

REPORT ON COST AND QUALITY OF SERVICES (BASIC)

Fiscal Year: 2011

Funding: IUPUI

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
SUP	1	Account Administration	IUB/ IUPUI/ UA	\$243,045				
				\$243,045	12,225 391,451 711,981	Actions Userids Accounts (Total)	\$19.88 \$0.62 \$0.34	
ES	2	Administrative Software Support	IUB/ IUPUI/ UA	\$306,618				
		Document Imaging System		\$157,133	718 785 4,239 2,195,283	Development Hours Users Objects Accessed (thousands) Digital Objects Added	\$200.17 \$37.07 \$0.07	
		Maintenance Management System		\$149,485	640 797 1,116,363	Development Hours Users Online Transactions	\$187.56 \$0.13	
RT	3	Advanced Visualization	IUB/ IUPUI/ UA	\$1,278,724				
		Systems: Central User		\$537,845	10 1,237	Systems Supported Hours in Use	\$53,784.50 \$434.80	
		Systems: Software/Licensing		\$37,918	43	Applications	\$881.81	
		Visualization & Virtual Reality: Ext		\$619,188	75 4,410	Consultations Hours	\$8,255.84 \$140.41	
		Visualization & Virtual Reality: Shc		\$83,773	96	Consultations	\$872.64	
CAFO	4	Applied Technology	IUB/ IUPUI/ UA	\$261,282				
		Cellular DAS		\$66,216		TBD	\$0	
		Research (Converged Technologies)		\$195,066	1,688	Hours Researched	\$115.56	
SUP	5	Authentication Services	IUB/ IUPUI/ UA	\$165,681				
				\$165,681	15,291 1,070,641	OTP Tokens OTP Token Card Transactions	\$10.84 \$0.15	
EI	6	Cable/IP TV	IUPUI	\$192,972				
		Cable TV		\$192,972	817	Drops	\$235.85	
LT	7	Classroom Technology	IUB/ IUPUI/ UA	\$364,108				
		Learning Environment Design		\$364,108	5,652	Consulting Hours	\$64.42	
			IUPUI	\$1,077,329				
		Classroom Technology (Fixed)		\$1,049,459	5,388 150,944	Class Sections Students Enrolled	\$194.78 \$6.95	95.30%
		Classroom Technology (Mobile)		\$27,870	103 2,547 2,600	Class Sections Equipment requests Students Enrolled	\$270.58 \$10.94 \$10.72	95.30%
SUP	8	Client Virtualization	IUB/ IUPUI/ UA	\$1,590,334				
				\$1,590,334		TBD	\$0	
CO	10	Communications	IUB/ IUPUI/ UA	\$1,441,195				
		Events		\$262,481	79 32,264	Events Participants	\$3,322.54 \$8.14	
		Media Outreach		\$243,111	828 212,221	Documents Produced Documents Distributed (thousands)	\$293.61 \$1.15	
		Student Orientation		\$104,178	20,100	Students	\$5.18	
		User Information - Electronic		\$610,084	2,539 425,564	Documents Produced Documents Distributed (thousands)	\$240.29 \$1.43	
		User Information - Printed		\$221,341	236 488	Documents Produced Documents Distributed (thousands)	\$937.89 \$453.57	
EI	11	Database Administration	IUB/ IUPUI/ UA	\$112,066				
				\$112,066	69 152 225 1,584 2,100	Database Capacity Utilized (TB) Servers Enterprise Databases Work Requests Departmental Databases	\$1,624.14 \$737.28 \$498.07 \$70.75 \$53.36	
SUP	12	Departmental Computing Support Delivery	IUB/ IUPUI/ UA	\$1,213,122				
		Advising and Departmental Services		\$1,213,122	769 944 8,079	LSP Depts/Ctrs/Institutes Tickets	\$1,577.53 \$1,285.09 \$150.16	
RT	13	Digital Library Technologies	IUB/ IUPUI/ UA	\$557,666				
		Extended Consulting		\$212,230	139	Consultations	\$1,526.83	
		Repositories		\$241,475	40 1,277 9,192 52,332	Collections Queries Executed (thousands) GB Content Added Objects Accessed (thousands)	\$6,036.88 \$189.10 \$26.27 \$4.61	

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RT	13	Digital Library Technologies	IUB/ IUPUI/ UA	\$557,666				
		Repositories			58,352 220,018 2,014,700	Total GB Stored Digital Objects Added Total Objects Stored	\$4.14 \$1.10 \$0.12	
		Short Term Consulting		\$28,493	414	Consultations	\$68.82	
		Software/Licensing		\$75,468	22	Applications	\$3,430.36	
ES	14	Electronic Research Administration	IUB/ IUPUI/ UA	\$867,443				
		Coeus		\$695,730	12 10,000	Partners Development Hours	\$57,977.50	
		ERA - Legacy		\$171,713	527 1,900 2,523 7,282	Budgets Created Development Hours Users Proposals Created	\$325.83 \$68.06 \$23.58	
IIAVP	15	Emergency Preparedness	IUB/ IUPUI/ UA	\$414,966				
				\$414,966	55 161 623,850	Incidents Notifications People Reached	\$7,544.84 \$2,577.43 \$0.67	
ES	16	Enterprise Decision Support Services	IUB/ IUPUI/ UA	\$1,902,297				
		Data Warehouse		\$1,385,651	1,601 7,334 9,249 2,048,919 8,374,432	Incidents Accounts (Total) Datastructures ODBC Connections Queries Executed (thousands)	\$865.49 \$188.94 \$149.82 \$0.68 \$0.17	
		Database Support		\$49,876	101 353 809 1,211 1,714 105,495	Incidents/Requests Databases User Accounts DBA Contacts DB Systems User Contacts	\$493.82 \$141.29 \$61.65 \$41.19 \$29.10 \$0.47	
		IU Information Environment (IUIE)		\$412,946	960 5,629 7,334 8,735 296,805 834,803	Incidents Reports Available Active Accounts Accesses Approved Logins Reports Run	\$430.15 \$73.36 \$56.31 \$47.27 \$1.39 \$0.49	
		Shared University Data Services (SI)		\$53,824	54 338 351 1,117	Subscribers Incidents/Requests Publisher Objects Subscriber to Objects	\$996.74 \$159.24 \$153.34 \$48.19	
EI	17	Enterprise Infrastructure (CR)	IUB/ IUPUI/ UA	\$2,394,397				
		Backup and Recovery		\$405,689	1,083	Clients	\$374.60	
		Database Administration		\$9,962	1 3 3 5	Database Capacity Utilized (TB) Departmental Databases Servers Work Requests	\$9,962.00 \$3,320.67 \$3,320.67 \$1,992.40	
		Disk Storage		\$1,049,172	215,768	Storage Rented (GB)	\$4.86	
		Printing and Output		\$107,085	17 71 173 863,247	Customers Served Printers Print Queries Jobs Printed	\$6,299.12 \$1,508.24 \$618.99 \$0.12	
		Server Co-location		\$221,440	32 126 955	Depts/Ctrs/Institutes Racks Servers	\$6,920.00 \$1,757.46 \$231.87	
		System Administration		\$155,013	24	Servers Supported	\$6,458.88	
		Virtual System Rental		\$446,036	494	Servers	\$902.91	
ES	18	Enterprise Service Presentation & Delivery	IUB/ IUPUI/ UA	\$564,606				
		Calendar						

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
ES	18	Enterprise Service Presentation & Delivery	IUB/ IUPUI/ UA	\$564,606				
		Calendar		\$63,584	15,889 30,091,360	Calendars Supported Page Hits (thousands)	\$4.00 \$0.0021	
		IU Mobile		\$343,743	3 20 28,000	Platforms Supported Unique Services (Channels) Users	\$114,581.00 \$17,187.15 \$12.28	
		Portal		\$157,279	435 820 231,651 81,613,798	Channels Subscribed Contacts Users Page Hits (thousands)	\$361.56 \$191.80 \$0.68 \$0.0019	
ES	19	Enterprise System Integration	IUB/ IUPUI/ UA	\$93,702				
		Enterprise Web Development Supp		\$93,702	60 949	Applications Supported Developer/SA Contacts	\$1,561.70 \$98.74	
SUP	20	Executive IT Support	IUB/ IUPUI/ UA	\$670,676				
				\$670,676	208 787 5,151	Users Devices Supported Tickets	\$3,224.40 \$852.19 \$130.20	
ES	21	Fiscal & Procurement Systems	IUB/ IUPUI/ UA	\$2,248,930				
		E-Business		\$201,898	131 1,165 2,293 118,591 820,553	Merchants Dollar Volume (in millions) Development Hours Users Online Transactions	\$1,541.21 \$1.70 \$0.25	
		Fiscal & Procurement Systems-Leg		\$291,085	1,139 4,564 1,097,254 4,336,838	Development Hours Users Financial Documents Created GL Transactions Posted	\$63.78 \$0.27 \$0.07	
		Fiscal Procurement Systems-New		\$1,438,027	13 4,339 17,706 739,684 2,080,382	Partners Users Development Hours Online Transactions GL Transactions Posted	\$331.42 \$1.94 \$0.69	
		Paybase		\$12,860	125 2,686 1,254,301	Development Hours Dollar Volume (in millions) Payments Processed	\$0.01	
		Travel Management System		\$305,060	3,120 4,443 83,214 187,376	Development Hours Users Online Transactions GL Transactions Posted	\$68.66 \$3.67 \$1.63	
RT	22	General Academic Use Central Unix Systems	IUB/ IUPUI/ UA	\$338,331				
				\$338,331	5,346 47,363	Accounts (Total) Interactive Sessions	\$63.29 \$7.14	
RT	23	Grant Support	IUB/ IUPUI/ UA	\$375,978				
				\$375,978	2 14 22 24 12,639,291 28,365,269	Short-Term Consultations Grants Awarded Extended Consultations Grants Submitted Dollars Awarded Dollars Requested	\$187,989.00 \$26,855.57 \$17,089.91 \$15,665.75 \$0.03 \$0.01	
RT	24	Grid & Data-Centric Computing	IUB/ IUPUI/ UA	\$1,978,090				
		Extended Consulting		\$358,464	583	Consultations	\$614.86	
		High Throughput Computation		\$315,916	0 0 0	Accounts (Total) Batch Jobs Submitted CPU Hours	\$0 \$0 \$0	
		Research Database		\$544,647	17 41 101	Storage Used (TB) Storage Capacity (TB) Instances	\$32,038.06 \$13,284.07 \$5,392.54	

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RT	24	Grid & Data-Centric Computing	IUB/ IUPUI/ UA	\$1,978,090				
		Research Database			438 1,868,753	Schemas User calls (thousands)	\$1,243.49 \$0.29	
		Science Gateway Delivery		\$243,024	53	Portals Hosted	\$4,585.36	
		Software/Licensing		\$96,530	1	Applications	\$96,530.00	
SUP	25	HELPnet Technology Services	IUB/ IUPUI/ UA	\$977,812				
		HELPnet Central Systems Team		\$197,344	6,371 15,000	Devices Supported Data Supported/Protected (GB)	\$30.98 \$13.16	
		HELPnet Client Support Team		\$410,255	1,987 7,897	Clients Incidents/Requests	\$206.47 \$51.95	
		HELPnet Web Services Team		\$370,213	70 251 1,590	Applications Supported Sites Supported Programming Hours	\$5,288.76 \$1,474.95 \$232.84	
RT	26	High Performance Computing	IUB/ IUPUI/ UA	\$1,380,114				
		Clusters/Distributed Memory		\$895,330	962,648 10,775,730	Batch Jobs Submitted CPU Hours	\$0.93 \$0.08	
		Extended Consulting		\$160,934	40	Consultations	\$4,023.35	
		Shared Memory		\$42,584	869 19,738	Batch Jobs Submitted CPU Hours	\$49.00 \$2.16	
		Short-term Consulting		\$225,346	1,263	Consultations	\$178.42	
		Software/Licensing		\$55,920	53	Applications	\$1,055.09	
ES	27	Human Resource Management Systems	IUB/ IUPUI/ UA	\$1,812,068				
		Edocs		\$83,281	27 1,029 1,045 171,374	Avg time to approve E-docs (hrs) Users Development Hours Documents	\$67,113.63 \$80.93 \$1,734.04 \$0.49	
		Employee Self-Service		\$151,962	728 443,963	Development Hours Logins	\$2,489.10 \$0.34	
		EPTO		\$105,324	1,498 4,601 49,861	Development Hours Users Approved Calendars	\$1,209.66 \$22.89 \$2.11	
		Faculty Annual Reporting System (F		\$81,401	863 3,090 3,137	Development Hours Annual Reports Users	\$2,099.73 \$26.34 \$25.95	
		HRMS (Peoplesoft)		\$1,118,923	3,556 648,628	Development Hours Paychecks/Advices	\$509.58 \$1.73	
		Kuali People Manager for the Enter		\$136,490	3,570	Development Hours	\$507.58	
		Timekeeping		\$134,687	1,106 27,968 494,217 4,067,712	Development Hours Users Timesheets Clock-ins/outs	\$1,638.40 \$4.82 \$0.27 \$0.03	
EI	28	Identity Management Systems	IUB/ IUPUI/ UA	\$618,355				
		Account Management System (AM)		\$354,495	174,978 324,606	Self Service Actions Support Service Actions	\$2.03 \$1.09	
		Addressbook		\$12,621	1,000	Searches (thousands)	\$12.62	
		Central Authentication System (CA)		\$98,645	60,016	CAS Logins (thousands)	\$1.64	
		Federated Access		\$90,682	19 348,297	Partners Logins	\$32,545.00 \$0.26	
		Password		\$61,912	9,447 26,131 34,563	Support Service Actions Self Service Resets Password Changes (Self Service &	\$6.55 \$2.37 \$1.79	
IIAVP	29	Incident Response	IUB/ IUPUI/ UA	\$436,266				
				\$436,266	23,069 40,723	Incidents Actions on Incidents	\$18.91 \$10.71	
LT	30	Instructional Technology Support	IUPUI	\$574,341				
		CTL/CITL		\$574,341	2,772 15,375	Clients Contacts	\$207.19 \$37.36	98.70%
LT	31	IT Training and Education	IUB/ IUPUI/ UA	\$647,883				
		Education/Certification (EdCert) Pr						

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LT	31	IT Training and Education	IUB/ IUPUI/ UA	\$647,883				
		Education/Certification (EdCert) Pr		\$175,335	62 457	Sessions Attendees	\$2,827.98 \$383.67	
		Self Study Programs - 3rd Party		\$26,460	1,375 10,717 435,825	Unique Courses Taken Users Total Materials Accessed	\$19.24 \$2.47 \$0.06	
		Self Study Programs - IT Training		\$446,088	555 169,130 177,168 206,087 552,385	Unique Courses Taken Other Materials Accessed Oncourse Materials Accessed STEPS Materials Accessed Total Materials Accessed	\$803.76 \$2.64 \$2.52 \$2.16 \$0.81	
			IUPUI	\$136,120				
		Consulting and Room Reservations		\$1,377	12 13 30 211	Consultations Consulting Hours Room Reservations Room Reservation Hours	\$114.75 \$105.92 \$45.90 \$6.53	
		Instructor-Led Training		\$133,483	327 1,145 3,570	Class Sessions Hours of Instruction Students	\$408.20 \$116.58 \$37.39	98.00%
		Microsoft Office Specialist Certifica		\$1,260	15	Exams Taken	\$84.00	
ES	32	Library Systems, Legacy	IUB/ IUPUI/ UA	\$882,025				
		Library Management System (LMS)		\$453,708	141 972,893 2,413,261	Page Hits (thousands) Bibliographic Growth Circulation Transactions	\$3,217.79 \$0.47 \$0.19	
		Online Requests & Searches		\$266,307	22,007 32,571 11,545,652	Federated Search ALF Library Website	\$12.10 \$8.18 \$0.02	
		System Interfaces		\$162,010	150,896 494,350	OCLC Extract Bibliographic Batch Loads	\$1.07 \$0.33	
RT	33	Life Sciences Computing (Bioinformatics)	IUB/ IUPUI/ UA	\$593,432				
		Extended Consulting		\$389,433	177	Consultations	\$2,200.19	
		Short Term Consulting		\$175,331	81	Consultations	\$2,164.58	
		Software/Licensing		\$28,668	16	Applications	\$1,791.75	
ES	34	Lifetime Engagement	IUB/ IUPUI/ UA	\$1,263,446				
		Constituent Relationship Manageme		\$1,263,446	227 461,603 895,001	Users Contacts People Records	\$5,565.84 \$2.74 \$1.41	
CO	35	Media Design and Production	IUB/ IUPUI/ UA	\$1,054,525				
		Computer Graphics/Animation/Art I		\$140,951	7 28 884	Customers Served Projects Hours	\$20,135.86 \$5,033.96 \$159.45	
		Duplication/Media Conversion		\$125,162	22 27 248	Customers Served Projects Hours	\$5,689.18 \$4,635.63 \$504.69	
		Video/Audio Projects		\$505,743	168 416 2,969	Customers Served Projects Hours	\$3,010.38 \$1,215.73 \$170.34	
		Web Authoring/Online/Multimedia		\$282,669	3 3 1,880	Customers Served Projects Hours	\$94,223.00 \$94,223.00 \$150.36	
EI	36	Messaging/Messaging Infrastructure	IUB/ IUPUI/ UA	\$3,437,190				
		ADS		\$195,672	458 430,867	Login Attempts (millions) Accounts (Total)	\$427.23 \$0.45	
		DNS		\$253,466	8,742 1,062,702	Zones Records	\$28.99 \$0.24	
		Email: Exchange		\$604,053	16 444	MB Received (millions) Messages Delivered (millions)	\$37,753.31 \$1,360.48	

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EI	36	Messaging/Messaging Infrastructure	IUB/ IUPUI/ UA	\$3,437,190				
		Email: Exchange			1,076 46,151	BES Accounts Accounts (Total)	\$561.39 \$13.09	
		Email: Total		\$1,358,449	99 326 436 870	Messages Quarantined as SPAM (Viruses Detected at Relay (thousa Connections blocked at relay (mill Connections accepted at relay (mil	\$13,721.71 \$4,167.02 \$3,115.71 \$1,561.44	
		Email: Unix		\$290,354	5 27 512 46,151	Webmail Logins (millions) MB Received (millions) Messages Delivered (millions) Mailboxes (Accounts)	\$58,070.80 \$10,753.85 \$567.10 \$6.29	
		Listserv		\$83,932	137 9,215 60,777 807,518 2,036,533	Recipients (millions) Lists Digests Postings Subscribers	\$612.64 \$9.11 \$1.38 \$0.10 \$0.04	
		SharePoint		\$410,721	369 1,239 152,150	Sites Supported My Sites Storage Used (MB)	\$1,113.07 \$331.49 \$2.70	
		Slashtmp		\$39,409	4,696 5,253 73,191	Aggregate File Size (in GB) Users Files	\$8.39 \$7.50 \$0.54	
		Unicom/Lync		\$201,134	9,360 9,465 608,640 6,018,336	Conferences Accounts (Total) Calls Instant Messages	\$21.49 \$21.25 \$0.33 \$0.03	
			IUPUI	\$94,060				
		DHCP		\$34,263	258 118,723	Uses of Leases (millions) Leases Available	\$132.80 \$0.29	
		DNS		\$59,797	18,251,215	Queries Executed (thousands)	\$0.0033	
NTWK	37	Networks	IUB/ IUPUI/ UA	\$22,843,875				
		Abilene/Internet2		\$1,103,507	861 2,104 3,687 214,746	Devices Supported Tickets Circuits Packets (millions)	\$1,281.66 \$524.48 \$299.30 \$5.14	
		Commodity Internet		\$1,524,258	730 938 20,000	MbPS avg bandwidth inbound (rec MbPS avg bandwidth outbound (s MbPS bandwidth offered	\$2,088.02 \$1,625.01 \$76.21	
		Global NOC - Other External		\$1,652,332	9 1,660	Projects Tickets	\$183,592.44 \$995.38	
		GOC		\$35,043	106 1,806	Sites Supported Tickets	\$330.59 \$19.40	
		iLight		\$4,802,709	219 243 288 901 3,000 4,200	Devices on Network Customers Served # of Connections Tickets Consulting Hours Capacity Utilized (Mbit)	\$21,930.18 \$19,764.23 \$16,676.07 \$5,330.42 \$1,600.90 \$1,143.50	
		Indiana Gigapop		\$1,581,034	29 46 308 5,510	Devices Supported Circuits Tickets Packets (millions)	\$54,518.41 \$34,370.30 \$5,133.23 \$286.94	
		Internal IU Networks		\$7,467,689	352	Buildings	\$21,215.03	

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NTWK	37	Networks						
			IUB/ IUPUI/ UA	\$22,843,875				
		Internal IU Networks			5,963 17,091 45,515	Tickets Avg bandwidth used (Mbps) Network Connections	\$1,252.34 \$436.94 \$164.07	
		NLR		\$1,898,627	817 2,600 2,762 32,453,030	Devices Supported Tickets Circuits Packets (millions)	\$2,323.90 \$730.24 \$687.41 \$0.06	
		TransPAC		\$2,015,524	97	Tickets	\$20,778.60	
		Wireless		\$763,152	4,725	Access Points	\$161.51	
			IUPUI	\$313,489				
		Remote Access		\$0	14 22 46	Avg Daily Users Avg Daily Peak Users Lines	\$0 \$0	
		Wireless		\$313,489	925	Access Points	\$338.91	88.50%
ES	38	Online Learning Technology						
			IUB/ IUPUI/ UA	\$2,425,670				
		Oncourse - Legacy		\$168,575	48,202	Users	\$3.50	
		Oncourse CL - New		\$2,257,095	40,137 161,785	Active Course Sites Users	\$56.23 \$13.95	
SUP	39	Online Support						
			IUB/ IUPUI/ UA	\$1,495,433				
		Knowledge Base		\$1,260,730	18 8,760	Web Accesses (millions) Operating Hours	\$70,040.56 \$143.92	
		Online Support Environment		\$234,703	10 8,760	Web Accesses (millions) Operating Hours	\$23,470.30 \$26.79	
ES	40	Library Systems, New (Open Library Environment)						
			IUB/ IUPUI/ UA	\$1,239,997				
				\$1,239,997		TBD	\$0	
IIAVP	42	Policy Management						
			IUB/ IUPUI/ UA	\$322,495				
				\$322,495	1 3 10 358	Policies approved Policies in review Policies drafted/revise Consultations	\$322,495.00 \$107,498.33 \$32,249.50 \$900.82	
ES	43	Process eXperience Achitecture (PXA)						
			IUB/ IUPUI/ UA	\$126,731				
		User Experience Group (UXG)		\$126,731	20 24 40 4,198	Short-Term Consultations Extended Consultations Projects Hours	\$6,336.55 \$5,280.46 \$3,168.28 \$30.19	
RT	44	PTI Education & Outreach						
			IUB/ IUPUI/ UA	\$324,583				
		Classes, Talks, Tutorials		\$285,513	51 1,251	Presentations given Attendees	\$5,598.29 \$228.23	
		Govt/Business Events		\$13,039	10 480	Presentations given Attendees	\$1,303.90 \$27.16	
		K-12 Events		\$26,031	4 345	Presentations given Attendees	\$6,507.75 \$75.45	
IIAVP	45	REN-ISAC						
			IUB/ IUPUI/ UA	\$398,847				
				\$398,847	333	Member Institutions	\$1,197.74	
RT	46	Research Storage						
			IUB/ IUPUI/ UA	\$3,043,554				
		Data Archival/Massive Data Storage		\$1,446,631	390 2,233 5,671 6,279 27,449 35,360,514	Tickets Accounts (Total) Storage Used (TB) Storage Capacity (TB) Accesses (thousands) Files	\$3,709.31 \$647.84 \$255.09 \$230.39 \$52.70 \$0.04	
		Extended Consulting		\$70,585	58	Consultations	\$1,216.98	
		High Performance File Systems		\$1,114,073	886 1,024 9,126 9,849 525,484,791 541,703,616	Data Stored (TB) Storage Capacity (TB) Data Transferred (TB) Accounts (Total) Accesses (thousands) Files	\$1,257.42 \$1,087.96 \$122.08 \$113.12 \$0.0021 \$0.0021	
		Short Term Consulting		\$125,074	207	Consultations	\$604.22	
		Software/Licensing						

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RT	46	Research Storage	IUB/ IUPUI/ UA	\$3,043,554				
		Software/Licensing		\$20,232	2	Applications	\$10,116.00	
		Standard Robust File Systems		\$266,959	10 35 47 405 2,015 4,511,221	Data Stored (TB) Storage Capacity (TB) Data Transferred (TB) Accesses (thousands) Accounts (Total) Files	\$26,695.90 \$7,627.40 \$5,679.98 \$659.16 \$132.49 \$0.06	
LT	47	Residential IT Services	IUPUI	\$95,104				
		In Room Consulting		\$44,705	124 1,100	Incidents Residents	\$360.52 \$40.64	99.60%
		Technology Center Consulting		\$50,399	1,100 3,815 11,136	Residents Contacts Seat Hours	\$45.82 \$13.21 \$4.53	
IIAVP	48	Security Administration	IUB/ IUPUI/ UA	\$941,751				
				\$941,751	1,673 17,980 215,760	Consulting Engagements Unique Systems Scanned Total Scans Performed	\$562.91 \$52.38 \$4.36	
SUP	49	Software Site Licenses	IUB/ IUPUI/ UA	\$3,230,512				
				\$3,230,512	129,461 628,734	Faculty/Staff/Students Downloads Initiated	\$24.95 \$5.14	
RT	50	Stat & Math Center	IUB/ IUPUI/ UA	\$769,195				
		Extended Consulting		\$104,783	87	Contacts	\$1,204.40	
		GIS Support		\$211,612	65 513	Extended Consultations Short-Term Consultations	\$3,255.57 \$412.50	
		Short Term Consulting		\$197,177	12,699	Contacts	\$15.53	
		Software/Licensing		\$255,623	34	Applications	\$7,518.32	
ES	51	Student Information Systems	IUB/ IUPUI/ UA	\$3,666,552				
		Academic Advising		\$419,580	818,598	Academic Advising Reports	\$0.51	
		Admissions		\$530,587	36,903 98,075	Admissions eApps Admissions Applications	\$14.38 \$5.41	
		Financial Aid		\$495,576	198,731 298,507	Notification Letters Printed Awards Processed	\$2.49 \$1.66	
		Scholarship Selection & Award Sys		\$335,015	17 6,148 6,831	Departments Scholarship Apps Submitted Scholarships Awarded	\$19,706.76 \$54.49 \$49.04	
		Student Activities System		\$121,568	519 681 8,421	Events Organizations/Clubs Memberships	\$234.24 \$178.51 \$14.44	
		Student E-docs		\$440,719	7,353 23,280 106,036	Admin Edocs Initiated Faculty Edocs Initiated Student Edocs Initiated	\$59.94 \$18.93 \$4.16	
		Student Financials		\$443,383	194,505 259,682 1,211,786	Refunds Processed Payments Processed Student Bills Generated	\$2.28 \$1.71 \$0.37	
		Student Records		\$559,808	18,208 67,097 110,649 264,286 2,368,753	Degrees Processed Grade Rosters Transcripts Students Registered Course Requests	\$30.75 \$8.34 \$5.06 \$2.12 \$0.24	
		Student Self-Service		\$320,316	6,047,231	Self Service Logins	\$0.05	
LT	52	Student Technology Centers	IUPUI	\$3,810,269				
		Consulting		\$638,297	30,566 112,327 3,776,614	Customers Served Students Contacts Seat Hours	\$20.88 \$5.68 \$0.17	95.10%
		Consulting		\$1,222,297	623,112	Seat Hours Occupied	\$1.96	95.10%
		Hardware						

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
LT	52	Student Technology Centers						
			IUPUI	\$3,810,269				
		Hardware		\$1,067,738	872 30,566 623,112 855,336 3,776,614	Seats Students Seat Hours Occupied Logins Seat Hours	\$1,224.47 \$34.93 \$1.71 \$1.25 \$0.28	98.10%
		Printing		\$516,272	37 30,566 7,360,590	Printers Students Printed Pages	\$13,953.30 \$16.89 \$0.07	94.70%
		Software		\$365,665	1,121 30,556 722,056 991,155 4,605,718	Seats Students Seat Hours Occupied Logins Seat Hours	\$326.20 \$11.97 \$0.51 \$0.37 \$0.08	98.80%
SUP	53	Support Center						
			IUB/ IUPUI/ UA	\$2,573,891				
		CHAT Online Services		\$323,232	8,760 31,765	Hours Contacts	\$36.90 \$10.18	
		E-mail Consulting		\$501,671	8,760 37,148	Operating Hours Contacts	\$57.27 \$13.50	
		Telephone Consulting		\$1,345,416	8,760 107,865	Operating Hours Contacts	\$153.59 \$12.47	
		Walk-in Consulting		\$403,572	8,580 30,418	Operating Hours Contacts	\$47.04 \$13.27	
			IUPUI	\$634,484				
		Telephone Consulting		\$465,988		Contacts Operating Hours		93.50%
		Walk-in Consulting		\$168,496	3,692 6,054	Operating Hours Contacts	\$45.64 \$27.83	95.10%
SUP	54	Telephone Services						
			IUB/ IUPUI/ UA	\$17,295				
		Directory Publications		\$17,295	1,047,527	Online Directory Lookups	\$0.02	
			IUPUI	\$5,500,011				
		Cellular		\$91,987	87	Phones Per Month	\$63,380.14	
		Conference Calls		\$22,289	34 7,017 51,121	Operator Assisted Calls Calls Ports	\$655.56 \$3.18 \$0.44	95.40%
		Consulting and Support		\$340,883	5,227	Work Orders	\$65.22	95.60%
		Dial Tone		\$2,683,903	8,201 23,493,300	Lines Per Month Calls	\$27.27 \$0.11	94.30%
		Directory Publications		\$2,714	0	Directories		
		Long Distance		\$324,683	855,080 2,469,236	Calls Minutes	\$0.38 \$0.13	95.90%
		Paging		\$78,411	110 7,885 75,696	Pagers Per Month Pagers in system Pages Generated	\$59.40 \$9.94 \$1.04	
		Special Services		\$144,209	78	Work Orders	\$1,848.83	96.00%
		Switchboard Information and Answr		\$1,508,606	8,760 1,216,843	Operating Hours Contacts	\$172.22 \$1.24	93.20%
		Telephone Repair		\$302,326	1,644	Work Orders	\$183.90	96.10%
EI	55	University Telecommunications						
			IUB/ IUPUI/ UA	\$137,614				
		Consulting & Application Support		\$74,017	978	Hours	\$75.68	
		Voice Systems Design Support		\$63,597	1,102	Hours	\$57.71	
EI	56	Video						
			IUB/ IUPUI/ UA	\$1,036,594				
		Video Streaming		\$200,460	0 556 34,473 36,502,206	Accesses (Events in thousands) Accounts (Total) Downloads Initiated Minutes	\$360.54 \$5.82 \$0.0055	
		Videoconference		\$812,341	68	Accesses (thousands)	\$11,946.19	

Div	No.	Service	Funding	Annual Cost	Measurement Units	Activity Measurement	Unit Cost	User Satisfaction
EI	56	Video						
			IUB/ IUPUI/ UA	\$1,036,594				
		Videoconference			214	Classes	\$3,795.99	
					76,393	Connection Hours	\$10.63	
ES	57	Workflow						
			IUB/ IUPUI/ UA	\$353,220				
		Workflow - New		\$353,220	8	Edoc Lites in Development	\$44,152.50	
					15	Enterprise Applications Integrated	\$23,548.00	
					45	Edoc Lites in Production	\$7,849.33	
					441	Document Types	\$800.95	
					67,410	Users	\$5.24	
					1,982,475	Edocs Routed	\$0.18	
					11,872,594	Action Requests Generated	\$0.03	
ES	58	World Wide Web Services						
			IUB/ IUPUI/ UA	\$1,618,249				
		Central Web Hosting		\$806,276	3,714	Info Provider Issues	\$217.09	
					5,158	Info Provider Accounts	\$156.32	
					4,095,472	Accesses To Central Server (thous	\$0.20	
		Consolidated Hosting Environment		\$197,241	117	Projects	\$1,685.82	
					685	Service Units	\$287.94	
		MyPage		\$24,491	21,738	Accounts (Total)	\$1.13	
		Search		\$69,881	34	Collections	\$2,055.32	
					9,160	Queries Executed (thousands)	\$7.63	
		Syndicated Mobile Media Services (\$115,707	364	Available Podcasts	\$317.88	
					1,039	Accesses (thousands)	\$111.36	
		Web Content Management		\$289,883	551	Sites Supported	\$526.10	
		Web Utilities		\$114,770	30,300	Accesses (thousands)	\$3.79	