

## REPORT ON COST AND QUALITY OF SERVICES (BASIC)

Fiscal Year: 2010

Funding: All

**NOTE:** If a service offered to the IUB community is funded in whole or in part by IUB accounts, the cost, activity measurement, and user satisfaction of that service is itemized on this IUB Report. The costs shown herein may 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 IUPUI community are funded solely by UA accounts; the cost, activity measurements, and user satisfaction for these services are detailed on the UA Report.

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
<b>SUP</b>	<b>1</b>	<b><u>Account Administration</u></b>	<b>IUB/IUPUI/ UA</b>	<b>\$250,189</b>				
				\$250,189	11,429	Actions	\$21.89	
					547,682	Userids	\$0.46	
					629,645	Accounts	\$0.40	
<b>ES</b>	<b>2</b>	<b>Administrative Software Support</b>	<b>IUB/IUPUI/ UA</b>	<b>\$309,649</b>				
		<u>Document Imaging System</u>		\$145,331	624	Development Hours		
					900	Users	\$161.48	
					3,958	Objects Accessed (thousands)	\$36.72	
					2,202,769	Digital Objects Added	\$0.07	
		<u>Maintenance Management System</u>		\$164,318	390	Development Hours		81.82%
					752	Users	\$218.51	
					1,092,778	Online Transactions	\$0.15	
<b>RT</b>	<b>3</b>	<b>Advanced Visualization</b>	<b>IUB/IUPUI/ UA</b>	<b>\$1,312,806</b>				
		<u>Central User Systems</u>		\$540,169	10	Systems Supported	\$54,016.90	

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<b>RT</b>	<b>3</b>	<b>Advanced Visualization</b>						
			<b>IUB/IUPUI/ UA</b>	<b>\$1,312,806</b>				
		<a href="#">Central User Systems</a>			1,010	Hours in Use	\$534.82	
		<a href="#">Extended Consulting</a>		\$648,422	137	Consultations	\$4,733.01	
					3,891	Hours	\$166.65	
		<a href="#">Short Term Consulting</a>		\$80,453	163	Consultations	\$493.58	
		<a href="#">Software/Licensing</a>		\$43,762	43	Applications	\$1,017.72	
<b>CAFO</b>	<b>4</b>	<b>Applied Technology</b>						
			<b>IUB/IUPUI/ UA</b>	<b>\$232,088</b>				
		<a href="#">Research (Converged Technologies)</a>		\$232,088	1,688	Hours Researched	\$137.49	
<b>CS</b>	<b>5</b>	<b><a href="#">Authentication Services</a></b>						
			<b>IUB/IUPUI/ UA</b>	<b>\$140,376</b>				
				\$140,376	15,048	Safeword Cards	\$9.33	
					1,184,436	Safeword Card Transactions	\$0.12	
<b>EI</b>	<b>6</b>	<b>Cable/IP TV</b>						
			<b>IUB/UA</b>	<b>\$113,162</b>				
		<a href="#">Cable/IP TV</a>		\$113,162	8,043	Drops	\$1.17	
			<b>IUPUI</b>	<b>\$234,465</b>				
		<a href="#">Cable/IP TV</a>		\$234,465	815	Drops	\$23.97	

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<b>LT</b>	<b>7</b>	<b>Classroom Technology</b>	<b>IUB/IUPUI/ UA</b>	<b>\$388,241</b>				
		<a href="#">Learning Environment Design</a>		\$388,241	4,531	Consulting Hours	\$85.69	
			<b>IUB/UA</b>	<b>\$1,344,172</b>				
		<a href="#">Classroom Technology (Fixed)</a>		\$1,324,845	10,318 356,319	Class Sections Students Enrolled	\$128.40 \$3.72	96.99%
		<a href="#">Classroom Technology (Mobile)</a>		\$19,327	548 3,552 7,817	Class Sections Equipment requests Students Enrolled	\$35.27 \$5.44 \$2.47	96.99%
			<b>IUPUI</b>	<b>\$1,089,255</b>				
		<a href="#">Classroom Technology (Fixed)</a>		\$1,072,522	5,166 149,451	Class Sections Students Enrolled	\$207.61 \$7.18	95.58%
		<a href="#">Classroom Technology (Mobile)</a>		\$16,733	146 1,538 3,175	Class Sections Equipment requests Students Enrolled	\$114.61 \$10.88 \$5.27	95.58%
<b>EI</b>	<b>8</b>	<b><a href="#">Collaborative Technologies</a></b>	<b>IUB/IUPUI/ UA</b>	<b>\$88,658</b>				
				\$88,658	250 2,055	Concurrent Users Users	\$354.63 \$43.14	
<b>CS</b>	<b>9</b>	<b>Communications</b>	<b>IUB/IUPUI/ UA</b>	<b>\$1,173,017</b>				
		<a href="#">Events</a>		\$235,625	144 17,039	Events Participants	\$1,636.28 \$13.83	89.58%

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CS	9	<b>Communications</b>						
			<b>IUB/IUPUI/ UA</b>	<b>\$1,173,017</b>				
		<a href="#">Media Outreach</a>		\$295,871	673	Documents Produced	\$439.63	
					149,788	Documents Distributed (thousands)	\$1.98	
		<a href="#">User Information - Electronic</a>		\$413,692	2,440	Documents Produced	\$169.55	91.90%
					293,174	Documents Distributed (thousands)	\$1.41	
		<a href="#">User Information - Printed</a>		\$227,829	102	Documents Distributed (thousands)	\$2,233.62	
					314	Documents Produced	\$725.57	
EI	10	<b><a href="#">Database Administration</a></b>						
			<b>IUB/IUPUI/ UA</b>	<b>\$109,752</b>				
				\$109,752	37	Database Capacity Utilized (TB)	\$2,966.27	
					121	Servers	\$907.04	
					178	Enterprise Databases	\$616.58	
					1,864	Departmental Databases	\$58.88	
					2,463	Work Requests	\$44.56	
SUP	11	<b>Departmental Computing Support Delivery</b>						
			<b>IUB/IUPUI/ UA</b>	<b>\$1,498,472</b>				
		<a href="#">Advising and Departmental Services</a>		\$1,297,564	749	LSP	\$1,732.40	8820.00%
					877	Depts/Ctrs/Institutes	\$1,479.55	
					5,230	Tickets	\$248.10	

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SUP	11	<b>Departmental Computing Support Delivery</b>	IUB/IUPUI/UA	<b>\$1,498,472</b>				
		<a href="#">Education/Certification (EdCert)</a>		\$200,908	78	Sessions	\$2,575.74	
					404	Attendees	\$497.30	
RT	12	<b>Digital Library Technologies</b>	IUB/IUPUI/UA	<b>\$714,673</b>				
		<a href="#">Extended Consulting</a>		\$255,198	180	Consultations	\$1,417.77	
		<a href="#">Repositories</a>		\$282,608	38	Collections	\$7,437.05	
					1,374	Queries Executed (thousands)	\$205.68	
					16,236	GB Content Added	\$17.41	
					47,883	Objects Accessed (thousands)	\$5.90	
					49,160	Total GB Stored	\$5.75	
					216,027	Digital Objects Added	\$1.31	
					1,794,682	Total Objects Stored	\$0.16	
		<a href="#">Short Term Consulting</a>		\$68,025	405	Consultations	\$167.96	
		<a href="#">Software/Licensing</a>		\$108,842	21	Applications	\$5,182.95	
ES	13	<b>Electronic Research Administration</b>	IUB/IUPUI/UA	<b>\$844,135</b>				
		<a href="#">ERA - Legacy</a>		\$159,462	729	Budgets Created	\$218.74	
					2,528	Users	\$63.08	
					3,200	Development Hours		
					7,404	Proposals Created	\$21.54	
		<a href="#">ERA - New (KRA)</a>		\$684,673	11	Partners		
					12,800	Development Hours		

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<b>IIAVP</b>	<b>14</b>	<b><u>Emergency Preparedness</u></b>	<b>IUB/IUPUI/ UA</b>	<b>\$724,173</b>				
				\$724,173	75	Incidents	\$9,655.64	
					160	Notifications	\$4,526.08	
					328,793	People Reached	\$2.20	
<b>ES</b>	<b>15</b>	<b>Enterprise Decision Support Services</b>	<b>IUB/IUPUI/ UA</b>	<b>\$2,130,300</b>				
		<u>Data Warehouse</u>		\$1,436,321	1,998	Incidents	\$718.88	
					6,883	Accounts	\$208.68	
					8,698	Datastructures	\$165.13	
					2,026,017	ODBC Connections	\$0.71	
					8,202,330	Queries Executed (thousands)	\$0.18	
		<u>Database Support</u>		\$68,949	111	Incidents/Requests	\$621.16	
					302	Databases	\$228.31	
					753	User Accounts	\$91.57	
					1,988	DB Systems	\$34.68	
					4,317	DBA Contacts	\$15.97	
					97,427	User Contacts	\$0.71	
		<u>IU Information Environment (IUIE)</u>		\$503,547	941	Incidents	\$535.12	87.00%
					5,376	Reports Available	\$93.67	
					5,416	Accesses Requested	\$92.97	
					6,883	Active Accounts	\$73.16	
					298,160	Logins	\$1.69	
					817,647	Reports Run	\$0.62	
		<u>Shared University Data Services</u>		\$121,483	53	Subscribers	\$2,292.13	
					217	Incidents/Requests	\$559.83	
					336	Publisher Objects	\$361.56	
					1,068	Subscriber to Objects	\$113.75	

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ES	15	Enterprise Decision Support Services	IUB/IUPUI/ UA	\$2,130,300				
EI	16	Enterprise Infrastructure (CR)	IUB/IUPUI/ UA	\$1,760,866				
		<a href="#">Backup and Recovery</a>		\$333,227	794	Clients	\$419.68	
		<a href="#">Database Administration</a>		\$8,291	1	Database Capacity Utilized (TB)	\$8,291.00	
					3	Departmental Databases	\$2,763.67	
					3	Servers	\$2,763.67	
					15	Work Requests	\$552.73	
		<a href="#">Disk Storage</a>		\$384,075	84,972	Storage Rented (GB)	\$4.52	
		<a href="#">Printing and Output</a>		\$135,961	17	Customers Served	\$7,997.71	
					71	Printers	\$1,914.94	

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<b>EI</b>	<b>16</b>	<b>Enterprise Infrastructure (CR)</b>	<b>IUB/IUPUI/ UA</b>	<b>\$1,760,866</b>				
		<a href="#">Printing and Output</a>			186	Print Queries	\$730.97	
					902,683	Jobs Printed	\$0.15	
		<a href="#">Server Co-location</a>		\$75,648	31	Depts/Ctrs/Institutes	\$2,440.26	
					120	Racks	\$630.40	
					521	Servers	\$145.20	
		<a href="#">System Administration</a>		\$143,080	30	Servers Supported	\$4,769.33	
		<a href="#">Virtual System Rental</a>		\$680,584	332	Servers	\$2,049.95	
<b>ES</b>	<b>17</b>	<b>Enterprise Service Presentation &amp; Delivery</b>	<b>IUB/IUPUI/ UA</b>	<b>\$737,537</b>				
		<a href="#">Calendar</a>		\$71,215	12,540	Page Hits (thousands)	\$5.68	87.40%
					13,160	Calendars Supported	\$5.41	
		<a href="#">IU Mobile</a>		\$244,975	2	Platforms Supported	\$122,487.50	
					18	Unique Services	\$13,609.72	
					7,112	Users	\$34.45	
		<a href="#">Portal</a>		\$195,534	406	Channels Subscribed	\$481.61	89.80%
					909	Contacts	\$215.11	
					77,256	Page Hits (thousands)	\$2.53	
					216,906	Users	\$0.90	
		<a href="#">User Experience Group (UXG)</a>		\$225,813	18	Extended Consultations	\$12,545.17	90.00%
					34	Short-Term Consultations	\$6,641.56	
					52	Projects	\$4,342.56	
					4,250	Hours	\$53.13	



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ES	18	<b>Enterprise System Integration</b>	<b>IUB/IUPUI/ UA</b>	<b>\$46,759</b>				
		<a href="#">Enterprise Web Development Support</a>		\$46,759	52 1,731	Applications Supported Developer/SA Contacts	\$899.21 \$27.01	
SUP	19	<b><a href="#">Executive IT Support</a></b>	<b>IUB/IUPUI/ UA</b>	<b>\$686,005</b>				
				\$686,005	205 713 4,074	Users Devices Supported Incidents	\$3,346.37 \$962.14 \$168.39	
ES	20	<b>Fiscal &amp; Procurement Systems</b>	<b>IUB/IUPUI/ UA</b>	<b>\$1,978,910</b>				
		<a href="#">E-Business</a>		\$191,755	299 1,109 1,560 122,305 747,728	Merchants Dollar Volume (in millions) Development Hours Users Online Transactions	\$641.32   \$1.57 \$0.26	88.76%
		<a href="#">Fiscal &amp; Procurement Systems-Legacy</a>		\$419,081	780 4,363 1,073,115 4,163,437	Development Hours Users Financial Documents Created GL Transactions Posted	 \$96.05 \$0.39 \$0.10	86.39%
		<a href="#">Fiscal Procurement Systems-New</a>		\$1,086,767	13 4,080 10,686 713,679 1,961,982	Partners Users Development Hours Online Transactions GL Transactions Posted	 \$266.36  \$1.52 \$0.55	83.46%
		<a href="#">Travel Management System</a>		\$281,307	1,124	Users	\$250.27	84.36%

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ES	20	<b>Fiscal &amp; Procurement Systems</b>	<b>IUB/IUPUI/ UA</b>	<b>\$1,978,910</b>				
		<a href="#">Travel Management System</a>			4,680	Development Hours		
					76,147	Online Transactions	\$3.69	
					178,044	GL Transactions Posted	\$1.58	
RT	21	<a href="#">General Academic Use Central Unix Systems</a>	<b>IUB/IUPUI/ UA</b>	<b>\$353,654</b>				
				\$353,654	4,555	Accounts	\$77.64	92.08%
					43,268	Interactive Sessions	\$8.17	
RT	22	<a href="#">Grant Support</a>	<b>IUB/IUPUI/ UA</b>	<b>\$410,704</b>				
				\$410,704	6	Short-Term Consultations	\$68,450.67	
					9	Grants Awarded	\$45,633.78	
					42	Extended Consultations	\$9,788.67	
					48	Grants Submitted	\$8,556.33	
					15,777,606	Dollars Awarded	\$0.03	

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RT	22	<a href="#">Grant Support</a>	IUB/TUPUI/ UA	\$410,704				
					78,838,757	Dollars Requested	\$0.0052	
RT	23	<b>Grid &amp; Data-Centric Computing</b>	IUB/TUPUI/ UA	\$2,420,114				
		<a href="#">Data Collections</a>		\$217,292	6	Capacity Utilized (TB)	\$36,215.33	
					12	Capacity Available (TB)	\$18,107.67	
					88	Sources Hosted	\$2,469.23	
		<a href="#">Extended Consulting</a>		\$505,017	855	Consultations	\$590.66	
		<a href="#">High Throughput Computation</a>		\$374,361	0	Batch Jobs Submitted		
					0	CPU Hours		
					11	Accounts	\$34,032.82	
		<a href="#">Research Database</a>		\$559,782	17	Storage Used (TB)	\$32,928.35	
					41	Storage Capacity (TB)	\$13,653.22	
					55	Instances	\$10,177.85	
					219	Schemas	\$2,556.08	
					1,117,839	User calls (thousands)	\$0.50	
		<a href="#">Science Gateways &amp; Portals</a>		\$371,110	43	Portals Hosted	\$8,630.47	
		<a href="#">Short Term Consulting</a>		\$293,535	3,112	Consultations	\$94.32	
		<a href="#">Software/Licensing</a>		\$99,017	2	Applications	\$49,508.50	
RT	24	<b>High Performance Computing</b>	IUB/TUPUI/ UA	\$2,555,812				
		<a href="#">Clusters/Distributed Memory</a>		\$1,995,961	1,190,025	Batch Jobs Submitted	\$1.68	97.40%
					11,154,899	CPU Hours	\$0.18	

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<b>RT</b>	<b>24</b>	<b>High Performance Computing</b>	<b>IUB/IUPUI/ UA</b>	<b>\$2,555,812</b>				
		<a href="#">Extended Consulting</a>		\$186,649	62	Consultations	\$3,010.47	
		<a href="#">Shared Memory</a>		\$88,609	0	Batch Jobs Submitted		
					0	CPU Hours		
		<a href="#">Short-term Consulting</a>		\$217,867	1,323	Consultations	\$164.68	
		<a href="#">Software/Licensing</a>		\$66,726	51	Applications	\$1,308.35	
<b>ES</b>	<b>25</b>	<b>Human Resource Management Systems</b>	<b>IUB/IUPUI/ UA</b>	<b>\$3,563,624</b>				
		<a href="#">Edocs</a>		\$131,295	20	Avg time to approve E-docs (hrs)		92.38%
					1,007	Users	\$130.38	
					1,761	Development Hours		
					169,040	Documents	\$0.78	
		<a href="#">Employee Self-Service</a>		\$146,029	496	Page Hits (thousands)	\$29.49	93.78%
					1,400	Development Hours		
					451,920	Logins	\$0.32	
		<a href="#">EPTO</a>		\$125,199	1,820	Development Hours		
					4,431	Users	\$28.26	
					33,641	Approved Calendars	\$3.72	
		<a href="#">Faculty Annual Reporting System</a>		\$124,488	1,743	Development Hours		84.65%
					2,367	Users	\$52.59	
					2,378	Annual Reports	\$52.35	
		<a href="#">HRMS (Peoplesoft)</a>		\$962,939	3,220	Development Hours		93.78%
					637,874	Paychecks/Advices	\$1.51	

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ES	25	<b>Human Resource Management Systems</b>						
			IUB/IUPUI/ UA	\$3,563,624				
		<a href="#">Timekeeping</a>		\$291,862	3,116	Development Hours		80.50%
					25,515	Users	\$11.44	
					454,931	Timesheets	\$0.64	
					3,748,213	Clock-ins/outs	\$0.08	
EI	26	<b>Identity Management Systems</b>						
			IUB/IUPUI/ UA	\$1,158,122				
		<a href="#">Account Management System (AMS)</a>		\$356,471	127,445	Self Service Actions	\$2.80	92.46%
					310,627	Support Service Actions	\$1.15	
		<a href="#">Addressbook</a>		\$5,639	1,030	Searches (thousands)	\$5.47	
		<a href="#">Central Authentication System (CAS)</a>		\$72,445	56,526	CAS Logins (thousands)	\$1.28	
		<a href="#">Federated Access</a>		\$111,469	14	Partners		
					175,442	Logins	\$0.64	
		<a href="#">Password</a>		\$33,037	9,875	Support Service Actions	\$3.35	
					27,847	Self Service Resets	\$1.19	

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<b>EI</b>	<b>26</b>	<b>Identity Management Systems</b>	<b>IUB/IUPUI/ UA</b>	<b>\$1,158,122</b>				
		<a href="#">Password</a>			33,083	Password Changes (Self Service &	\$1.00	
<b>IIAVP</b>	<b>27</b>	<b><a href="#">Incident Response</a></b>	<b>IUB/IUPUI/ UA</b>	<b>\$396,579</b>				
				\$396,579	29,004	Incidents	\$13.67	
					49,890	Actions on Incidents	\$7.95	
<b>LT</b>	<b>28</b>	<b>Instructional Technology Support</b>	<b>IUB/UA</b>	<b>\$679,078</b>				
		<a href="#">CTL/TLTC</a>		\$679,078	3,807	Clients	\$178.38	96.15%
					17,478	Contacts	\$38.85	
			<b>IUPUI</b>	<b>\$658,827</b>				
		<a href="#">CTL/TLTC</a>		\$658,827	2,177	Clients	\$302.63	97.06%
					12,231	Contacts	\$53.87	
<b>LT</b>	<b>29</b>	<b>IT Training and Education</b>	<b>IUB/IUPUI/ UA</b>	<b>\$551,114</b>				
		<a href="#">Self Study Programs - 3rd Party</a>		\$75,870	1,253	Unique Courses Taken	\$60.55	94.34%
					14,087	Users	\$5.39	
					475,144	Total Materials Accessed	\$0.16	
		<a href="#">Self Study Programs - IT Training</a>		\$475,244	387	Unique Courses Taken	\$1,228.02	94.34%
					147,117	STEPS Materials Accessed	\$3.23	
					178,857	Oncourse Materials Accessed	\$2.66	
					197,688	Other Materials Accessed	\$2.40	
					523,662	Total Materials Accessed	\$0.91	

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<b>LT</b>	<b>29</b>	<b>IT Training and Education</b>						
			<b>IUB/UA</b>	<b>\$306,776</b>				
		<a href="#">Consulting and Room Reservations</a>		\$11,366	7	Room Reservations	\$1,623.71	
					58	Room Reservation Hours	\$195.97	
					63	Consultations	\$180.41	
					99	Consulting Hours	\$114.81	
		<a href="#">Instructor-Led Training (STEPS)</a>		\$294,992	726	Class Sessions	\$406.33	94.78%
					2,904	Hours of Instruction	\$101.58	
					7,802	Students	\$37.81	
		<a href="#">Microsoft Office Specialist</a>		\$418	18	Exams Taken	\$23.22	
			<b>IUPUI</b>	<b>\$172,928</b>				
		<a href="#">Consulting and Room Reservations</a>		\$851	12	Consultations		
					15	Consulting Hours		
					40	Room Reservations		
					154	Room Reservation Hours		
		<a href="#">Instructor-Led Training (STEPS)</a>		\$169,986	362	Class Sessions	\$469.57	97.56%
					1,436	Hours of Instruction	\$118.37	
					4,048	Students	\$41.99	
		<a href="#">Microsoft Office Specialist</a>		\$2,091	21	Exams Taken	\$99.57	
<b>ES</b>	<b>30</b>	<b>Library Systems</b>						
			<b>IUB/IUPUI/UA</b>	<b>\$969,826</b>				
		<a href="#">Library Management System (LMS)</a>		\$536,852	138,164	Page Hits (thousands)	\$3.89	93.55%
					995,632	Bibliographic Growth	\$0.54	
					2,910,325	Circulation Transactions	\$0.18	
		<a href="#">Online Requests &amp; Searches</a>		\$269,352	24,353	Federated Search	\$11.06	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
ES	30	Library Systems	IUB/IUPUI/ UA	\$969,826				
		<a href="#">Online Requests &amp; Searches</a>			24,892	ALF	\$10.82	
					11,349,386	Library Website	\$0.02	
		<a href="#">System Interfaces</a>		\$163,622	522,472	Bibliographic Batch Loads	\$0.31	
					767,380	OCLC Extract	\$0.21	
RT	31	Life Sciences Computing (Bioinformatics)	IUB/IUPUI/ UA	\$780,902				
		<a href="#">Extended Consulting</a>		\$517,284	16	Consultations	\$32,330.25	
		<a href="#">Short Term Consulting</a>		\$203,629	112	Consultations	\$1,818.12	
		<a href="#">Software/Licensing</a>		\$59,989	28	Applications	\$2,142.46	
ES	32	Lifetime Engagement	IUB/IUPUI/ UA	\$487,068				
		<a href="#">Constituent Relationship Management</a>		\$487,068	0	Active Campaigns		
					0	Contacts		
					0	Interactions Created		
					0	Mailers Sent		
					0	Users		
CS	33	Media Design and Production	IUB/IUPUI/ UA	\$1,183,242				
		<a href="#">Computer Graphics/Animation/Art</a>		\$143,865	14	Customers Served	\$11,465.29	91.72%
					25	Projects	\$6,420.56	
					701	Hours	\$228.98	



Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
CS	33	<b>Media Design and Production</b>	<b>IUB/IUPUI/ UA</b>	<b>\$1,183,242</b>				
		<a href="#">Duplication/Media Conversion</a>		\$129,211	20	Customers Served	\$6,460.55	91.72%
					45	Projects	\$2,871.36	
					99	Hours	\$1,305.16	
		<a href="#">Video/Audio Projects</a>		\$528,583	139	Customers Served	\$3,802.76	91.72%
					460	Projects	\$1,149.09	
					2,653	Hours	\$199.24	
		<a href="#">Web Authoring/Online/Multimedia</a>		\$381,583	19	Customers Served	\$20,083.32	91.72%
					38	Projects	\$10,041.66	
					3,271	Hours	\$116.66	
EI	34	<b>Messaging/Messaging Infrastructure</b>	<b>IUB/IUPUI/ UA</b>	<b>\$3,438,742</b>				
		<a href="#">ADS</a>		\$263,467	472	Login Attempts (millions)	\$558.19	
					399,864	Accounts	\$0.66	
		<a href="#">DNS</a>		\$266,731	7,612	Zones	\$35.04	
					1,009,205	Records	\$0.26	
		<a href="#">Email: Exchange</a>		\$602,547	13	MB Received (millions)	\$46,349.77	93.10%
					269	Messages Delivered (millions)	\$2,239.95	
					1,122	BES Accounts	\$537.03	
					41,892	Accounts	\$14.38	
		<a href="#">Email: Total</a>		\$1,544,562	42	MB Received (millions)	\$36,775.29	97.04%
					81	Messages Quarantined as SPAM	\$19,068.67	
					225	Viruses Detected at Relay	\$6,864.72	
					658	Connections blocked at relay	\$2,347.36	
					733	Messages Delivered (millions)	\$2,107.18	
					1,110	Connections accepted at relay	\$1,391.50	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
<b>EI</b>	<b>34</b>	<b>Messaging/Messaging Infrastructure</b>						
			<b>IUB/TUPUI/UA</b>	<b>\$3,438,742</b>				
		<a href="#">Email: Total</a>			83,706	Accounts	\$18.45	
				\$419,514	11	Webmail Logins (millions)	\$38,137.64	81.82%
					29	MB Received (millions)	\$14,466.00	
					464	Messages Delivered (millions)	\$904.13	
					41,814	Mailboxes (Accounts)	\$10.03	
		<a href="#">Listserv</a>		\$76,857	137	Recipients (millions)	\$561.00	95.50%
					8,805	Lists	\$8.73	
					66,977	Digests	\$1.15	
					889,638	Postings	\$0.09	
					1,929,025	Subscribers	\$0.04	
		<a href="#">SharePoint</a>		\$45,866	228	Sites Supported	\$201.17	
					764	My Sites	\$60.03	
					40,839	Storage Used (MB)	\$1.12	
		<a href="#">Slashtmp</a>		\$52,679	3,586	Aggregate File Size (in GB)	\$14.69	
					4,718	Users	\$11.17	
					81,108	Files	\$0.65	
		<a href="#">Unicom</a>		\$166,519	2,893	Conferences	\$57.56	
					5,693	Accounts	\$29.25	
					545,715	Calls	\$0.30	
					1,520,622	Instant Messages	\$0.11	
			<b>IUB/UA</b>	<b>\$324,781</b>				
		<a href="#">DHCP</a>		\$135,729	1,951	Uses of Leases (millions)	\$69.57	
					220,505	Leases Available	\$0.62	
		<a href="#">DNS</a>		\$189,052	56,676,140	Queries Executed (thousands)	\$0.0033	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
<b>EI</b>	<b>34</b>	<b>Messaging/Messaging Infrastructure</b>	<b>IUPUI</b>	<b>\$127,100</b>				
		<a href="#">DHCP</a>		\$49,420	234	Uses of Leases (millions)	\$211.20	
					111,741	Leases Available	\$0.44	
		<a href="#">DNS</a>		\$77,680	13,013,719	Queries Executed (thousands)	\$0.006	
<b>NTWK</b>	<b>35</b>	<b>Networks</b>	<b>IUB/IUPUI/ UA</b>	<b>\$23,493,955</b>				
		<a href="#">Abilene/Internet2</a>		\$1,288,784	647	Devices Supported	\$1,991.94	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
NTWK	35	Networks						
			IUB/IUPUI/ UA	\$23,493,955				
		<a href="#">Abilene/Internet2</a>			1,276	Circuits	\$1,010.02	
					2,786	Tickets	\$462.59	
					116,710	Packets (millions)	\$11.04	
		<a href="#">Commodity Internet</a>		\$1,243,467	723	MbPS avg bandwidth inbound	\$1,719.87	
					792	MbPS avg bandwidth outbound (sent)	\$1,570.03	
					20,000	MbPS bandwidth offered	\$62.17	
		<a href="#">Global NOC - Other External</a>		\$1,014,484	7	Projects	\$144,926.29	
					1,162	Tickets	\$873.05	
		<a href="#">GOC</a>		\$31,425	130	Sites Supported	\$241.73	
					1,521	Tickets	\$20.66	
		<a href="#">iLight</a>		\$5,030,777	219	Devices on Network	\$22,971.58	
					244	Customers Served	\$20,617.94	
					288	# of Connections	\$17,467.98	
					883	Tickets	\$5,697.37	
					3,000	Consulting Hours	\$1,676.93	
					4,200	Capacity Utilized (Mbit)	\$1,197.80	
		<a href="#">Indiana Gigapop</a>		\$1,189,992	26	Devices Supported	\$45,768.92	
					35	Circuits	\$33,999.77	
					198	Tickets	\$6,010.06	
					3,908	Packets (millions)	\$304.50	
		<a href="#">Internal IU Networks</a>		\$7,988,268	349	Buildings	\$22,889.02	
					5,298	Tickets	\$1,507.79	
					13,510	Avg bandwidth used (Mbps)	\$591.29	
					65,512	Network Connections	\$121.94	
		<a href="#">Media Streaming (Video)</a>		\$220,355	503	Accounts	\$438.08	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
NTWK	35	Networks						
			IUB/IUPUI/ UA	\$23,493,955				
		<a href="#">Media Streaming (Video)</a>			1,050	Accesses (Events in thousands)	\$209.86	
					36,747	Downloads Initiated	\$6.00	
					34,018,832	Minutes	\$0.0065	
		<a href="#">NLR</a>		\$2,237,057	841	Devices Supported	\$2,660.00	
					2,631	Circuits	\$850.27	
					3,456	Tickets	\$647.30	
					69,049,000	Packets (millions)	\$0.03	
		<a href="#">TransPAC</a>		\$1,388,409	121	Tickets	\$11,474.45	
		<a href="#">Videoconference</a>		\$785,577	58	Accesses (thousands)	\$13,544.43	93.18%
					169	Classes	\$4,648.38	
					66,270	Connection Hours	\$11.85	
		<a href="#">Wireless</a>		\$1,075,360	4,423	Access Points	\$243.13	91.50%
					4,423	Access Points	\$243.13	
			IUB/UA	\$877,304				
		<a href="#">Remote Access</a>		\$73,009	28	Avg Daily Users	\$7.14	
					43	Avg Daily Peak Users	\$4.65	
					92	Lines	\$793.58	
		<a href="#">Wireless</a>		\$804,295	3,561	Access Points	\$225.86	91.71%
			IUPUI	\$311,065				
		<a href="#">Remote Access</a>		\$40,000	13	Avg Daily Users	\$8.43	
					22	Avg Daily Peak Users	\$4.98	
					46	Lines	\$869.57	
		<a href="#">Wireless</a>		\$271,065	862	Access Points	\$314.46	90.23%

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
NTWK	35	Networks	IUPUI	\$311,065				
ES	36	Online Learning Technology	IUB/IUPUI/ UA	\$2,926,035				
		<a href="#">Oncourse - Legacy</a>		\$195,303	57,691	Users	\$3.39	
		<a href="#">Oncourse CL - New</a>		\$2,730,732	36,013	Active Course Sites	\$75.83	88.25%
					151,838	Users	\$17.98	
SUP	37	Online Support	IUB/IUPUI/ UA	\$1,751,151				
		<a href="#">Knowledge Base</a>		\$1,156,477	19	Web Accesses (millions)	\$60,867.21	91.61%

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
<b>SUP</b>	<b>37</b>	<b>Online Support</b>	<b>IUB/IUPUI/ UA</b>	<b>\$1,751,151</b>				
		<a href="#">Knowledge Base</a>			8,760	Operating Hours	\$132.02	
		<a href="#">Online Support Environment</a>		\$454,831	10	Web Accesses (millions)	\$45,483.10	
					8,760	Operating Hours	\$51.92	
		<a href="#">Student Orientation</a>		\$139,843	19,243	Students	\$7.27	
<b>RT</b>	<b>38</b>	<b>Pervasive Technology Institute</b>	<b>IUB/UA</b>	<b>\$9,439,411</b>				
		<a href="#">Cybersecurity Research</a>		\$1,974,655	1	Inventions Disclosed	\$1,975,655.00	
					43	Publications	\$45,922.21	
		<a href="#">Data to Insight Research</a>		\$2,021,375	0	Inventions Disclosed		
					21	Publications	\$96,255.95	
		<a href="#">Digital Science Research</a>		\$5,443,381	4	Inventions Disclosed	\$1,360,845.20	
					123	Publications	\$44,255.13	
<b>IIAVP</b>	<b>39</b>	<b><a href="#">Policy Management</a></b>	<b>IUB/IUPUI/ UA</b>	<b>\$333,716</b>				
				\$333,716	0	Policies approved		
					3	Policies in review	\$111,238.67	
					15	Policies drafted/revised	\$22,247.73	
					349	Consultations	\$956.21	
<b>IIAVP</b>	<b>40</b>	<b><a href="#">REN-ISAC</a></b>	<b>IUB/IUPUI/ UA</b>	<b>\$285,781</b>				
				\$285,781	299	Member Institutions	\$955.79	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
<b>RT</b>	<b>41</b>	<b>Research Storage</b>						
			<b>IUB/IUPUI/ UA</b>	<b>\$2,961,634</b>				
		<a href="#">Data Archival/Massive Data Storage</a>		\$1,214,922	501	Tickets	\$2,424.99	92.94%
					2,005	Accounts	\$605.95	
					3,944	Storage Used (TB)	\$308.04	
					5,621	Storage Capacity (TB)	\$216.14	
					21,302	Accesses (thousands)	\$57.03	
					29,609,492	Files	\$0.04	
		<a href="#">Extended Consulting</a>		\$32,412	30	Consultations	\$1,080.40	
		<a href="#">High Performance File Systems</a>		\$1,023,221	929	Data Stored (TB)	\$1,101.42	
					1,024	Storage Capacity (TB)	\$999.24	
					5,428	Accounts	\$188.51	
					11,475	Data Transferred (TB)	\$89.17	
					541,796,114	Files	\$0.0019	
					3,390,811,972	Accesses (thousands)	\$0.0003	
		<a href="#">Short Term Consulting</a>		\$102,569	72	Consultations	\$1,424.57	
		<a href="#">Software/Licensing</a>		\$220,061	2	Applications	\$110,030.50	
		<a href="#">Standard Robust File Systems</a>		\$368,449	7	Data Stored (TB)	\$52,635.57	91.30%
					35	Storage Capacity (TB)	\$10,527.11	
					99	Data Transferred (TB)	\$3,721.71	
					506	Accesses (thousands)	\$728.16	
					1,657	Accounts	\$222.36	
					3,963,919	Files	\$0.09	
<b>LT</b>	<b>42</b>	<b>Residential IT Services</b>						
			<b>IUB/UA</b>	<b>\$978,794</b>				
		<a href="#">Hardware</a>		\$219,897	336	Seats	\$654.46	
					11,733	Residents	\$18.74	



Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
LT	42	Residential IT Services	IUB/UA	\$978,794				
		<a href="#">Hardware</a>			706,242	Seat Hours Occupied	\$0.31	
					874,503	Logins	\$0.25	
					1,907,184	Seat Hours	\$0.12	
		<a href="#">In Room Consulting</a>		\$183,304	2,005	Incidents	\$91.42	90.36%
					11,733	Residents	\$15.62	
		<a href="#">Printing</a>		\$138,443	33	Printers	\$4,195.24	
					11,733	Residents	\$11.80	
					7,298,606	Printed Pages	\$0.02	
		<a href="#">Software</a>		\$191,453	336	Seats	\$569.80	
					11,733	Residents	\$16.32	
					706,242	Seat Hours Occupied	\$0.27	
					874,503	Logins	\$0.22	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
<b>LT</b>	<b>42</b>	<b>Residential IT Services</b>						
			<b>IUB/UA</b>	<b>\$978,794</b>				
		<a href="#">Software</a>			1,907,184	Seat Hours	\$0.10	
		<a href="#">Technology Center Consulting</a>		\$245,697	11,733	Residents	\$20.94	90.36%
					90,643	Contacts	\$2.71	
					288,090	Seat Hours	\$0.85	
			<b>IUPUI</b>	<b>\$97,670</b>				
		<a href="#">In Room Consulting</a>		\$44,939	123	Incidents	\$365.36	97.69%
					1,100	Residents	\$40.85	
		<a href="#">Technology Center Consulting</a>		\$52,731	1,100	Residents	\$47.94	97.69%
					5,987	Contacts	\$8.81	
					11,136	Seat Hours	\$4.74	
<b>RT</b>	<b>43</b>	<b>RT Education &amp; Outreach</b>						
			<b>IUB/IUPUI/ UA</b>	<b>\$349,362</b>				
		<a href="#">Classes, Talks, Tutorials</a>		\$305,696	94	Presentations given	\$3,252.09	
					1,932	Attendees	\$158.23	
		<a href="#">Govt/Business Events</a>		\$13,434	4	Presentations given	\$3,358.50	
					146	Attendees	\$92.01	
		<a href="#">K-12 Events</a>		\$30,232	14	Presentations given	\$2,159.43	
					670	Attendees	\$45.12	
<b>IIAVP</b>	<b>44</b>	<b><a href="#">Security Administration</a></b>						
			<b>IUB/IUPUI/ UA</b>	<b>\$1,011,287</b>				
				\$1,011,287	1,713	Consulting Engagements	\$590.36	
					10,789	Unique Systems Scanned	\$93.73	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
<b>IIAVP</b>	<b>44</b>	<b><a href="#">Security Administration</a></b>	<b>IUB/IUPUI/ UA</b>	<b>\$1,011,287</b>				
					109,822	Total Scans Performed	\$9.21	
<b>SUP</b>	<b>45</b>	<b><a href="#">Software Site Licenses</a></b>	<b>IUB/IUPUI/ UA</b>	<b>\$3,680,485</b>				
				\$3,680,485	127,152	Faculty/Staff/Students	\$28.95	97.60%
					578,067	Downloads Initiated	\$6.37	
<b>RT</b>	<b>46</b>	<b>Stat &amp; Math Center</b>	<b>IUB/IUPUI/ UA</b>	<b>\$857,051</b>				
		<a href="#">Extended Consulting</a>		\$95,453	97	Contacts	\$984.05	90.38%
		<a href="#">GIS Support</a>		\$212,740	49	Extended Consulting	\$4,341.63	91.71%
					487	Short-Term Consultations	\$436.84	
		<a href="#">Short Term Consulting</a>		\$219,066	11,014	Contacts	\$19.89	90.38%
		<a href="#">Software/Licensing</a>		\$329,792	34	Applications	\$9,699.76	90.38%
<b>ES</b>	<b>47</b>	<b>Student Information Systems</b>	<b>IUB/IUPUI/ UA</b>	<b>\$5,676,026</b>				
		<a href="#">Academic Advising</a>		\$299,763	93,607	Degree Audits	\$3.20	90.66%
		<a href="#">Admissions</a>		\$560,765	4,112	Admissions eApps	\$136.37	89.00%
					122,875	Admissions Applications	\$4.56	
		<a href="#">Financial Aid</a>		\$376,642	188,847	Notification Letters Printed	\$1.99	89.00%
					257,901	Awards Processed	\$1.46	
		<a href="#">Scholarship Selection &amp; Awarding</a>		\$271,889	15	Departments	\$18,125.93	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
ES	47	<b>Student Information Systems</b>	<b>IUB/IUPUI/ UA</b>	<b>\$5,676,026</b>				
		<a href="#">Scholarship Selection &amp; Awarding</a>			8,320	Scholarships Awarded	\$32.68	
					11,520	Scholarship Apps Submitted	\$23.60	
		<a href="#">Student Activities System</a>		\$81,287	180	Events	\$451.59	
					341	Organizations/Clubs	\$238.38	
					2,972	Memberships	\$27.35	
		<a href="#">Student E-docs</a>		\$187,831	4,865	Admin Edocs Initiated	\$38.61	89.10%
					22,396	Faculty Edocs Initiated	\$8.39	
					117,412	Student Edocs Initiated	\$1.60	
		<a href="#">Student Financials</a>		\$381,554	185,383	Refunds Processed	\$2.06	89.00%
					252,168	Payments Processed	\$1.51	
					1,084,835	Student Bills Generated	\$0.35	
		<a href="#">Student Records</a>		\$406,978	21,251	Degrees Processed	\$19.15	89.10%
					64,804	Grade Rosters	\$6.28	
					113,592	Transcripts	\$3.58	
					262,727	Students Registered	\$1.55	
					2,380,047	Course Requests	\$0.17	
		<a href="#">Student Self-Service</a>		\$271,304	5,603,362	Self Service Logins	\$0.05	
SUP	48	<b>Student Technology Centers</b>	<b>IUB/UA</b>	<b>\$4,453,090</b>				
		<a href="#">Consulting</a>		\$1,170,439	42,347	Students	\$27.64	94.10%
					493,085	Contacts	\$2.37	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
SUP	48	Student Technology Centers						
			IUB/UA	\$4,453,090				
		<a href="#">Consulting</a>			1,389,044	Customers Served	\$0.84	
					3,970,834	Seat Hours	\$0.29	
		<a href="#">Hardware</a>		\$1,319,471	1,830	Seats	\$721.02	95.69%
					42,347	Students	\$31.16	
					2,556,861	Seat Hours Occupied	\$0.52	
					2,911,063	Logins	\$0.45	
					9,085,011	Seat Hours	\$0.15	
		<a href="#">Printing</a>		\$626,325	73	Printers	\$8,579.79	90.47%
					42,347	Students	\$14.79	
					27,446,393	Printed Pages	\$0.02	
		<a href="#">Software</a>		\$1,336,855	3,196	Seats	\$418.29	97.60%
					42,347	Students	\$31.57	
					4,049,641	Seat Hours Occupied	\$0.33	
					4,518,239	Logins	\$0.30	
					13,074,320	Seat Hours	\$0.10	
			IUPUI	\$1,654,308				
		<a href="#">Consulting</a>		\$544,971		Customers Served		92.50%
					30,383	Students	\$17.94	
					136,292	Contacts	\$4.00	
					1,465,775	Seat Hours	\$0.37	
		<a href="#">Hardware</a>		\$682,955	414	Seats	\$1,649.65	96.37%
					30,383	Students	\$22.48	
					537,945	Logins	\$1.27	
					597,119	Seat Hours Occupied	\$1.14	
					1,882,987	Seat Hours	\$0.36	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
<b>SUP</b>	<b>48</b>	<b>Student Technology Centers</b>	<b>IUPUI</b>	<b>\$1,654,308</b>				
		<a href="#">Printing</a>		\$87,675	19	Printers	\$4,614.47	89.28%
					30,383	Students	\$2.89	
					6,334,609	Printed Pages	\$0.01	
		<a href="#">Software</a>		\$338,707	782	Seats	\$433.13	97.60%
					30,383	Students	\$11.15	
					617,732	Logins	\$0.55	
					686,214	Seat Hours Occupied	\$0.49	
					2,154,819	Seat Hours	\$0.16	
<b>SUP</b>	<b>49</b>	<b>Support Center</b>	<b>IUB/IUPUI/ UA</b>	<b>\$2,471,873</b>				
		<a href="#">CHAT Online Services</a>		\$216,593	4,602	Hours	\$47.06	91.85%
					19,409	Contacts	\$11.16	
		<a href="#">E-mail Consulting</a>		\$560,018	8,760	Operating Hours	\$63.93	93.15%
					46,179	Contacts	\$12.13	
		<a href="#">Telephone Consulting</a>		\$1,382,090	8,760	Operating Hours	\$157.77	92.82%
					122,424	Contacts	\$11.29	
		<a href="#">Walk-in Consulting</a>		\$313,172	8,580	Operating Hours	\$36.50	94.90%
					29,517	Contacts	\$10.61	
			<b>IUB/UA</b>	<b>\$1,065,028</b>				
		<a href="#">Telephone Consulting</a>		\$883,636	8,760	Operating Hours	\$100.87	93.22%
					78,714	Contacts	\$11.23	
		<a href="#">Walk-in Consulting</a>		\$181,392	4,888	Operating Hours	\$37.11	93.38%
					23,742	Contacts	\$7.64	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
<b>SUP</b>	<b>49</b>	<b>Support Center</b>	<b>IUPUI</b>	<b>\$630,234</b>				
		<a href="#">Telephone Consulting</a>		\$498,454	3,692	Operating Hours	\$135.01	96.15%
					43,710	Contacts	\$11.40	
		<a href="#">Walk-in Consulting</a>		\$131,780	3,692	Operating Hours	\$35.69	95.00%
					5,775	Contacts	\$22.82	
<b>CS</b>	<b>50</b>	<b>Telephone Services</b>	<b>IUB/IUPUI/ UA</b>	<b>\$112,365</b>				
		<a href="#">Directory Publications</a>		\$112,365	351,267	Online Directory Lookups	\$0.32	
			<b>IUB/UA</b>	<b>\$6,059,521</b>				
		<a href="#">Cellular</a>		\$105,801	146	Phones Per Month	\$60.39	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
CS	50	Telephone Services						
			IUB/UA	\$6,059,521				
		<a href="#">Conference Calls</a>		\$30,913	71	Operator Assisted Calls		96.77%
					4,953	Calls	\$6.24	
					42,685	Ports	\$0.72	
		<a href="#">Consulting and Support</a>		\$378,178	6,357	Work Orders	\$59.49	85.30%
		<a href="#">Dial Tone</a>		\$3,764,938	19,714	Lines Per Month	\$15.91	93.90%
					26,131,847	Calls	\$0.14	
		<a href="#">Directory Publications</a>		\$60,951	4,000	Directories	\$15.24	
		<a href="#">Long Distance</a>		\$374,354	2,059,887	Calls	\$0.18	91.26%
					4,723,442	Minutes	\$0.08	
		<a href="#">Paging</a>		\$28,177	218	Pagers Per Month	\$10.77	
		<a href="#">Special Services</a>		\$111,905	57	Work Orders	\$1,963.25	86.60%
		<a href="#">Switchboard Information and</a>		\$651,678	4,356	Operating Hours	\$149.60	94.10%
					340,900	Contacts	\$1.91	
		<a href="#">Telephone Repair</a>		\$552,626	1,890	Work Orders	\$292.39	94.64%
			IUPUI	\$7,700,185				
		<a href="#">Cellular</a>		\$123,738	84	Phones Per Month	\$122.76	
		<a href="#">Conference Calls</a>		\$25,576	19	Operator Assisted Calls		98.00%
					6,587	Calls	\$3.88	
					50,849	Ports	\$0.50	
		<a href="#">Consulting and Support</a>		\$535,826	6,409	Work Orders	\$83.61	93.50%
		<a href="#">Dial Tone</a>		\$3,906,844	9,775	Lines Per Month	\$33.31	93.10%



Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
CS	50	<b>Telephone Services</b>	<b>IUPUI</b>	<b>\$7,700,185</b>				
		<a href="#">Dial Tone</a>			41,698,152	Calls	\$0.09	
		<a href="#">Directory Publications</a>		\$51,414	3,500	Directories	\$14.69	
		<a href="#">Long Distance</a>		\$504,446	1,866,914 4,951,715	Calls Minutes	\$0.27 \$0.10	94.49%
		<a href="#">Paging</a>		\$103,641	140 7,948 91,702	Pagers Per Month Pagers in system Pages Generated	 \$13.04 \$1.13	96.52%
		<a href="#">Special Services</a>		\$215,062	192	Work Orders	\$1,120.11	94.10%
		<a href="#">Switchboard Information and</a>		\$1,752,869	8,760 1,244,236	Operating Hours Contacts	\$200.10 \$1.41	92.27%
		<a href="#">Telephone Repair</a>		\$480,769	2,238	Work Orders	\$214.82	93.39%
EI	51	<b>University Telecommunications</b>	<b>IUB/IUPUI/ UA</b>	<b>\$132,985</b>				
		<a href="#">Consulting &amp; Application Support</a>		\$69,330	978	Hours	\$70.89	
		<a href="#">Voice Systems Design Support</a>		\$63,655	1,102	Hours	\$57.76	
ES	52	<b>Workflow</b>	<b>IUB/IUPUI/ UA</b>	<b>\$292,179</b>				
		<a href="#">Workflow - New</a>		\$292,179	10 13 39 248 65,721	Edoc Lites in Development Enterprise Applications Integrated Edoc Lites in Production Document Types Users	\$29,217.90 \$22,475.31 \$7,491.77 \$1,178.14 \$4.45	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
ES	52	Workflow	IUB/IUPUI/ UA	\$292,179				
		<a href="#">Workflow - New</a>			1,745,563	Edocs Routed	\$0.17	
					10,295,383	Action Requests Generated	\$0.03	
ES	53		IUB/IUPUI/ UA	\$1,946,919				
		<a href="#">Central Web Hosting</a>		\$884,223	3,949	Info Provider Issues	\$223.91	92.11%
					4,825	Info Provider Accounts	\$183.26	
					2,617,609	Accesses To Central Server	\$0.34	
		<a href="#">Consolidated Hosting Environment</a>		\$280,638	113	Projects	\$2,483.52	
					653	Service Units	\$429.77	
		<a href="#">MyPage</a>		\$19,502	28,716	Accounts	\$0.68	89.00%
		<a href="#">Search</a>		\$43,042	26	Collections	\$1,655.46	87.17%
					8,410	Queries Executed (thousands)	\$5.12	
		<a href="#">Syndicated Mobile Media Services</a>		\$188,773	270	Available Podcasts	\$699.16	
					800	Accesses (thousands)	\$235.97	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
ES	53	World Wide Web Services	IUB/IUPUI/ UA	\$1,946,919				
		<a href="#">Web Application Support</a>		\$54,067	206	Programming Hours	\$262.46	
		<a href="#">Web Content Management</a>		\$406,117	72	Sites Supported	\$5,640.51	
		<a href="#">Web Utilities</a>		\$70,557	35,100	Accesses (thousands)	\$2.01	