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**Fiscal Year 2020 Data Center Services**

**Consolidation Measurement Report**

Texas Department of Information Resources

# May 2021

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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 risk, and critical state data and system assets backup risks, and 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 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 into a seven-year contract in 2007 to operate the Data Center Services (DCS) Program. In 2010, DIR re-procured and re-structured data center services 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 2016, the DCS program met its consolidation goals, with mainframe, print-mail, and service desk services fully consolidated. In 2017, DIR executed two optional Managed Application Services 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 contract to provide customers with access to security monitoring and device management, incident response, and risk and compliance services. In 2019, DIR executed two contracts to support Texas.Gov services, one for application development and maintenance and one for payment processing. Additionally, DIR executed a digital MSI model further enhancing the capabilities of the program. Together these contracts expanded the DCS program to the Shared Technology Services program. Due to program growth in Fiscal Year (FY) 2020, DIR was able to invest in priority San Angelo Data Center upgrades.

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 96 state and local entities, including 24 designated state agencies with fully managed mainframe, server, and bulk print-mail services meaning that DIR, through its service provider 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 a 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.

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 2020 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 resulting from services changes and expansion, as well as strategic investments supporting the ongoing consolidation effort. The following section provides insight into program costs in FY 2020.

The 35 agencies (24 designated and 11 voluntary) spent $3.3 million more than the original DCS appropriated by the Legislature (reflected in Table 1 below).

**Table 1. FY 2020 Appropriations for DCS Agencies Versus Actual Spending**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Original DCS Appropriation\* | Actual - DCS Infrastructure Services | Actual – Managed Application Services | Actual - Managed Security Services | Variance |
| **FY 2020** | $275,038,905 | $249,018,370 | $15,302,769 | $13,997,584 | ($3,279,817) |
| *\*Note: Appropriated amounts reflect the original DCS Services Capital Budget appropriations and does not include subsequent transfers,. Effective FY 2020, Texas.Gov funding changed from outsourced funding on a public, private, partnership arrangement to DIR program oversight and is being excluded from this point forward.* | | | | | |

FY 2020 DCS appropriations were approximately $275 million, while actual expenditures totaled approximately $278.3 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 2020:

* **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 charges for dedicated and shared server compute processing, software service charges for specific third-party software categories procured for DCS customers, and rate card hours for service provider-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, providing functions such as the portal, service desk support, application portfolio and hosting, service level and capacity monitoring, financial management, major incident management, training, process and quality management, outreach, and growth.
* **Other Services:** includes enterprise cloud offerings, passthrough costs and co-location services.

Table 2 shows the actual FY 2020 expenditures per service.

**Table. 2 Enterprise Billing Categories**

| Main Billing Categories | Fiscal Year 2020 Actuals |
| --- | --- |
| Mainframe Services | $31,702,641 |
| Print-Mail Services | $16,519,661 |
| Server Services | $69,262,887 |
| Server Storage and Tape Services | $24,789,972 |
| Managed Application Services | $15,302,769 |
| Managed Security Services | $13,997,584 |
| Server Hardware and Software | $53,893,544 |
| Transition and Transformation Services | $7,275,121 |
| Public Cloud | $8,008,592 |
| Cross-functional, Project and Facilities | $20,261,247 |
| MSI Services | $15,349,368 |
| Other | $1,955,338 |
| TOTAL: | **$278,318,722** |
| FY 2020 INITIAL APPROPRIATION\*: | $275,038,905 |
| VARIANCE: | **($3,279,817)** |

\*Note: Appropriated amounts reflect the original DCS Services Capital Budget appropriations and does not include subsequent transfers. Effective FY 2020, Texas.Gov funding changed from outsourced funding on a public, private, partnership arrangement to DIR program oversight and are being excluded from this point forward.

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 below reflects FY 2020 DCS spending for 58 voluntary agencies and local government agencies participating in the DCS program.

**Table 3. FY 2020 Actual Spending for DCS Voluntary Customers**

|  |  |  |
| --- | --- | --- |
| Type | Number | Actual |
| Voluntary Agencies without DCS Capital Budget Appropriation | 7 | $1,536,704 |
| Self-Directed and Semi-Independent Agencies | 5 | $184,452 |
| Higher Education: Colleges and Universities | 3 | $56,736 |
| Local Government Entities | 43 | $1,919,802 |
| TOTAL: | **58** | **$3,697,693** |

# Fiscal Year 2020 Unit Rate Analysis

The pricing methodology DIR structured with the DCS service providers is a consumption-based, variable-price model 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 2020, the Mainframe and bulk Print-Mail model remained structured using a fixed fee, or base charge, for fixed volumes of service called the resource baseline, with fee variations 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 from the ARC/RRC model. 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 2020 base rates and the actual invoiced consumption. The Contracted Base Cost represents the forecasted amount 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 | Actuals | Variance |
| Mainframe Services | $30,173,967 | $29,378,871 | $795,096 |
| Print-Mail Services | 10,743,850 | 11,109,294 | (365,444) |
| Server Services | 29,881,033 | 31,321,366 | (1,440,333) |
| Server Storage & Tape Services | 14,159,604 | 14,065,465 | 94,139 |
| Multi-Sourcing Integrator Services (MSI) | 15,746,034 | 15,486,621 | 259,414 |
| Total: | **$100,704,488** | **$101,361,617** | **($657,129)** |

The above summary demonstrates fiscal year 2020 variability across the DCS program with an unfavorable outcome. Analysis of each service follows:

* **Mainframe** 
  + Overall Mainframe services consumption was slightly higher and actual expenditures were slightly lower than the forecast, resulting in a favorable variance. Favorable variances were found in all resource units but the largest were in CPU hours and Specialty engine consumption.
* **Print-Mail**
  + Print-Mail volumes resulted in an overall unfavorable variance, primarily due to print consumption trending significantly 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 with the most significant unfavorable variance found in Remote Server Break Fix and in the UNIX OS License, OS Management, and OS Monitoring Resource Units. The current unit rate analysis methodology does not capture offsetting server savings related to application consolidation or public cloud migrations.
* **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 were favorable primarily because of lower variable charges associated with DCS spending than was anticipated.

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 4 Resource Unit Categories below remained frozen throughout FY 2020 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 service provider 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 2020 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 DCS service providers for day-to-day delivery of IT services, there are also separate transition and transformation (T&T) charges for certain activities and investments that will occur during the first 48 months of the DCS Master Services Agreement.

The T&T phase is summarized into four initiatives:

1. **Transition.** The takeover of services from the incumbent service 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 effective service management 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 $105.9 million, which the state pays upon successful completion of defined milestones from monies collected from state agencies for DCS program fees. The FY 2020 expense for T&T was $97.4 million excluding the recovery fee.

**Table 5. Transition and Transformation Charges (In Millions)**



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Milestone | Total Milestone Charge Paid Over Term | Accepted Total Paid Over Term | Invoiced through August 2020 | Accepted Paid Over Term TnT Liability | Non-Accepted Paid Over Term TnT 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 | $35.48 | ($0.00) | $0.00 |
| **Mainframe** | $6.78 | $6.78 | $6.78 | ($0.00) | $0.00 |
| **MSI Milestones** | $29.18 | $28.83 | $28.83 | $0.00 | $0.36 |
| **Managed Security Services** | $0.09 | $0.09 | $0.09 | $0.00 | $0.00 |
| **Xerox Print Mail** | $8.35 | $8.00 | $0.16 | $0.00 | $0.00 |
| **Total** | **$105.92** | **$105.21** | **$97.37** | **($0.00)** | **$0.36** |

# DCS Infrastructure Consolidation Progress

## Consolidation Status

Since its inception in 2007, the DCS program has met many of its objectives 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 340 million images and mails nearly 54 million items.
* **Server.**  As of the end of FY 2020, the DCS program Server Consolidation rate was at 82.3 percent.The remaining 17.7 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 since the 2012 contract restructure. In FY 2019, the new MSI contract replaced the tool and portal that had been in use since 2007, which resulted in intended and unintended disruptions associated with moving to a new tool and portal. Consequently, there was a dip in the annual customer satisfaction survey. The FY 2020 annual survey in early 2020 showed results which were generally positive although there was an increase in respondents providing a rating of “neither satisfied nor dissatisfied” leading to a lower overall average satisfaction.

With the integrator and service provider structure, numerous service delivery improvements have been achieved:

* Service levels are measured and reported at the program level and at the individual customer level to incentivize service provider performance and customer satisfaction for each individual customer. Service level credits are assessed at the program level only to achieve lower overall pricing for services and consistent performance for all agencies. All service providers routinely attain rigorous service levels.
* Agencies rate service provider performance on a monthly scorecard to complement the service level measurements and annual customer satisfaction surveys. In FY 2020 an average of 95 percent of customers rated the current service provider’s performance as Acceptable/Good/Excellent.
* Security standards and practices consistently met state and federal audit requirements, including Criminal Justice Information Security (CJIS), Internal Revenue System (IRS), and 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 service provider 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.
* In 2020, the DCS program also continued to meet modernization goals inherent in the consolidation initiative. Server hardware achieved 73 percent currency, server operating system software achieved 79.5 percent currency, and the SAN storage environment is 70 percent consolidated and 22 percent current.

# Conclusion

As required by Texas Government Code 2054.062, DIR prepares this Consolidation Measurement Report annually. This report presents multiple views of DCS program financial performance to capture the 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 to research and 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 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 2020 invoiced volumes and charges for services to a base rate. The base rate used 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 36 percent (roughly $101 million out of $278 million) of the total amount DIR invoiced customers. The 36 percent includes the actual invoiced amounts for rate-based services. The remaining 64 percent ($177 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 three main drivers for the increase in excluded charges are:

1. Managed Security Services –$13.7 million increase in services consumed over 2019.
2. Managed Application Services - $2.0 million increase in services consumed over FY 2019.
3. Utility Instances - $5.7 million increase over FY 2019 primarily from new customers consuming M0365 products.

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 agencies 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 inception, they are modified annually based on consolidation progress. This methodology meets the requirement of Government Code 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 2020), 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 Service Component Providers (SCP) and the Multi-Sourcing Services Integrator (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 Services (HCS) that commenced fully in FY 2018, the Tier 6 pricing range was used as the base rate and continues into FY 2020 to align more closely with the assumptions underlying the DCS program’s legislative funding requests.

## 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 2019 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)

Examples of charges excluded from this assessment are software, hardware, and optional services. The excluded charges do not have base rates or may have a rate that does not fluctuate based on volume. These RUs include but are not limited to:

* Co-Location Services
* Managed Application Services
* Managed Security 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 and 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
* Custom DR Support Services
* ESB

# 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 2020 base volume estimates in all four resource units. Much of the favorable variance ($795,000) is due to CPU Hours and CPU Hours Specialty Engine where volumes averaged 366 hours per month above the baseline volume contributing to the lower cost per unit.

## 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 2020 resulting in $365,000 unfavorable comparison against the base. Print images volumes were 23.8 million below the baseline making up $421,000 of the unfavorable variance. Courier Services were similarly below base volume contributing $107,000 to the unfavorable variance. Mail insertion volumes trended above baseline which partially offset the unfavorable variances in Print Images and Courier by $163,000. 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. HCS Infrastructure
2. HSC Network Optional Services
3. HCS Services
4. HSC Service Tier Matrix Optional Services
5. Remote File
6. Utility Instances

***Analysis:*** Volumes and actual charges compared unfavorably ($1.4 million) 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 lower-than-expected volumes falling into the Tier 1 rates.

## 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 SAN Tier 4 (Low)
5. Non-Consolidated Storage
6. Storage Management
7. Storage Replication Management
8. Server Consolidated Offsite Tape

***Analysis:*** There was an overall favorable variance of $99,000 consisting of a favorable variance ($126,000) in Consolidated SAN Tier 1 (Ultra High) partially offset by unfavorable variances in Non-Consolidated Storage ($42K).

## MSI Charges

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

1. Enterprise Fixed Charge
2. Variable Charges
3. Rate Card
4. DR Full Recovery Exercise
5. DR Full Recovery Exercise - Mainframe
6. DR Customer Tabletop Exercise
7. DRaaS Support
8. Mainframe DRaaS
9. APM Full Access Services
10. Transition and Transformation

***Analysis:*** MSI charges were favorable ($259,000) compared to the forecast primarily because of fluctuations in variable charges based on SCP spend.

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

The tables below provide different views of agency performance. The first view is FY 2020 appropriation versus actual expenditures with a variance. A positive variance for this view indicates the agency’s actual spend was less than the FY 2020 appropriations amount, and a negative variance indicates the actual spend was more than the FY 2020 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 within the Unit Rate Analysis Methodology defined in this report. These results are specific to the 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)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included | 15,416 |
| Rate Based Resource Unit-Excluded | 188,998 |
| HSC/SSC/Rate Card-Excluded | 125,875 |
| Cross-functional, Project & Facilities-Excluded |  |
| Transition and Transformation |  |
| **TOTAL:** | **$330,289** |
| **FY20 INITIAL APPROPRIATION:** | **$142,867** |
| **VARIANCE:** | **($187,422)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **CSEC** |
| Mainframe | $0 |
| MSI Services | ($14,696) |
| Print – Mail | $0 |
| Server Services | $0 |
| Server Storage & Tape | $0 |
| **Net Posture of Summary RU Results** | **($14,696)** |

Department of Family and Protective Services (DFPS)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 1,530,405 |
| MSI Charges-Included | 235,467 |
| Rate Based Resource Unit-Excluded | 4,111,652 |
| HSC/SSC/Rate Card-Excluded | 574,989 |
| Cross-functional, Project & Facilities-Excluded | 585,663 |
| Transition and Transformation | 174,856 |
| **TOTAL:** | **$7,213,032** |
| **FY20 INITIAL APPROPRIATION:** | **$8,826,125** |
| **VARIANCE:** | **$1,613,093** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **DFPS** |
| Mainframe | $0 |
| MSI Services | $176,284 |
| Print – Mail | $0 |
| Server Services | ($9,302) |
| Server Storage & Tape | $405 |
| **Net Posture of Summary RU Results** | **$167,388** |

Texas Department of Information Resources (DIR)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 312,952 |
| MSI Charges-Included | 44,980 |
| Rate Based Resource Unit-Excluded | 380,675 |
| HSC/SSC/Rate Card-Excluded | 273,731 |
| Cross-functional, Project & Facilities-Excluded | 162,812 |
| Transition and Transformation | 52,025 |
| **TOTAL:** | **$1,227,175** |
| **FY20 INITIAL APPROPRIATION:** | **$1,377,949** |
| **VARIANCE:** | **$150,774** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **DIRA** |
| Mainframe | $0 |
| MSI Services | $53,353 |
| Print – Mail | $0 |
| Server Services | ($2,592) |
| Server Storage & Tape | $19 |
| **Net Posture of Summary RU Results** | **$50,780** |

Department of State Health Services (DSHS)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 3,144,071 |
| MSI Charges-Included | 948,983 |
| Rate Based Resource Unit-Excluded | 4,891,477 |
| HSC/SSC/Rate Card-Excluded | 3,049,853 |
| Cross-functional, Project & Facilities-Excluded | 1,473,830 |
| Transition and Transformation | 785,991 |
| **TOTAL:** | **$14,294,205** |
| **FY20 INITIAL APPROPRIATION:** | **$13,251,752** |
| **VARIANCE:** | **($1,042,453)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **DSHS** |
| Mainframe | $0 |
| MSI Allocations | $61,065 |
| Print – Mail | ($611) |
| Server Services | ($75,949) |
| Server Storage & Tape | $4,859 |
| **Net Posture of Summary RU Results** | **($10,636)** |

General Land Office (GLO)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included |  |
| Rate Based Resource Unit-Excluded | 320,980 |
| HSC/SSC/Rate Card-Excluded | 723,543 |
| Cross-functional, Project & Facilities-Excluded |  |
| Transition and Transformation |  |
| **TOTAL:** | **$1,044,523** |
| **FY20 INITIAL APPROPRIATION:** | **$330,081** |
| **VARIANCE:** | **($714,442)** |

In FY20, GLO did not consume any services that were included in the base rate analysis.

Texas Health and Human Services Commission (HHSC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 18,835,515 |
| MSI Charges-Included | 3,349,410 |
| Rate Based Resource Unit-Excluded | 22,601,644 |
| HSC/SSC/Rate Card-Excluded | 9,196,759 |
| Cross-functional, Project & Facilities-Excluded | 5,295,137 |
| Transition and Transformation | 1,355,711 |
| **TOTAL:** | **$60,634,175** |
| **FY20 INITIAL APPROPRIATION:** | **$60,177,121** |
| **VARIANCE:** | **($457,054)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **HHSC** |
| Mainframe | 30,317 |
| MSI Services | 823,495 |
| Print – Mail | (123,184) |
| Server Services | (455,829) |
| Server Storage & Tape | 29,063 |
| **Net Posture of Summary RU Results** | **$303,861** |

Health Professions Council (HPC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included |  |
| Rate Based Resource Unit-Excluded |  |
| HSC/SSC/Rate Card-Excluded |  |
| Cross-functional, Project & Facilities-Excluded |  |
| Transition and Transformation |  |
| **TOTAL:** | **$0** |
| **FY20 INITIAL APPROPRIATION:** | **$149,911** |
| **VARIANCE:** | **$149,911** |

In FY20, HPC did not consume any services that were included in the base rate analysis.

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

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 1,152,893 |
| MSI Charges-Included | 169,278 |
| Rate Based Resource Unit-Excluded | 832,648 |
| HSC/SSC/Rate Card-Excluded | 673,281 |
| Cross-functional, Project & Facilities-Excluded | 354,154 |
| Transition and Transformation | 157,177 |
| **TOTAL:** | **$3,339,430** |
| **FY20 INITIAL APPROPRIATION:** | **$4,184,618** |
| **VARIANCE:** | **$845,188** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **OAG-AL** |
| Mainframe | 3,991 |
| MSI Services | 27,219 |
| Print – Mail | (43,015) |
| Server Services | 1,107 |
| Server Storage & Tape | 2,717 |
| **Net Posture of Summary RU Results** | **($7,981)** |

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

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 17,325,410 |
| MSI Charges-Included | 2,155,488 |
| Rate Based Resource Unit-Excluded | 5,463,650 |
| HSC/SSC/Rate Card-Excluded | 5,892,989 |
| Cross-functional, Project & Facilities-Excluded | 1,850,936 |
| Transition and Transformation | 640,157 |
| **TOTAL:** | **$33,328,630** |
| **FY20 INITIAL APPROPRIATION:** | **$46,290,914** |
| **VARIANCE:** | **$12,962,284** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **OAG-CS** |
| Mainframe | 209,792 |
| MSI Services | (423,791) |
| Print – Mail | (55,119) |
| Server Services | (222,257) |
| Server Storage & Tape | 16,662 |
| **Net Posture of Summary RU Results** | **($474,713)** |

Public Utility Commission of Texas (PUC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 111,101 |
| MSI Charges-Included | 15,635 |
| Rate Based Resource Unit-Excluded | 81,044 |
| HSC/SSC/Rate Card-Excluded | 39,386 |
| Cross-functional, Project & Facilities-Excluded | 41,405 |
| Transition and Transformation | 26,831 |
| **TOTAL:** | **315,402** |
| **FY20 INITIAL APPROPRIATION:** | **310,027** |
| **VARIANCE:** | **(5,375)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **PUC** |
| Mainframe |  |
| MSI Services | 1,592 |
| Print – Mail |  |
| Server Services | (2,397) |
| Server Storage & Tape | (0) |
| **Net Posture of Summary RU Results** | **($805)** |

Railroad Commission of Texas (RRC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 1,328,881 |
| MSI Charges-Included | 300,573 |
| Rate Based Resource Unit-Excluded | 1,702,329 |
| HSC/SSC/Rate Card-Excluded | 3,703,540 |
| Cross-functional, Project & Facilities-Excluded | 348,606 |
| Transition and Transformation | 168,240 |
| **TOTAL:** | **$7,552,169** |
| **FY20 INITIAL APPROPRIATION:** | **$6,124,039** |
| **VARIANCE:** | **($1,428,130)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **RRC** |
| Mainframe | 4,243 |
| MSI Services | 16,622 |
| Print – Mail | (39,752) |
| Server Services | (12,563) |
| Server Storage & Tape | 3,148 |
| **Net Posture of Summary RU Results** | **($28,301)** |

Texas State Securities Board (SSB)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included | 300 |
| Rate Based Resource Unit-Excluded | 29,328 |
| HSC/SSC/Rate Card-Excluded | 2,373 |
| Cross-functional, Project & Facilities-Excluded |  |
| Transition and Transformation |  |
| **TOTAL:** | **$32,001** |
| **FY20 INITIAL APPROPRIATION:** | **$37,112** |
| **VARIANCE:** | **$5,111** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **SSB** |
| Mainframe |  |
| MSI Services | 12,753 |
| Print – Mail |  |
| Server Services | - |
| Server Storage & Tape |  |
| **Net Posture of Summary RU Results** | **$12,753** |

State Office of Administrative Hearings (SOAH)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included | 15,612 |
| Rate Based Resource Unit-Excluded |  |
| HSC/SSC/Rate Card-Excluded |  |
| Cross-functional, Project & Facilities-Excluded |  |
| Transition and Transformation |  |
| **TOTAL:** | **$15,612** |
| **FY20 INITIAL APPROPRIATION:** | **$43,799** |
| **VARIANCE:** | **$28,187** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **SOAH** |
| Mainframe |  |
| MSI Services | (12,103) |
| Print – Mail |  |
| Server Services |  |
| Server Storage & Tape |  |
| **Net Posture of Summary RU Results** | **($12,103)** |

Texas Library Commission (TLC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included |  |
| Rate Based Resource Unit-Excluded | 82,685 |
| HSC/SSC/Rate Card-Excluded | 12,203 |
| Cross-functional, Project & Facilities-Excluded |  |
| Transition and Transformation |  |
| **TOTAL:** | **$94,888** |
| **FY20 INITIAL APPROPRIATION:** | **$86,089** |
| **VARIANCE:** | **($8,799)** |

In FY20, TLC did not consume any services that were included in the base rate analysis.

Texas Department of Public Safety (TXDPS)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included | 34,555 |
| Rate Based Resource Unit-Excluded | 2,854,297 |
| HSC/SSC/Rate Card-Excluded | 7,927 |
| Cross-functional, Project & Facilities-Excluded |  |
| Transition and Transformation |  |
| **TOTAL:** | **$2,896,779** |
| **FY20 INITIAL APPROPRIATION:** | **$2,339,654** |
| **VARIANCE:** | **($557,125)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TXDPS** |
| Mainframe |  |
| MSI Services | (34,555) |
| Print – Mail |  |
| Server Services | - |
| Server Storage & Tape |  |
| **Net Posture of Summary RU Results** | **($34,555)** |

Texas Secretary of State (SOS)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 228,657 |
| MSI Charges-Included | 85,539 |
| Rate Based Resource Unit-Excluded | 1,026,212 |
| HSC/SSC/Rate Card-Excluded | 123,878 |
| Cross-functional, Project & Facilities-Excluded | 157,314 |
| Transition and Transformation | 44,583 |
| **TOTAL:** | **$1,666,183** |
| **FY20 INITIAL APPROPRIATION:** | **$1,003,075** |
| **VARIANCE:** | **($663,108)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **SOS** |
| Mainframe |  |
| MSI Services | (28,999) |
| Print – Mail |  |
| Server Services | (745) |
| Server Storage & Tape | 102 |
| **Net Posture of Summary RU Results** | **($29,641)** |

Texas Alcoholic Beverage Commission (TABC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 268,080 |
| MSI Charges-Included | 36,011 |
| Rate Based Resource Unit-Excluded | 248,523 |
| HSC/SSC/Rate Card-Excluded | 39,319 |
| Cross-functional, Project & Facilities-Excluded | 103,914 |
| Transition and Transformation | 38,664 |
| **TOTAL:** | **$734,511** |
| **FY20 INITIAL APPROPRIATION:** | **$805,111** |
| **VARIANCE:** | **$70,600** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TABC** |
| Mainframe |  |
| MSI Services | 9,271 |
| Print – Mail | (161) |
| Server Services | (4,464) |
| Server Storage & Tape | 449 |
| **Net Posture of Summary RU Results** | **$5,095** |

Texas Commission on Environmental Quality (TCEQ)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 1,684,539 |
| MSI Charges-Included | 702,199 |
| Rate Based Resource Unit-Excluded | 3,658,974 |
| HSC/SSC/Rate Card-Excluded | 6,789,992 |
| Cross-functional, Project & Facilities-Excluded | 761,536 |
| Transition and Transformation | 482,100 |
| **TOTAL:** | **$14,079,339** |
| **FY20 INITIAL APPROPRIATION:** | **$13,242,447** |
| **VARIANCE:** | **($836,892)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TCEQ** |
| Mainframe |  |
| MSI Services | (65,757) |
| Print – Mail |  |
| Server Services | (29,146) |
| Server Storage & Tape | 87 |
| **Net Posture of Summary RU Results** | **($94,816)** |

Texas Department of Agriculture (TDA)

|  |  |
| --- | --- |
| Fiscal Year 2020 | Actuals |
| Rate Based Resource Unit-Included | 23,278 |
| MSI Charges-Included | 2,477 |
| Rate Based Resource Unit-Excluded | 2,643 |
| HSC/SSC/Rate Card-Excluded |  |
| Cross-functional, Project & Facilities-Excluded | 2,069 |
| Transition and Transformation |  |
| **TOTAL:** | **$30,468** |
| **FY20 INITIAL APPROPRIATION:** | **$24,395** |
| **VARIANCE:** | **($6,073)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TDA** |
| Mainframe |  |
| MSI Services | (267) |
| Print – Mail | (714) |
| Server Services |  |
| Server Storage & Tape |  |
| **Net Posture of Summary RU Results** | **($980)** |

Texas Department of Criminal Justice (TDCJ)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 8,568,441 |
| MSI Charges-Included | 998,189 |
| Rate Based Resource Unit-Excluded | 5,102,160 |
| HSC/SSC/Rate Card-Excluded | 1,810,510 |
| Cross-functional, Project & Facilities-Excluded | 557,495 |
| Transition and Transformation | 411,103 |
| **TOTAL:** | **$17,447,898** |
| **FY20 INITIAL APPROPRIATION:** | **$20,810,677** |
| **VARIANCE:** | **$3,362,779** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TDCJ** |
| Mainframe | 185,380 |
| MSI Services | 205,430 |
| Print – Mail | (8,191) |
| Server Services | (18,431) |
| Server Storage & Tape | 5,244 |
| **Net Posture of Summary RU Results** | **$369,431** |

Texas Department of Housing and Community Affairs (TDHCA)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included | 21,992 |
| Rate Based Resource Unit-Excluded | 12,230 |
| HSC/SSC/Rate Card-Excluded |  |
| Cross-functional, Project & Facilities-Excluded | 4,529 |
| Transition and Transformation |  |
| **TOTAL:** | **$38,751** |
| **FY20 INITIAL APPROPRIATION:** | **$65,000** |
| **VARIANCE:** | **$26,249** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TDHCA** |
| Mainframe |  |
| MSI Services | (18,791) |
| Print – Mail |  |
| Server Services |  |
| Server Storage & Tape |  |
| **Net Posture of Summary RU Results** | **($18,791)** |

Texas Department of Insurance (TDI)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 1,317,149 |
| MSI Charges-Included | 294,572 |
| Rate Based Resource Unit-Excluded | 1,793,399 |
| HSC/SSC/Rate Card-Excluded | 1,015,271 |
| Cross-functional, Project & Facilities-Excluded | 635,631 |
| Transition and Transformation | 142,865 |
| **TOTAL:** | **$5,198,888** |
| **FY20 INITIAL APPROPRIATION:** | **$6,509,521** |
| **VARIANCE:** | **$1,310,633** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TDI** |
| Mainframe |  |
| MSI Services | 71,300 |
| Print – Mail | (32,925) |
| Server Services | (35,809) |
| Server Storage & Tape | 1,245 |
| **Net Posture of Summary RU Results** | **$3,810** |

Texas Department of Licensing and Regulation (TDLR)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 263,599 |
| MSI Charges-Included | 43,440 |
| Rate Based Resource Unit-Excluded | 260,054 |
| HSC/SSC/Rate Card-Excluded | 144,645 |
| Cross-functional, Project & Facilities-Excluded | 104,574 |
| Transition and Transformation | 33,459 |
| **TOTAL:** | **$849,770** |
| **FY20 INITIAL APPROPRIATION:** | **$1,026,790** |
| **VARIANCE:** | **$177,020** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TDLR** |
| Mainframe |  |
| MSI Services | 6,285 |
| Print – Mail |  |
| Server Services | (383) |
| Server Storage & Tape | (0) |
| **Net Posture of Summary RU Results** | **$5,902** |

Texas Education Agency (TEA)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 2,444,768 |
| MSI Charges-Included | 580,563 |
| Rate Based Resource Unit-Excluded | 2,156,841 |
| HSC/SSC/Rate Card-Excluded | 5,427,339 |
| Cross-functional, Project & Facilities-Excluded | 1,238,351 |
| Transition and Transformation | 429,933 |
| **TOTAL:** | **$12,277,796** |
| **FY20 INITIAL APPROPRIATION:** | **$13,515,858** |
| **VARIANCE:** | **$1,238,062** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TEA** |
| Mainframe |  |
| MSI Services | 32,141 |
| Print – Mail |  |
| Server Services | (33,973) |
| Server Storage & Tape | (19,936) |
| **Net Posture of Summary RU Results** | **($21,768)** |

Texas Facilities Commission (TFC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 86,065 |
| MSI Charges-Included | 16,401 |
| Rate Based Resource Unit-Excluded | 100,323 |
| HSC/SSC/Rate Card-Excluded | 30,449 |
| Cross-functional, Project & Facilities-Excluded | 27,962 |
| Transition and Transformation | 13,084 |
| **TOTAL:** | **$274,284** |
| **FY20 INITIAL APPROPRIATION:** | **$284,254** |
| **VARIANCE:** | **$9,970** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TFC** |
| Mainframe |  |
| MSI Services | 1,275 |
| Print – Mail |  |
| Server Services | (848) |
| Server Storage & Tape | 1,150 |
| **Net Posture of Summary RU Results** | **$1,576** |

Texas Historical Commission (THC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included | 2,571 |
| Rate Based Resource Unit-Excluded | 94,026 |
| HSC/SSC/Rate Card-Excluded | 32,444 |
| Cross-functional, Project & Facilities-Excluded |  |
| Transition and Transformation |  |
| **TOTAL:** | **$129,041** |
| **FY20 INITIAL APPROPRIATION:** | **$47,416** |
| **VARIANCE:** | **($81,625)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **THC** |
| Mainframe |  |
| MSI Services | (2,571) |
| Print – Mail |  |
| Server Services | - |
| Server Storage & Tape |  |
| **Net Posture of Summary RU Results** | **($2,571)** |

Texas Higher Education Coordinating Board (THECB)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 617,759 |
| MSI Charges-Included | 113,157 |
| Rate Based Resource Unit-Excluded | 416,964 |
| HSC/SSC/Rate Card-Excluded | 277,000 |
| Cross-functional, Project & Facilities-Excluded | 203,413 |
| Transition and Transformation | 76,087 |
| **TOTAL:** | **$1,704,380** |
| **FY20 INITIAL APPROPRIATION:** | **$1,639,972** |
| **VARIANCE:** | **($64,408)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **THECB** |
| Mainframe |  |
| MSI Services | 17,621 |
| Print – Mail | (688) |
| Server Services | (610) |
| Server Storage & Tape | 7,127 |
| **Net Posture of Summary RU Results** | **$23,451** |

Texas Juvenile Justice Department (TJJD)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 780,207 |
| MSI Charges-Included | 116,950 |
| Rate Based Resource Unit-Excluded | 646,083 |
| HSC/SSC/Rate Card-Excluded | 168,936 |
| Cross-functional, Project & Facilities-Excluded | 234,022 |
| Transition and Transformation | 81,793 |
| **TOTAL:** | **$2,027,991** |
| **FY20 INITIAL APPROPRIATION:** | **$1,498,198** |
| **VARIANCE:** | **($529,793)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TJJD** |
| Mainframe | 2,211 |
| MSI Services | (24,892) |
| Print – Mail |  |
| Server Services | (17,255) |
| Server Storage & Tape | 118 |
| **Net Posture of Summary RU Results** | **($39,819)** |

Texas Military Department (TMD)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included |  |
| MSI Charges-Included | 50 |
| Rate Based Resource Unit-Excluded | 47,852 |
| HSC/SSC/Rate Card-Excluded | 35,691 |
| Cross-functional, Project & Facilities-Excluded | - |
| Transition and Transformation |  |
| **TOTAL:** | **$83,593** |
| **FY20 INITIAL APPROPRIATION:** | **$97,207** |
| **VARIANCE:** | **$13,614** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TMD** |
| Mainframe |  |
| MSI Services | (50) |
| Print – Mail |  |
| Server Services | - |
| Server Storage & Tape |  |
| **Net Posture of Summary RU Results** | **($50)** |

Texas Parks and Wildlife Department (TPWD)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 704,685 |
| MSI Charges-Included | 182,247 |
| Rate Based Resource Unit-Excluded | 1,921,276 |
| HSC/SSC/Rate Card-Excluded | 655,517 |
| Cross-functional, Project & Facilities-Excluded | 359,135 |
| Transition and Transformation | 211,412 |
| **TOTAL:** | **$4,034,272** |
| **FY20 INITIAL APPROPRIATION:** | **$4,622,193** |
| **VARIANCE:** | **$587,921** |

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| --- | --- |
| **Summary by RU Group** | **TPWD** |
| Mainframe |  |
| MSI Services | (45,081) |
| Print – Mail |  |
| Server Services | (30,149) |
| Server Storage & Tape | 1,181 |
| **Net Posture of Summary RU Results** | **($74,049)** |

Texas State Library and Archives Commission (TSLAC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 221,897 |
| MSI Charges-Included | 27,016 |
| Rate Based Resource Unit-Excluded | 43,839 |
| HSC/SSC/Rate Card-Excluded | 22,694 |
| Cross-functional, Project & Facilities-Excluded | 62,878 |
| Transition and Transformation | 19,008 |
| **TOTAL:** | **$397,332** |
| **FY20 INITIAL APPROPRIATION:** | **$482,165** |
| **VARIANCE:** | **$84,833** |

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| **Summary by RU Group** | **TSLAC** |
| Mainframe |  |
| MSI Services | 17,829 |
| Print – Mail | (1,376) |
| Server Services | (661) |
| Server Storage & Tape | (0) |
| **Net Posture of Summary RU Results** | **$15,792** |

Texas Veterans Commission (TVC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 44,926 |
| MSI Charges-Included | 5,542 |
| Rate Based Resource Unit-Excluded | 75,088 |
| HSC/SSC/Rate Card-Excluded | 15,381 |
| Cross-functional, Project & Facilities-Excluded | 15,665 |
| Transition and Transformation | 1,321 |
| **TOTAL:** | **$157,924** |
| **FY20 INITIAL APPROPRIATION:** | **$179,318** |
| **VARIANCE:** | **$21,394** |

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| --- | --- |
| **Summary by RU Group** | **TVC** |
| Mainframe |  |
| MSI Services | 25,494 |
| Print – Mail |  |
| Server Services | (252) |
| Server Storage & Tape | (0) |
| **Net Posture of Summary RU Results** | **$25,243** |

Texas Workforce Commission (TWC)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 16,444,756 |
| MSI Charges-Included | 1,841,215 |
| Rate Based Resource Unit-Excluded | 5,960,900 |
| HSC/SSC/Rate Card-Excluded | 6,838,817 |
| Cross-functional, Project & Facilities-Excluded | 1,421,942 |
| Transition and Transformation | 798,759 |
| **TOTAL:** | **$33,306,388** |
| **FY20 INITIAL APPROPRIATION:** | **$24,178,534** |
| **VARIANCE:** | **($9,127,854)** |

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| **Summary by RU Group** | **TWC** |
| Mainframe | 344,013 |
| MSI Services | (149,100) |
| Print – Mail | (15,929) |
| Server Services | (160,549) |
| Server Storage & Tape | 8,363 |
| **Net Posture of Summary RU Results** | **$26,797** |

Texas Water Development Board (TWDB)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 134,597 |
| MSI Charges-Included | 60,689 |
| Rate Based Resource Unit-Excluded | 584,036 |
| HSC/SSC/Rate Card-Excluded | 229,131 |
| Cross-functional, Project & Facilities-Excluded | 78,350 |
| Transition and Transformation | 76,569 |
| **TOTAL:** | **$1,163,371** |
| **FY20 INITIAL APPROPRIATION:** | **$1,353,378** |
| **VARIANCE:** | **$190,007** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TWDB** |
| Mainframe |  |
| MSI Services | (2,128) |
| Print – Mail |  |
| Server Services | (1,719) |
| Server Storage & Tape | 2,755 |
| **Net Posture of Summary RU Results** | **($1,093)** |

Texas Department of Motor Vehicles (TXDMV)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 3,543,100 |
| MSI Charges-Included | 675,332 |
| Rate Based Resource Unit-Excluded | 2,622,235 |
| HSC/SSC/Rate Card-Excluded | 2,758,044 |
| Cross-functional, Project & Facilities-Excluded | 1,030,605 |
| Transition and Transformation | 137,163 |
| **TOTAL:** | **$10,766,480** |
| **FY20 INITIAL APPROPRIATION:** | **$10,025,795** |
| **VARIANCE:** | **($740,685)** |

|  |  |
| --- | --- |
| **Summary by RU Group** | **TxDMV** |
| Mainframe |  |
| MSI Services | 26,506 |
| Print – Mail | (37,643) |
| Server Services | (47,019) |
| Server Storage & Tape | 14,824 |
| **Net Posture of Summary RU Results** | **($43,332)** |

Texas Department of Transportation (TXDOT)

|  |  |
| --- | --- |
| **Fiscal Year 2020** | **Actuals** |
| Rate Based Resource Unit-Included | 7,958,004 |
| MSI Charges-Included | 2,257,520 |
| Rate Based Resource Unit-Excluded | 18,376,824 |
| HSC/SSC/Rate Card-Excluded | 6,973,858 |
| Cross-functional, Project & Facilities-Excluded | 3,149,317 |
| Transition and Transformation | 916,230 |
| **TOTAL:** | **$39,631,753** |
| **FY20 INITIAL APPROPRIATION:** | **$29,955,543** |
| **VARIANCE:** | **($9,676,210)** |

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| --- | --- |
| **Summary by RU Group** | **TxDOT** |
| Mainframe | 15,149 |
| MSI Services | (366,090) |
| Print – Mail |  |
| Server Services | (277,958) |
| Server Storage & Tape | 14,559 |
| **Net Posture of Summary RU Results** | **($614,340)** |

Voluntary Customers4

|  |  |
| --- | --- |
| **Agencies (without a DCS Capital Budget Appropriation)** | **Actual Consumption** |
| Texas Comptroller of Public Accounts | $1,083,335 |
| Board of Law Examiners | $2,782 |
| Office of Public Utilities Commission | $66,174 |
| Texas Ethics Commission | $3,434 |
| Teacher Retirement System of Texas | $328,248 |
| Texas State Board of Pharmacy | $42,190 |
| Texas Racing Commission | $10,542 |
| **TOTAL:** | **$1,536,704** |

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| **Self-Directed and Semi-Independent Agencies** | **Actual Consumption** |
| Texas Credit Union Department | $24,223 |
| Texas Board of Architectural Examiners | $7,057 |
| Texas Board of Professional Engineers | $11,434 |
| Texas Real Estate Commission | $35,056 |
| Texas Department of Banking | $106,682 |
| **TOTAL:** | **$184,452** |

|  |  |
| --- | --- |
| **Higher Education: Colleges and Universities** | **Actual Consumption** |
| Texas A&M Forest Service | $31,250 |
| Texas Tech University | $15,625 |
| University of Texas System Administration | $9,861 |
| **TOTAL:** | **$56,736** |

|  |  |
| --- | --- |
| **Local Government Entities** | **Actual Consumption** |
| Austin County Emergency Communications District | $6,000 |
| Bexar Metro 9-1-1 Network District | $15,000 |
| Brazos River Authority | $15,000 |
| Burnet County | $9,777 |
| Capital Area Council of Governments | $16,138 |
| City of Abilene/Taylor County, TX | $6,000 |
| City of Austin | $24,116 |
| City of Buda | $6,000 |
| City of Carrollton | $121,404 |
| City of Fair Oaks Ranch | $6,000 |
| City of Fate | $9,351 |
| City of Harker Heights | $6,000 |
| City of Houston | $6,000 |
| City of San Angelo | $56,341 |
| City of San Antonio | $6,000 |
| City of Temple | $6,000 |
| City of Universal City | $6,000 |
| City of Wolfforth | $6,000 |
| Collin County Government | $6,000 |
| Cooke County | $118,309 |
| Dallas Area Rapid Transit | $6,000 |
| EL Paso County 911 District | $6,000 |
| El Paso Water Utilities/Public Service Board | $1,500 |
| Fort Worth Independent School District | $39,018 |
| Grayson County | $10,219 |
| Houston Parks Board LGC, Inc. | $6,000 |
| Lower Colorado River Authority | $15,000 |
| Lower Rio Grande Valley Development Council | $15,000 |
| Metropolitan Area EMS Authority (MedStar) | $18,935 |
| North Texas Municipal Water District | $15,000 |
| Office of Court Administration | $1,066,612 |
| San Antonio Housing Authority | $6,000 |
| Tarrant Regional Water District | $15,000 |
| TechShare Local Government Corporation (CUC) | $212,780 |
| Texas Behavioral Health Executive Council | $3,446 |
| Texas Board of Chiropractic Examiners | ($361) |
| Texas Board of Nursing | $1,897 |
| Texas Commission on Jail Standards | $6,746 |
| Texas Commission on Law Enforcement | $7,904 |
| Town of Little Elm | $6,000 |
| Travis County | $1,601 |
| Travis Central Appraisal District | $2,070 |
| VIA Metropolitan Transit | $6,000 |
| **TOTAL:** | $1,919,802 |
| **VOLUNTARY CUSTOMER TOTAL:** | $3,697,693 |

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 FY 2020), 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 Services 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 | FY 2020 references the Texas state fiscal year, which runs from September 1, 2019 through August 31, 2020. |
| HSC | Hardware Service Charge |
| IT | Information Technology |
| Oracle Exadata Solution | Hardware costs associated with the Oracle database as a service solution. |
| MSI | Multi-sourcing Services Integrator |
| 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. |
| SCCM | System Center Configuration Manager |
| SSC | Software Service Charge |
| SVR | Server |
| T&T | See Transition and Transformation |
| Tiered Services | Server and Storage services that are based on a pricing tier range vs a contracted rate and consumption level. |
| Transition and Transformation | As used in this document, Transition costs are associated with moving from one outsourced environment to another outsourced environment. Transformation costs are the costs associated with upgrading the IT operating environment. |
| Unfavorable Variance | Refers to the difference between planned or expected cost to actual. An unfavorable variance indicates the actual cost is more than the planned or expected cost. |

# Acknowledgements

DIR would like to thank the members of the original working group for their participation, collaboration, and support in developing the cost measurement methodology:

| Participant | Agency | DCS Partner Group |
| --- | --- | --- |
| Michael Gray | Office of the Attorney General – Child Support | Partner Group 1 |
| Bill Parker | Health and Human Services Commission | Partner Group 2 |
| Jason Storey | Texas Workforce Commission | Partner Group 3 |
| Sage Chandrasoma | Texas Department of Transportation | Partner Group 4 |
| Lara Coffer | Texas Education Agency | Partner Group 5 |

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)