

In FY 2018, THC did not consume any services that were included in the base rate analysis.

Texas Higher Education Coordinating Board (THECB)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $643,671 |
| MSI Charges-Included | $154,330 |
| Rate Based Resource Unit-Excluded | $219,575 |
| HSC/SSC/Rate Card-Excluded | $277,384 |
| Cross-functional, Project & Facilities-Excluded | $242,201 |
| Transition and Transformation | $145,841 |
| **TOTAL:** | **$1,674,002** |
| **FY18 INITIAL APPROPRIATION:** | **$2,162,198** |
| **VARIANCE:** | **$487,196** |

|  |  |
| --- | --- |
| Summary by RU Group | THECB |
| Mainframe | $0 |
| MSI Allocations | ($609) |
| Print – Mail | ($2,786) |
| Server Services | ($3,667) |
| Server Storage & Tape | ($837) |
| **Net Posture of Summary RU Results** | **($7,898)** |

Texas Juvenile Justice Department (TJJD)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $611,374 |
| MSI Charges-Included | $119,811 |
| Rate Based Resource Unit-Excluded | $62,390 |
| HSC/SSC/Rate Card-Excluded | $426,077 |
| Cross-functional, Project & Facilities-Excluded | $194,196 |
| Transition and Transformation | $155,201 |
| **TOTAL:** | **$1,569,049** |
| **FY18 INITIAL APPROPRIATION:** | **$1,916,804** |
| **VARIANCE:** | **$347,755** |

|  |  |
| --- | --- |
| Summary by RU Group | TJJD |
| Mainframe | ($360) |
| MSI Allocations | ($8,254) |
| Print – Mail | $0 |
| Server Services | ($12,624) |
| Server Storage & Tape | ($594) |
| **Net Posture of Summary RU Results** | **($21,832)** |

Texas Military Department (TMD)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $0 |
| MSI Charges-Included | $0 |
| Rate Based Resource Unit-Excluded | $21,814 |
| HSC/SSC/Rate Card-Excluded | $64,550 |
| Cross-functional, Project & Facilities-Excluded | $0 |
| Transition and Transformation | $0 |
| **TOTAL:** | **$86,364** |
| **FY18 INITIAL APPROPRIATION:** | **$58,696** |
| **VARIANCE:** | **($27,668)** |

In FY 2018, TMD did not consume any services that were included in the base rate analysis.

Texas Parks and Wildlife Department (TPWD)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $666,348 |
| MSI Charges-Included | $246,981 |
| Rate Based Resource Unit-Excluded | $1,574,646 |
| HSC/SSC/Rate Card-Excluded | $891,426 |
| Cross-functional, Project & Facilities-Excluded | $421,497 |
| Transition and Transformation | $405,556 |
| **TOTAL:** | **$4,206,454** |
| **FY18 INITIAL APPROPRIATION:** | **$4,690,319** |
| **VARIANCE:** | **$483,865** |

|  |  |
| --- | --- |
| Summary by RU Group | TPWD |
| Mainframe | $0 |
| MSI Allocations | $665 |
| Print – Mail | $0 |
| Server Services | ($8,528) |
| Server Storage & Tape | ($88) |
| **Net Posture of Summary RU Results** | **($7,951)** |

Texas State Library and Archives Commission (TSLAC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $148,693 |
| MSI Charges-Included | $41,792 |
| Rate Based Resource Unit-Excluded | $82,704 |
| HSC/SSC/Rate Card-Excluded | $64,735 |
| Cross-functional, Project & Facilities-Excluded | $70,400 |
| Transition and Transformation | $36,228 |
| **TOTAL:** | **$444,552** |
| **FY18 INITIAL APPROPRIATION:** | **$505,302** |
| **VARIANCE:** | **$60,750** |

|  |  |
| --- | --- |
| Summary by RU Group | TSLAC |
| Mainframe | $0 |
| MSI Allocations | $2,680 |
| Print – Mail | ($1,399) |
| Server Services | $743 |
| Server Storage & Tape | ($54) |
| **Net Posture of Summary RU Results** | **$1,970** |

Texas Veterans Commission (TVC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $27,262 |
| MSI Charges-Included | $6,909 |
| Rate Based Resource Unit-Excluded | $49,562 |
| HSC/SSC/Rate Card-Excluded | $3,398 |
| Cross-functional, Project & Facilities-Excluded | $12,619 |
| Transition and Transformation | $2,595 |
| **TOTAL:** | **$102,345** |
| **FY18 INITIAL APPROPRIATION:** | **$122,084** |
| **VARIANCE:** | **$19,739** |

|  |  |
| --- | --- |
| Summary by RU Group | TVC |
| Mainframe | $0 |
| MSI Allocations | $970 |
| Print – Mail | $0 |
| Server Services | $268 |
| Server Storage & Tape | ($6) |
| **Net Posture of Summary RU Results** | **$1,231** |

Texas Workforce Commission (TWC)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $11,833,207 |
| MSI Charges-Included | $2,007,723 |
| Rate Based Resource Unit-Excluded | $918,184 |
| HSC/SSC/Rate Card-Excluded | $4,227,716 |
| Cross-functional, Project & Facilities-Excluded | $1,132,909 |
| Transition and Transformation | $1,397,103 |
| **TOTAL:** | **$21,516,842** |
| **FY18 INITIAL APPROPRIATION:** | **$23,976,466** |
| **VARIANCE:** | **$2,459,624** |

|  |  |
| --- | --- |
| Summary by RU Group | TWC |
| Mainframe | ($36,195) |
| MSI Allocations | $127,100 |
| Print – Mail | ($62,349) |
| Server Services | ($52,554) |
| Server Storage & Tape | $5,449 |
| **Net Posture of Summary RU Results** | **($18,548)** |

Texas Water Development Board (TWDB)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $120,829 |
| MSI Charges-Included | $69,485 |
| Rate Based Resource Unit-Excluded | $464,361 |
| HSC/SSC/Rate Card-Excluded | $116,733 |
| Cross-functional, Project & Facilities-Excluded | $82,413 |
| Transition and Transformation | $147,139 |
| **TOTAL:** | **$1,000,959** |
| **FY18 INITIAL APPROPRIATION:** | **$1,022,277** |
| **VARIANCE:** | **($15,908)** |

|  |  |
| --- | --- |
| Summary by RU Group | TWDB |
| Mainframe | $0 |
| MSI Allocations | ($472) |
| Print – Mail | $0 |
| Server Services | ($2,488) |
| Server Storage & Tape | ($1,016) |
| **Net Posture of Summary RU Results** | **($3,976)** |

Texas Department of Motor Vehicles (TXDMV)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $3,000,917 |
| MSI Charges-Included | $771,442 |
| Rate Based Resource Unit-Excluded | $1,640,929 |
| HSC/SSC/Rate Card-Excluded | $1,866,552 |
| Cross-functional, Project & Facilities-Excluded | $971,568 |
| Transition and Transformation | $256,821 |
| **TOTAL:** | **$8,508,229** |
| **FY18 INITIAL APPROPRIATION:** | **$9,076,261** |
| **VARIANCE:** | **$568,032** |

|  |  |
| --- | --- |
| Summary by RU Group | TXDMV |
| Mainframe | $0 |
| MSI Allocations | $108,974 |
| Print – Mail | ($54,639) |
| Server Services | ($17,775) |
| Server Storage & Tape | ($3,284) |
| **Net Posture of Summary RU Results** | $**33,276** |

Texas Department of Transportation (TXDOT)

| **Fiscal Year 2018** | **Actuals** |
| --- | --- |
| Rate Based Resource Unit-Included | $7,478,500 |
| MSI Charges-Included | $1,993,273 |
| Rate Based Resource Unit-Excluded | $7,889,577 |
| HSC/SSC/Rate Card-Excluded | $3,584,024 |
| Cross-functional, Project & Facilities-Excluded | $2,921,341 |
| Transition and Transformation | $1,728,126 |
| **TOTAL:** | **$25,594,841** |
| **FY18 INITIAL APPROPRIATION:** | **$25,162,402** |
| **VARIANCE:** | **($432,439)** |

|  |  |
| --- | --- |
| Summary by RU Group | TXDOT |
| Mainframe | $1,123 |
| MSI Allocations | $137,131 |
| Print – Mail | $0 |
| Server Services | ($189,312) |
| Server Storage & Tape | $5,284 |
| **Net Posture of Summary RU Results** | **($45,773)** |

## Voluntary Customers4

|  |  |
| --- | --- |
| **Agencies (without a DCS Capital Budget Appropriation)** | **Actual Consumption** |
| Board of Law Examiners | $8,398 |
| Office of Public Utilities Commission | $781 |
| State Securities Board | $33,717 |
| Texas Ethics Commission | $1,031 |
| Texas Lottery Commission | $53,411 |
| Teacher Retirement System of Texas | $1,888 |
| Texas State Board of Pharmacy | $1,719 |
| Texas Department of Public Safety | $1,791,574 |
| Texas Racing Commission | $7,670 |
| **TOTAL:** | **$1,900,189** |
| **Self-Directed and Semi-Independent Agencies** | **Actual Consumption** |
| Texas Credit Union Department | $1,728 |
| Texas Board of Architectural Examiners | $3,991 |
| Texas Board of Professional Engineers | $7,982 |
| Texas Real Estate Commission | $19,388 |
| Texas Department of Banking | $31,952 |
| **TOTAL:** | **$65,041** |
| **Higher Education: Colleges and Universities** | **Actual Consumption** |
| Texas A&M University - Central Texas | $5,210 |
| Texas A&M University – Forest Services | $10,724 |
| Lamar State College – Port Arthur | $8,339 |
| Tarleton State University | $3,273 |
| **TOTAL:** | **$27,546** |
| **Local Government Entities** | **Actual Consumption** |
| City of Abilene | $12,354 |
| Austin County Emergency Communications District | $6,177 |
| Bexar Metro 911 Network District | $30,885 |
| Capital Area Council of Governments | $5,486 |
| City of Carrollton | $16,472 |
| City of Harker Heights | $12,354 |
| City of Houston | $1,544 |
| City of Universal City | $6,177 |
| City of Fair Oaks Ranch | $6,177 |
| Collin County | $6,177 |
| City of San Antonio | $16,472 |
| City of Temple | $24,708 |
| City of Waco | $24,708 |
| City of Wolfforth | $6,177 |
| Dallas Area Rapid Transit | $12,354 |
| El Paso County 911 District | $6,177 |
| Lower Colorado River Authority | $30,885 |
| Lower Neches Valley Authority | $10,295 |
| Lower Rio Grande Valley Development Council | $10,295 |
| North Texas Municipal Water District | $20,590 |
| San Antonio Housing Authority | $6,177 |
| Town of Little Elm | $4,118 |
| Tarrant Regional Water District | $20,590 |
| Via Metropolitan Transit | $8,236 |
| **TOTAL:** | **$305,585** |
| **VOLUNTARY CUSTOMER TOTAL:** | **$2,298,361** |

4 Voluntary Data Center Service Customer that purchases email, print mail, or other optional services only and are not appropriated funds for DCS capital budgets

# Appendix D – Definition of Terms

| Term | Definition |
| --- | --- |
| Agreement | Master Services Agreement for the Data Center Services program |
| Base Rate | The average chargeback rate for the fiscal year (in this case fiscal year 2018), excluding inflation factors, for each resource unit calculated by dividing the current year base charges (Attachment 4A of the DCS Agreement) by the current year base volumes (Attachment 4D of the current DCS Agreement) for the service component providers (SCP) and the Multi-Sourcing Service Integrator (MSI). |
| CPU | Central Processing Unit |
| DASD | Direct Attached Storage Device |
| DBaaS | Database as a Service – This service is a derivative of platform as a service. For DCS, it represents the Oracle database and hardware cost in consolidated server solutions |
| DCS | Data Center Services, a DIR program offering data center services to agencies |
| DIR | Texas Department of Information Resources |
| Favorable Variance | Refers to the difference between planned or expected cost to actual cost. A favorable variance indicates the actual cost is less than the planned or expected cost. |
| Fiscal Year | Fiscal Year2018 is the Texas state fiscal year which ran from September 1, 2017, through August 31, 2018. |
| HCS | Hybrid Cloud Services |
| HSC | Hardware Service Charge |
| IT | Information Technology |
| Oracle Exadata Solution | Hardware costs associated with the Oracle database as a service solution. |
| MAS | Managed Application Services |
| MSI | Multi-sourcing Services Integrator |
| MSS | Managed Security Services |
| Multi-Sourcing Services Integrator | A third-party service provider that coordinates and integrates the service delivery in an environment that uses multiple internal and external service providers for the delivery of IT and business process services. |
| Rate Based Services | DCS services that are charged to agencies based on a contracted rate and consumption level. |
| Resource Unit | The unit of measure for the rate-based services. |
| SAN | Storage Area Network |
| SCCM | System Center Configuration Manager |
| SCP | Service Component Provider |
| SSC | Software Service Charge |
| SVR | Server |
| Tiered Services | Server and storage services that are based on a pricing tier range versus a contracted rate and consumption level. |
| Transition and Transformation | Transition costs are the costs associated with upgrading the IT operating environment when moving from one outsourced environment to another outsourced environment. |
| Unfavorable Variance | Refers to the difference between planned or expected cost to actual costs. An unfavorable variance indicates the actual cost is more than the planned or expected cost. |

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| Participant | Agency | DCS Partner Group |
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1. The full reference of the Texas Government Code can be located via the link [Texas Government Code Chapter 2054](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.statutes.legis.state.tx.us_Docs_GV_htm_GV.2054.htm&d=AwIFAg&c=qRq7a-87GiVVW7v8KD1gdQ&r=-UCHe6J4u6alDkGq8ampREipepFh2EpKJlhXE32aBR8&m=LKrn7JBLHOCSmXU2WkxvpobIFChz4PlI8a3VybGL5Zc&s=H4y8csyduEENvdhirYWXwJF7fmllXrHt0flZ9Z7MBR8&e).062 or www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2054.htm [↑](#footnote-ref-2)
2. Methodology provided by Gartner for DIR pursuant to DBITS Contract Number DIR-SDD-2042, Engagement 330024351. [↑](#footnote-ref-3)
3. Methodology provided by Gartner for DIR pursuant to DBITS Contract Number DIR-SDD-2042, Engagement 330024351.

   4 Voluntary Data Center Service Customer that purchases email, print mail, or other optional services only and are not appropriated funds for DCS capital budgets [↑](#footnote-ref-4)