

REPORT ON COST AND QUALITY OF SERVICES: UA 2006-2007

contain costs funded from UA (University Administration) accounts, if these accounts also contribute to the service delivery at IUB. If the service is centralized and serves both IUB and IUPUI campuses (and possibly regional campuses or a non-University audience), then the funding included on this report may include IUPUI accounts as well. The Funding column in the report indicates the source of the accounts that fund each service (i.e. IUB/UA indicates that a Service is funded by both IUB and UA accounts).

Some services offered to the IUB and/or IUPUI community are funded solely by UA accounts; the cost, activity measurements, and user satisfaction for these services are detailed on the this Report.

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
PO-SO	1	Account Administration	IUB/IUPUI/UA	\$ 291,560	730,068	Accounts	\$ 0.40	
					33,521	Actions	\$ 8.70	
					264,071	Userids	\$ 1.10	
RAC	2	Advanced Visualization (VR/VE) Projects Central User Systems Outreach	IUB/IUPUI/UA	\$ 897,220				
				\$ 345,601	4,710	Hours	\$ 73.38	
					38	Projects	\$ 9,094.7510	
				\$ 434,240	1,917	Hours	\$ 226.52	
					11	Systems Supported	\$ 39,476.34	
				\$ 117,380	91	Events	\$ 1,289.89	
	378	Hours	\$ 310.53					
	1,604	Participants	\$ 73.18					
PO-SO	3	Authentication Services	IUB/IUPUI/UA	\$ 103,244	221,806	Kerberos Principles	\$ 0.47	
					1,201,650,423	Kerberos Transactions	\$ 0.00009	
					1,160,369	Safeword Card Transactions	\$ 0.09	
					13,031	Safeword Cards	\$ 7.92	
RAC	4	Bioinformatics Extended Consulting Online Information Resources Software/Licensing Telephone, E-mail & Other Walk-in Consulting	IUB/IUPUI/UA	\$ 61,230				
				\$ 8,192	12	Contacts	\$ 682.69	
				\$ 8,170	206,110	Contacts	\$ 0.04	
				\$ 34,670	25	Applications	\$ 1,386.81	
				\$ 10,198	99	Contacts	\$ 103.01	
TELC	5	Cable TV	IUB/UA	\$ 71,204	7,997	Drops per Month	\$ 0.74	
TLIT	6	Classroom Technology Classroom Technology (Fixed) Classroom Technology (Mobile) Learning Environment Design	IUB/IUPUI/UA	\$ 254,241				
			N/A			Class Sections		
			N/A		Class Sections			
			IUB/IUPUI/UA	\$ 254,241	4,160	Consulting Hours	\$ 61.12	
RAC/ TELC	7	Collaborative Technologies	IUB/IUPUI/UA	\$ 309,280	220	Concurrent Users	\$ 1,405.82	
					777	Users	\$ 398.04	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
CPO	8	Communications Office	IUB/IUPUI/UA	\$ 1,083,542				
		Events		\$ 282,921	61	Events	\$ 4,638.04	92.7%*
					128,055	Participants	\$ 2.21	
		Public Relations		\$ 249,328	47,035,817	Documents Distributed	\$ 0.005	
					558	Documents Produced	\$ 446.82	
		User Information - Electronic		\$ 399,212	86,655,591	Documents Distributed	\$ 0.005	
		1,087	Documents Produced	\$ 367.26				
		User Information - Printed	\$ 152,081	784,023	Documents Distributed	\$ 0.19		
				287	Documents Produced	\$ 529.90	92.8%*	
UIS	9	Database Administration	IUB/IUPUI/UA	\$ 381,844	31	Database Capacity Utilized (TB)	\$ 12,317.55	
					270	Departmental Databases	\$ 1,414.24	
					103	Enterprise Databases	\$ 3,707.23	
					36	Servers	\$ 10,606.78	
					2,612	Work Requests	\$ 146.19	
TLIT	10	Database/Data Management Support	IUB/IUPUI/UA	\$ 515,865				
		Database Support		\$ 234,870	15,719	DB Systems	\$ 14.94	95.3%*
					15,923	DBA Contacts	\$ 14.75	
		GIS Support		\$ 280,995	165,550	User Contacts	\$ 1.42	
			\$ 280,995	562,487	User Contacts	\$ 0.50	95.3%*	
UIS	11	Decision Support Services	IUB/IUPUI/UA	\$ 2,041,047				
		Data Warehouse		\$ 1,549,904	8,766	Accounts	\$ 176.81	
					6,746	Datastructures	\$ 229.75	
					1,426	Incidents		
					5,110,750	Queries Executed (thousands)	\$ 0.30	
		IU Information Environment (IUIE)		\$ 491,143	7,825	Active Accounts	\$ 62.77	82.5%*
					769	Incidents		
		4,627	Reports Available	\$ 106.15				
		571,835	Reports Run	\$ 0.86				
TLIT	12	Departmental Applications	IUB/IUPUI/UA	\$ 86,741	995	Programming Hours	\$ 87.18	
TLIT	13	Departmental Computing Support Delivery	IUB/IUPUI/UA	\$ 1,166,116				
		Advising and Departmental Services		\$ 997,635	9,728	Contacts	\$ 102.55	89.2%*
					502	Depts/Ctrs/Institutes	\$ 1,987.32	
					620	LSP	\$ 1,609.09	
		Education/Certification (EdCert) Program		\$ 168,481	295	Attendees	\$ 571.12	
		800	Hours of Instruction	\$ 210.60	83.3%*			
		37	Sessions	\$ 4,553.54				

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
RAC	14	<u>Digital Library Technologies</u>	IUB/IUPUI/UA	\$ 631,574				
		<u>Research</u>		\$ 157,611	#N/A	TBD	#N/A	
		<u>Service Delivery</u>		\$ 473,963	616,156	# of Page Images	\$ 0.77	
					851,246	# of Pages in Text	\$ 0.56	
					1,557,553	Digital Objects in DL Collections	\$ 0.30	
					32,172,732	Image File Accesses	\$ 0.01	
					79,588	Photo/Slide Images	\$ 5.96	
					174,771	Sound File Accesses	\$ 2.71	
					26,430	Sound Files	\$ 17.93	
					57,174,250	User Accesses	\$ 0.008	
RAC	15	<u>Distributed Storage</u>	IUB/IUPUI/UA	\$ 1,399,221				87%*
		<u>Data Archival/Massive Data Storage</u>		\$ 1,133,797	2,869	Accounts	\$ 395.19	
					11,368,765	Files	\$ 0.10	
					1,800	Storage Capacity (TB)	\$ 629.89	
					706	Storage Used (TB)	\$ 1,605.94	
					973	Tickets	\$ 1,165.26	
		<u>Research File System</u>		\$ 233,891	878	Accounts	\$ 266.39	
					939,208	Files	\$ 0.25	
					3,859	Storage Capacity (TB)	\$ 60.61	
					353	Storage Used (TB)	\$ 662.58	
		<u>Slashtmp</u>		\$ 31,533	1,509	Aggregate File Size (in GB)	\$ 20.90	
					59,385	Files	\$ 0.53	
					1,913	Users	\$ 16.48	
UIS	16	<u>Electronic Research</u>	IUB/IUPUI/UA	\$ 479,412				
		<u>Legacy</u>		\$ 336,624	789	Budgets Created	\$ 426.65	
					7,250	Development Hours		
					5,969	Proposals Created	\$ 56.40	
					1,834	Users	\$ 183.55	
		<u>ERA - New (KRA)</u>		\$ 142,788	750	Development Hours		
					3	Partners		
UIS	17	<u>Enterprise Infrastructure</u>	IUB/IUPUI/UA	\$ 436,868				
		<u>Backup and Recovery</u>		\$ 18,546	#N/A	TBD	#N/A	
		<u>Database Administration Support</u>		\$ -	#N/A	TBD	#N/A	
		<u>Disk Storage</u>		\$ 9,369	#N/A	TBD	#N/A	
		<u>Printing and Output</u>		\$ 253,725	1,225,000	Jobs Printed	\$ 0.21	
					285	Print Queries	\$ 890.26	
		<u>Server Co-Location</u>		\$ 63,309	30	Depts/Ctrs/Institutes	\$ 2,110.29	
					329	Servers	\$ 192.43	
		<u>System Administration</u>		\$ 74,507	#N/A	TBD	#N/A	
		<u>Virtual System Rental</u>		\$ 17,412	#N/A	TBD	#N/A	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
UIS	18	Enterprise System Integration	IUB/IUPUI/UA	\$ 414,686				
		Enterprise Web Development Support		\$ 246,838	28	Applications Supported	\$ 8,815.65	
					312	Developer/SA Contacts	\$ 791.15	
		User Experience Group (UXG)		\$ 167,848	4,620	Hours	\$ 36.33	
					17	Projects	\$ 9,873.41	
UIS	19	Fiscal & Procurement Systems	IUB/IUPUI/UA	\$ 2,833,417				
		E-Business		\$ 296,738	5,500	Development Hours		
					1,510	Dollar Volume (in millions)		
					141	Merchants	\$ 2,104.53	
					995,852	Online Transactions	\$ 0.30	
					93,225	Users	\$ 3.18	
		Fiscal & Procurement Systems-Legacy		\$ 254,267	13,282,458	Development Hours		88.2%*
					1,261,452	Financial Documents Created	\$ 0.20	
					13,282,458	GL Transactions Posted	\$ 0.02	
					3,619	Users	\$ 70.26	
		Fiscal Procurement Systems-New		\$ 1,912,180	11,000	Development Hours		83.1%*
		Maintenance Management System		\$ 207,493	500	Development Hours		
					1,043,008	Online Transactions	\$ 0.20	
		Travel Management System		\$ 162,739	636	Users	\$ 326.25	
		4,400	Development Hours					
		138,451	GL Transactions Posted	\$ 1.18				
		67,375	Online Transactions	\$ 2.42				
		7	Users	\$ 23,248.48				
RAC	20	General Academic Use Central Unix Systems	IUB/IUPUI/UA	\$ 225,276	30,882	Accounts	\$ 7.29	95.5%*
					283,438	Interactive Sessions	\$ 0.79	
RAC	21	Grid Computing	IUB/IUPUI/UA	\$ 1,720,768	2,947,390	Standardized CPU Hours	\$ 0.58	
RAC	22	High Performance Computing	IUB/IUPUI/UA	\$ 3,087,091				
		Commodity Linux Clusters		\$ 1,044,144	7,110,109	CPU Hours	\$ 0.15	94%*
					3,372	User Accounts	\$ 309.65	
		Distributed Memory		\$ 1,576,342	412,770	CPU Hours	\$ 3.82	94%*
					744	User Accounts	\$ 2,118.74	
		Education Programs		\$ 36,610	125	Attendees	\$ 292.88	
		Home Directory Storage		\$ 32,384	3	Capacity Available (TB)	\$ 10,794.58	
					1	Capacity Utilized (TB)	\$ 32,383.75	
		Research Database		\$ 328,200	10	Instances	\$ 32,819.97	94%*
					328	Schemas	\$ 1,000.61	
					41	Storage Capacity (TB)	\$ 8,004.87	
					12	Storage Used (TB)	\$ 27,349.97	
					1,453,820	User calls (thousands)	\$ 0.23	
Research Web Hosting	\$ 36,389	139	User Accounts	\$ 261.79				
Short-term Consulting	\$ 33,024	2,716	Contacts	\$ 12.16				

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction		
RAC	23	<u>High Performance Storage</u>	IUB/IUPUI/UA	\$ 1,660,790						
		<u>Data Capacitor</u>		\$ 1,633,759	352	Capacity Available (TB)	\$ 4,641.36			
					24	Capacity Utilized (TB)	\$ 68,073.31			
					20	Users	\$ 81,687.97			
					7	Service Interruptions (hrs)				
					29	Terabytes Received	\$ 56,336.53			
					21	Terabytes Sent	\$ 77,798.07			
					\$ 15,070	215	Capacity Available (TB)	\$ 70.09		
						52	Capacity Utilized (TB)	\$ 289.81		
						33	Service Interruptions (hrs)			
						\$ 11,961	-	Capacity Available (TB)		
							-	Capacity Utilized (TB)		
							-	Users		
							-	Service Interruptions (hrs)		
				-	Terabytes Received					
				-	Terabytes Sent					
UIS	24	<u>Human Resource Management Systems</u>	IUB/IUPUI/UA	\$ 2,531,559						
		<u>Human Resource Management System</u>		\$ 1,969,865	574,501	Logins	\$ 3.43	94.1%*		
					985	Administrative Users	\$ 1,999.86			
					22	Avg time to approve E-docs (hrs)				
					11,443	Development Hours				
					154,417	E-doc transactions	\$ 12.76			
					972	E-doc users	\$ 2,026.61			
					592,961	Paychecks/Advices	\$ 3.32			
					\$ 561,694	488,874	Clock-ins/outs	\$ 1.15	75.7%*	
						6,539	Development Hours			
						111,390	Timesheets	\$ 5.04		
				5,868	Users	\$ 95.72				
UIS	25	<u>Identity Management Systems</u>	IUB/IUPUI/UA	\$ 703,449						
		<u>Account Management System (AMS)</u>		\$ 311,201	293,225	Self Service Actions	\$ 1.06	92%*		
					269,874	Support Service Actions	\$ 1.15			
		<u>Addressbook</u>		\$ 40,365	1,285,038	Searches	\$ 0.03	81.9%*		
		<u>Central Authentication System (CAS)</u>		\$ 132,031	32,974,712	CAS Logins	\$ 0.004			
		<u>Enterprise Directory</u>		\$ 140,928	22	Applications Accessing Directory	\$ 6,405.82			
					1,405,267	Directory Entries	\$ 0.10			
					537,911	Individual Identities	\$ 0.26			
		\$ 78,924	53,525	Password Resets	\$ 1.47					
PO-SO	26	<u>Incident Response</u>	IUB/IUPUI/UA	\$ 386,600	17,993	Actions on Incidents	\$ 21.49			
					9,598	Incidents	\$ 40.28			

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
TLIT	27	Instructional Technology Support	IUB/IUPUI/UA	\$ -				
			N/A		-	Clients		
		Grants and Awards - Ameritech	IUB/IUPUI/UA		-	Recipients		
TLIT	28	IT Training and Education		\$ 775,599				
		Consulting and Room Reservations (Departmental Support)	IUB/UA	\$ 6,485	45	Consulting Hours	\$ 144.11	
					15	Consultations	\$ 432.33	
					12	Room Reservation Hours	\$ 540.41	
					6	Room Reservations	\$ 1,080.83	
		Microsoft Office Specialist Certification Self-study Programs-3rd Party		\$ 3,563	9	Exams Taken	\$ 395.89	
			IUB/IUPUI/UA	\$ 16,202	1,204	Courses Taken	\$ 13.46	
					24,676	Materials Accessed	\$ 0.66	
					5,385	Users	\$ 3.01	
		Self-study Programs-IT Training		\$ 378,797	168	Courses Offered	\$ 2,254.74	
					38,702	Materials Accessed	\$ 9.79	
					145,230	Oncourse Materials Distributed	\$ 2.61	
					28,933	STEPS Materials Distributed	\$ 13.09	
		STEPS General Computing Workshops	IUB/UA	\$ 370,552	790	Class Sessions	\$ 469.05	
			3,160	Hours of Instruction	\$ 117.26			
			9,169	Students	\$ 40.41			
UIS	29	Library Systems	IUB/IUPUI/UA	\$ 1,063,477				92.1%*
		New			607,521	Bibliographic Growth	\$ 1.75	
					2,505,762	Circulation Transactions	\$ 0.42	
					158,191,005	Page Hits	\$ 0.007	
TLIT	30	Media Design and Production (Digital Media Services/MP)	IUB/IUPUI/UA	\$ 1,203,016				
		Computer Graphics/Animation/Art Design		\$ 155,095	12	Customers Served	\$ 12,924.62	
					1,834	Hours	\$ 84.57	
					33	Projects	\$ 4,699.86	
					419	Work Orders	\$ 370.16	
		Duplication/Media Conversion		\$ 136,855	10	Customers Served	\$ 13,685.49	
					1,189	Hours	\$ 115.10	
					18	Projects	\$ 7,603.05	
					187	Work Orders	\$ 731.84	
		Video/Audio Production		\$ 545,710	29	Customers Served	\$ 18,817.60	
					1,183	Hours	\$ 461.29	
					29	Projects	\$ 18,817.60	
					257	Work Orders	\$ 2,123.39	
		Web Authoring/Online/Multimedia		\$ 365,355	29	Customers Served	\$ 12,598.45	
			1,251	Hours	\$ 292.05			
			29	Projects	\$ 12,598.45			
			731	Work Orders	\$ 499.80			

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
TELC	31	Messaging/Messaging Infrastructure		\$ 1,967,276				
		ADS	IUB/IUPUI/UA	\$ 191,553	222,327	Accounts	\$ 0.86	
					287,696,760	Login Attempts	\$ 0.0007	
		DHCP	IUB/UA	\$ 110,673	113,416	Leases Available	\$ 0.98	
					52,431,966	Uses of Leases	\$ 0.002	
		DNS		\$ 139,573	24,613,343	Queries Executed (thousands)	\$ 0.006	
			IUB/IUPUI/UA	\$ 200,599	819,747	Records	\$ 0.24	
					4,951	Zones	\$ 40.52	
		Email: Exchange		\$ 680,026	34,785	Accounts	\$ 19.55	94%*
					9,559,004	MB Received	\$ 0.071	
					263,576,046	Messages Delivered	\$ 0.003	
		Email: Unix		\$ 684,383	181,538	Mailboxes (Accounts)	\$ 3.77	91%*
					8,171,520	MB Received	\$ 0.084	
					493,295,054	Messages Delivered	\$ 0.0014	
					35,168,541	Webmail Logins	\$ 0.019	
		Listserv		\$ 59,931	67,780	Digests	\$ 0.88	94.6%*
					6,639	Lists	\$ 9.03	
					999,077	Postings	\$ 0.060	
					119,329,657	Recipients	\$ 0.0005	
					1,220,816	Subscribers	\$ 0.049	
		Email: Total		\$ 1,404,518	689,301,198	Connections Accepted at Relay	\$ 0.0020	
					52,951,382	Connections Blocked at Relay	\$ 0.027	
					91,135,824	Messages Quarantined as SPAM	\$ 0.015	
					48,648,389	Viruses Detected at Relay	\$ 0.029	
TELC	32	Networks		\$ 20,332,000				
		Abilene/Internet2	IUB/IUPUI/UA	\$ 680,254	7,850,000	Packets (thousands)	\$ 0.09	
					2,029	Tickets	\$ 335.27	
		Commodity Internet		\$ 799,360	379	MbPS Avg Bandwidth Inbound (Received)	\$ 2,109.13	
					2,000	MbPS bandwidth offered	\$ 399.68	
					518	MbPS avg bandwidth outbound (sent)	\$ 1,543.17	
		Global NOC - Other External		\$ 230,174	5	Projects	\$ 46,034.87	
					376	Tickets	\$ 612.17	
		GOC		\$ 37,875	127	Sites Supported	\$ 298.23	
					1,466	Tickets	\$ 25.84	
		Ilight		\$ 7,739,941	1,368	Capacity Utilized (Mbit)	\$ 5,657.85	
					2,200	Consulting Hours	\$ 3,518.16	
					242	Customers Served	\$ 31,983.23	
					502	Tickets	\$ 15,418.21	
		Indiana Gigapop		\$ 544,021	153	Tickets	\$ 3,555.69	
		Internal IU Networks		\$ 6,858,661	3,320	Avg bandwidth used (Mbps)	\$ 2,065.86	
					358	Buildings	\$ 19,158.27	
					58,150	Network Connections	\$ 117.95	
					1,376	Tickets	\$ 4,984.49	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction	
		Media Streaming		\$ 352,045	428,298	Accesses (Events)	\$ 0.82		
					375	Accounts	\$ 938.79		
					47,068	Downloads Initiated	\$ 7.48		
					8,978,040	Minutes	\$ 0.04		
			NLR	N/A	\$ 1,601,741	3,432	Tickets		\$ 466.71
			Remote Access				Calls		
			TransPAC	IUB/IUPUI/UA	\$ 219,153	96	Lines		
			Videoconference		\$ 726,191	33,672	Tickets		\$ 2,282.84
						167	Accesses		\$ 21.57
						16,988	Classes		\$ 4,348.45
	Wireless		\$ 542,584	1,784	Connection Hours	\$ 42.75			
					Access Points	\$ 304.14	82.7%*		
UIS	33	Online Learning Technology (Oncourse)	IUB/IUPUI/UA	\$ 2,413,240					
		Oncourse - Legacy		\$ 327,126	111,435	Users	\$ 2.94		
		Oncourse CL - New		\$ 2,086,115	124,788	Users	\$ 16.72	81.8%*	
TELC	34	Pervasive Technology Laboratories (R&D)	UA	\$ 6,794,012					
		Economic Development		\$ -	-				
		Lab 1 - Open Software Lab		\$ 1,201,282	-				
		Lab 2 - High Performance Networking		\$ 1,140,154	-				
		Lab 3 - Community Grid Technology		\$ 1,945,129	-				
		Lab 4 - Human Computer Interaction		\$ 1,287,519	-				
		Lab 5		\$ -	-				
Lab 6	\$ 1,219,928	-							
PO-SO	35	Policy Management	IUB/IUPUI/UA	\$ 161,543					
					1,813	Consultations	\$ 89.10		
					1	Policies approved	\$ 161,542.87		
					7	Policies drafted/revised	\$ 23,077.55		
		2	Policies in review	\$ 80,771.44					
UIS	36	Portal	UA	\$ 303,409				90.4%	
					818	Channels Subscribed	\$ 370.92		
					1,129	Contacts	\$ 268.74		
					179,089,699	Page Hits	\$ 0.0017		
		207,321	Users	\$ 1.46					
TELC	37	REN-ISAC	IUB/IUPUI/UA	\$ 120,140	-	0			
					#N/A	TBD	#N/A		
TLIT	38	Residential IT Services	N/A	\$ 526,974					
		Hardware				-	Logins		
		In Room Consulting			\$ 95,372	1,751	Incidents	\$ 54.47	
						11,000	Residents	\$ 8.67	
		Printing			\$ 166,751	7,646,303	Printed Pages	\$ 0.022	
						31	Printers	\$ 5,379.08	
				11,000	Residents	\$ 15.16			

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
		Software Technology Center Consulting	N/A IUB/UA	\$ 264,850	- 137,969	Logins Contacts	\$ 1.92	
					11,000	Residents	\$ 24.08	
					356,136	Seat Hours	\$ 0.74	
PO-SO	39	Security Administration	IUB/IUPUI/UA	\$ 792,551	1,967	Consulting Engagements	\$ 402.92	
					121,179	Total Scans Performed	\$ 6.54	
					15,434	Unique Systems Scanned	\$ 51.35	
TLIT	40	Software Site Licenses	IUB/IUPUI/UA	\$ 2,708,083	116,719	Faculty/Staff/Students	\$ 23.20	97.3%*
					566,345	Downloads Initiated	\$ 4.78	
RAC	41	Stat & Math Center	IUB/IUPUI/UA	\$ 566,149				93.1%*
		Extended Consulting		\$ 68,006	75	Contacts	\$ 906.74	93.1%*
		On-line Information Resources		\$ 118,348	1,309,051	Contacts	\$ 0.090	93.1%*
		Software Acquisition Services		\$ 199,686	3,516	Contacts	\$ 56.79	93.1%*
		Telephone, E-mail & Other Walk-in Consulting		\$ 180,109	6,209	Contacts	\$ 29.01	93.1%*
UIS	42	Student Information Systems (Registration, FAMS, etc.) New Student Information System	IUB/IUPUI/UA	\$ 3,978,797				
					3,903	Administrative Users	\$ 1,019.42	94%*
					96,287	Admissions Applications	\$ 41.32	
					2,977,359	Course Requests	\$ 1.34	
					37,440	Development Hours		
					199,747	Financial Aid Awards	\$ 19.92	
					41,319	Grade Rosters	\$ 96.29	
					91,834	Official Transcripts	\$ 43.33	
					5,495,695	Self Service Logins	\$ 0.72	
					1,026,642	Student Bills Generated	\$ 3.88	
					243,098	Students Registered	\$ 16.37	
					5,989,458	Logins	\$ 0.66	
		Student Information System-Legacy		\$ -	-	Online Transactions		
TLIT	43	Student Technology Centers	N/A					
		Consulting			-	Contacts		
		Hardware			-	Logins		
		Printing			-	Printed Pages		
		Software			-	Logins		

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction	
TLIT	44	Support Center	IUB/IUPUI/UA	\$ 4,076,087	-				
		CHAT Online Services		\$ 150,299	2,932	Contacts	\$ 51.26	91.2%*	
						2,420	Hours	\$ 62.11	
		E-mail Consulting		\$ 398,525	40,498	Contacts	\$ 9.84	93.5%*	
						8,760	Operating Hours	\$ 45.49	
		Knowledge Base		\$ 1,024,640	8,760	Operating Hours	\$ 116.97	93.5%*	
						17,165,592	Web Accesses	\$ 0.06	
		On Line Support Services		\$ 502,745	8,760	Operating Hours	\$ 57.39		
						9,338,000	Web Accesses	\$ 0.05	
		Student Orientation		\$ 61,043	11,379	Students	\$ 5.36		
		Telephone Consulting		\$ 1,431,024	133,698	Contacts	\$ 10.70	93.4%*	
						8,760	Operating Hours	\$ 163.36	
		Walk-in Consulting		\$ 507,812	28,559	Contacts	\$ 17.78	96.1%*	
			8,580	Operating Hours	\$ 59.19				
TELC	45	Telephone Services	IUB/UA	\$ 7,675,424					
		Cellular		\$ 168,259	202	Phones Per Month	\$ 69.41		
		Conference Calls		\$ 50,471	3,355	Calls	\$ 15.04	94.7%	
		Consulting and Support		\$ 411,917	6,539	Work Orders	\$ 62.99	93.0%	
		Converged Technologies		\$ 193,760	1,688	Hours Researched	\$ 114.79		
		Dial Tone		\$ 4,830,295	31,161,766	Calls	\$ 0.16	82.3%	
						19,733	Lines Per Month	\$ 20.40	
		Directory Publications		\$ 64,016	34,275	Directories	\$ 1.87		
		Long Distance		\$ 713,053	1,898,903	Calls	\$ 0.38	94.0%	
						3,538,075	Minutes	\$ 0.20	
		Paging		\$ 57,901	-	Pagers in system	\$ -		
						394	Pagers Per Month	\$ 12.25	
		Special Services		\$ 105,771	67	Work Orders	\$ 131.56		
		Switchboard Information and Answering Services		\$ 727,134	490,102	Calls	\$ 1.48	92.3%	
						5,392	Operating Hours	\$ 134.85	
Telephone Repair	\$ 352,845	1,970	Work Orders	\$ 179.11	95.4%				
TELC	46	University Telecommunications	UA	\$ 128,530					
		Consulting & Application Support		\$ 67,733	1,222	Hours	\$ 55.43		
		Voice Systems Design Support		\$ 60,797	1,378	Hours	\$ 44.12		
RAC	47	Unix Systems Support	IUB/IUPUI/UA	\$ 589,015					
		Education Programs		\$ 83,916	81	Students	\$ 1,036.00	92.2%*	
						-	USAIL completed tracks		
						-	User Group Attendees		
		Extended Consulting		\$ 31,559	90	Contacts	\$ 350.66	92.2%*	
		On-line Information Resources		\$ 220,067	3,705,725	USAIL Web Accesses	\$ 0.06	92.2%*	
						200,307,986	Web Accesses	\$ 0.0011	
Software/Licensing	\$ 159,913	10	Titles	\$ 15,991.30	92.2%*				
Telephone, E-mail & Other Walk-in Consulting	\$ 93,560	3,141	Contacts	\$ 29.79	92.2%*				

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction	
UIS	48	Workflow	IUB/IUPUI/UA	\$ 202,723					
		Workflow - New				4,876,828	Action Requests Generated		\$ 0.04
					64	Document Types	\$ 3,167.55		
					15	Edoc Lites in Development			
					5	Edoc Lites in Production			
					1,034,569	Edocs Routed	\$ 0.20		
					4	Enterprise Applications Integrated	\$ 50,680.83		
					57,971	Users	\$ 3.50		
TLIT	49	World Wide Web Services	IUB/IUPUI/UA	\$ 1,197,384					
		Consolidated Hosting Environment			\$ 255,644	80	Projects		\$ 3,195.55
		Central Web Hosting			\$ 791,553	470	Service Units		\$ 543.92
						2,340,945	Accesses To Central Server (thousands)		\$ 0.34
						5,316	Info Provider Accounts		\$ 148.90
		MyPage			\$ 9,329	7,360	Info Provider Contacts		\$ 107.55
		Podcasting				21,668	Accounts		\$ 0.43
					\$ 140,858	57	Available Podcasts		\$ 2,471.19