

			IUB/IUPUI/UA	\$120,018				
			Application Operations and Delivery	\$15,979	15983	Users	\$1.00	
					346	Consultations	\$46.18	
			Extended Consulting	\$96,009				94.81%
			Software/Licensing	\$8,030	20	Consultations	\$4,800.45	
					121	Applications	\$66.37	94.81%
CSSAVP	7	Box	IUB/IUPUI/UA	\$390,079				
			Box--Standalone Service	\$390,079				
								There is no unit cost analysis for this service.
CSSAVP	8	Business Continuity	IUB/IUPUI/UA	\$41,542				
			Business Continuity--Standalone Service	\$41,542				
								There is no unit cost analysis for this service.
NTWK	9	Cable TV	IUB/UA	\$7,756				
			Cable TV	\$7,756				
					8406	Drops	\$0.92	
			IUPUI	\$150,699				
			Cable TV	\$150,699				
					1007	Drops	\$149.65	
RT	10	Campus Bridging	IUB/IUPUI/UA	\$480,905				
			Extended Consulting	\$240,031				
					212	Extended Consultations	\$1,132.22	
			Short Term Consulting	\$191,266				
					1435	Short-Term Consultations	\$133.39	
			Software/Licensing	\$49,608				
					1	Applications	\$49,607.55	
					91	Sources Hosted	\$545.14	
NTWK	11	Campus Communications Infrastructure (Messaging)	IUB/IUPUI/UA	\$1,918,605				
			ADS	\$202,246				
					547241	Accounts (Total)	\$0.37	
					159	Login Attempts (millions)	\$1,271.99	
			Email: Exchange	\$167,223				94.81%
					58065	Accounts (Total)	\$2.88	
					33	BES Accounts	\$5,067.37	
					23	MB Received (millions)	\$7,270.57	
					351	Messages Delivered (millions)	\$476.42	
			Email: Exchange (Total)	\$678,211				94.81%

Category	Item	Description	Unit Cost	Quantity	Item Description	Unit Cost	Percentage				
RT	12	Clinical, Translational, Health Research Services IT	IUB/IUPUI/UA	\$87,669	89681	Accounts (Total)	\$10.85	87.40%			
					3600	Connections accepted at relay (millions)	\$270.37				
					3058	Connections blocked at relay (millions)	\$318.29				
					57	MB Received (millions)	\$17,076.15				
					1042	Messages Delivered (millions)	\$934.11				
					169	Messages Quarantined as SPAM (millions)	\$5,759.41				
					93	Viruses Detected at Relay (thousands)	\$10,466.03				
					31616	Mailboxes (Accounts)	\$3.30				
					34	MB Received (millions)	\$3,070.89				
					691	Messages Delivered (millions)	\$151.10				
RT	13	Code Repositories - Academic	IUB/IUPUI/UA	\$14,762	2	Webmail Logins (millions)	\$52,205.05	81.69%			
					Enterprise Certification Authority (ECA)				\$119,336	There is no unit cost analysis for this service.	
					ListServ				\$60,440	93.77%	
					4365	Digests	\$13.85				
					6495	Lists	\$9.31				
					1016422	Postings	\$0.06				
					139	Recipients (millions)	\$434.82				
					1441359	Subscribers	\$0.04				
					3487	Aggregate File Size (in GB)	\$14.13				
					40916	Files	\$1.20				
LT	14	Collaboration Technologies	IUB/IUPUI/UA	\$1,788,020	3910	Users	\$12.60	81.69%			
					Slashtmp				\$49,257	There is no unit cost analysis for this service.	
					Unicom/Lync				\$242,352	81.69%	
					25591	Accounts (Total)	\$9.47				
					14000000	Calls	\$0.02				
					42089	Conferences	\$5.76				
					18000000	Instant Messages	\$0.01				
					Application & DB Operations & Delivery (Biomedical)				\$81,132	There is no unit cost analysis for this service.	
					Software/Licensing				\$6,537	There is no unit cost analysis for this service.	
					6275	Users	\$12.93				
9	Applications Supported	\$726.28									

			Telepresence	\$83,650				
					934	Connection Hours	\$89.56	
					889	Connections	\$94.09	
			Video Streaming	\$577,489				
					2602	Accesses (in thousands)	\$221.94	
					652	Accounts (Total)	\$885.72	
			Videoconference	\$585,852				94.20%
					113	Accesses (thousands)	\$5,184.53	
					202	Classes	\$2,900.26	
					112158	Connection Hours	\$5.22	
			Web Conferencing (Adobe Connect)	\$541,029				93.00%
					263038	Connection Hours	\$2.06	
					24939	User Accounts	\$21.69	
CO	15	Communications						
			IUB/IUPUI/UA	\$2,165,601				
			Events	\$426,035				89.67%
					169	Events	\$2,520.91	
					42600	Participants	\$10.00	
			Media Outreach	\$105,714				90.19%
					350460	Documents Distributed (thousands)	\$0.30	
					1062	Documents Produced	\$99.54	
			Online Support Environment (Websites)	\$302,302				93.41%
					8760	Operating Hours	\$34.51	
					7171000	Web Accesses (millions)	\$1.81	
			Student Orientation	\$91,776				
					22000	Students	\$4.17	
			User Information - Electronic	\$281,351				92.04%
					434200	Documents Distributed (thousands)	\$29.94	
					2900	Documents Produced	\$97.02	
			User Information - Printed	\$145,662				
					70	Documents Distributed (thousands)	\$2,080.89	
					63	Documents Produced	\$2,312.09	
			Video/Audio Projects	\$812,761				
					3685	Hours	\$220.56	
					355	Projects	\$2,289.47	
ES	16	Database Administration						
			IUB/IUPUI/UA	\$200,099				
			Database Administration	\$200,099				
					140	Database Capacity Utilized (TB)	\$1,429.28	
					2411	Departmental Databases	\$82.99	
					362	Enterprise Databases	\$552.76	
					266	Servers	\$752.25	
					1065	Work Requests	\$187.89	
RT	17	Digital Arts and Media						
			IUB/IUPUI/UA	\$334,219				
			Extended Consulting	\$234,659				

					34	Consultations	\$6,901.72	
					1097	Hours	\$213.91	
		Short Term Consulting	\$99,561					
					77	Consultations	\$1,293.00	
RT	18	Digital Humanities (Digital Library Technologies)						
			IUB/IUPUI/UA	\$125,264				
		Extended Consulting	\$71,819					
					6	Consultations	\$11,969.88	
		Short Term Consulting	\$35,515		830	Consulting Hours	\$86.53	
		Software/Licensing	\$17,930		41	Consultations	\$866.23	
					8	Applications	\$2,241.23	
ES	19	Electronic Research Administration						
			IUB/IUPUI/UA	\$1,146,204				
		Kuali Coeus	\$1,146,204					
					71016	Documents	\$16.14	
					7	Modules Online	\$163,743.37	
					5073	Users	\$225.94	
ES	20	Enterprise Decision Support Services						
			IUB/IUPUI/UA	\$2,534,114				
		BI Environment	\$1,068,084					
						98 Metric units are undefined.	\$10,898.82	
		Data Warehouse	\$927,271					
					7094	Accounts (Total)	\$130.71	
					14591	Datastructures	\$63.55	
					1165	Incidents	\$795.94	
		Database Support	\$79,660		5955415	ODBC Connections	\$0.16	
					640	Databases	\$124.47	
					1452	DB Systems	\$54.86	
					187	DBA Contacts	\$425.99	
					102	Incidents/Requests	\$780.98	
					1594	User Accounts	\$49.98	
		IU Information Environment (IUIE)	\$348,286		116044	User Contacts	\$0.69	88.42%
					5438	Accesses Approved	\$64.05	
					7094	Active Accounts	\$49.10	
					874	Incidents	\$398.50	
					314317	Logins	\$1.11	
					6337	Reports Available	\$54.96	
		Shared University Data Services (SUDS)	\$110,813		826542	Reports Run	\$0.42	
					158	Incidents/Requests	\$701.35	
					419	Publisher Objects	\$264.47	
					1333	Subscriber to Objects	\$83.13	
					66	Subscribers	\$1,678.98	

ES	21	Enterprise Infrastructure						
			IUB/IUPUI/UA	\$348,158				
		SharePoint		\$348,158				
					3764	My Sites	\$92.50	
					660	Sites Supported	\$527.51	
					947608	Storage Used (MB)	\$0.37	
ES	22	Enterprise Infrastructure (CR)						
			IUB/IUPUI/UA	\$2,831,414				
		Backup and Recovery		\$521,595				
					1937	Clients	\$269.28	
		Database Administration		\$172,612				
					3	Database Capacity Utilized (TB)	\$57,537.23	
					16	Departmental Databases	\$10,788.23	
					16	Servers	\$10,788.23	
					84	Work Requests	\$2,054.90	
		Disk Storage		\$786,743				
					620824	Storage Rented (GB)	\$1.27	
		Printing and Output		\$55,449				
		Server Co-location		\$504,537				
						There is no unit cost analysis for this service.		
					37	Depts/Ctrs/Institutes	\$13,636.13	
					133	Racks	\$3,793.51	
					947	Servers	\$532.77	
		System Administration (SMART)		\$133,260				
					33	Servers Supported	\$4,038.18	
		Virtual System Rental		\$657,218				
					1460	Servers	\$450.15	
ES	23	Enterprise System Integration						
			IUB/IUPUI/UA	\$1,345,418				
		Calendar		\$42,526				87.97%
					81036	Calendars Supported	\$0.52	
					383789	Page Hits (thousands)	\$0.11	
		Enterprise Web Development Support		\$124,959				
					119	Applications Supported	\$1,050.07	
					1367	Developer/SA Contacts	\$91.41	
		IU Mobile		\$426,313				
					3	Platforms Supported	\$142,104.41	
					30	Unique Services (Channels)	\$14,210.44	
					71819	Users	\$5.94	
		Notification Center (SP)		\$50,779				
						There is no unit cost analysis for this service.		
		Portal		\$700,841				90.13%
					479	Channels Subscribed	\$1,463.13	
					536	Contacts	\$1,307.54	
					54806	Page Hits (thousands)	\$12.79	
					265094	Users	\$2.64	

CSSAVP	25	Executive and Internal Technology Support						
			IUB/IUPUI/UA	\$815,870				
		Executive Support		\$475,264				
					997	Devices Supported	\$476.69	
					6763	Tickets	\$70.27	
					284	Users	\$1,673.46	
		Internal Support		\$340,606				
					5732	Tickets	\$59.42	
					777	Users	\$438.36	
RT	26	Federally Funded Services						
			IUB/IUPUI/UA	\$191,730				
		Polar Research Operations		\$135,357				
					147	Mission Days	\$920.80	
					87	Number of TB Collected	\$1,555.83	
		Stampede Support		\$50,228				
					6	Extended Consultations	\$8,371.33	
		Wrangler		\$6,145				
						There is no unit cost analysis for this service.		
ES	27	Fiscal & Procurement Systems						
			IUB/IUPUI/UA	\$1,222,479				
		Fiscal Procurement Systems-New		\$995,246				86.00%
					15704095	GL Transactions Posted	\$0.06	
					1356333	Online Transactions	\$0.73	
					3843	Users	\$258.98	
		Paybase		\$55,368				
					2627	Dollar Volume (in millions)	\$21.08	
					1190966	Payments Processed	\$0.05	
		Travel Management System		\$171,865				83.94%
					206690	GL Transactions Posted	\$0.83	
					88282	Online Transactions	\$1.95	
					4764	Users	\$36.08	
RT	28	Geospatial Analytics (GIS)						
			IUB/IUPUI/UA	\$113,870				
		Extended Consulting		\$31,204				
					735	Consulting Hours	\$42.45	
					20	Extended Consultations	\$1,560.18	
		GIS Data Delivery		\$30,821				
					10	Petabytes Downloaded	\$3,082.08	
		Short Term Consulting		\$51,845				
					650	Consultations	\$79.76	
RT	29	Grant Preparation Support						
			IUB/IUPUI/UA	\$671,097				
		Grant Preparation Support		\$671,097				
					13625004	Dollars Awarded	\$0.05	
					17672588	Dollars Requested	\$0.04	
					27	Extended Consultations	\$24,855.44	

				12	Grants Awarded	\$55,924.74	
				27	Grants Submitted	\$24,855.44	
				12	Short-Term Consultations	\$55,924.74	
CSSAVP	30	HELNet Technology Services	IUB/IUPUI/UA			\$2,129,159	
		HELNet Central Systems Team				\$646,491	
				50000	Data Supported/Protected (GB)	\$12.93	
				1538	Devices Supported	\$420.35	
		HELNet Client Support Team				\$800,413	
				1214	Clients	\$659.32	
				9484	Incidents/Requests	\$84.40	
		HELNet Web Services Team				\$682,255	
				86	Online Applications Managed	\$7,933.20	
				292	World Wide Web Sites Managed	\$2,336.49	
RT	31	High Performance Computing	IUB/IUPUI/UA			\$4,364,711	
		Clusters/Distributed Memory				\$2,872,888	92.83%
				2000000	Batch Jobs Submitted	\$1.44	
				14640625	Core Hours	\$0.20	
		Extended Consulting				\$758,611	
				96	Consultations	\$7,902.19	
		Large Memory and Shared Memory				\$53,983	92.83%
				2000000	Batch Jobs Submitted	\$0.03	
				263630	Core Hours	\$0.20	
		Short-term Consulting				\$357,305	
				2032	Consultations	\$175.84	
		Software/Licensing				\$321,924	96.41%
				51	Applications	\$6,312.23	
RT	32	High Throughput Computation	IUB/IUPUI/UA			\$251,826	
		Extended Consulting				\$203,950	
				300	Consultations	\$679.83	
		Short Term Consulting				\$44,061	
				5380	Consultations	\$8.19	
		Software/Licensing				\$3,815	
				3816	Operational Infrastructure Users	\$1.00	
ES	33	Human Resource Management Systems	IUB/IUPUI/UA			\$2,156,803	
		Edocs				\$89,863	93.60%
				138	Avg time to approve E-docs (hrs)	\$651.18	
				174036	Documents	\$0.52	
				1022	Users	\$87.93	
		eDossier				\$236,553	
				360	Transactions Processed	\$657.09	
		Employee Self Service				\$69,740	93.23%

					727219	Logins	\$0.09	
		EPTO		\$62,574	54975	Approved Calendars	\$1.14	
					5055	Users	\$12.38	
		Faculty Annual Reporting System (FAR)		\$41,974	3825	Annual Reports	\$10.97	82.51%
					3809	Users	\$11.02	
		HRMS (Peoplesoft)		\$933,986	644821	Paychecks/Advices	\$1.45	96.33%
		Human Resource Management Systems		\$16,290	755	Administrative Users	\$21.58	
					416858	Logins	\$0.04	
		Kuali Human Resources (KHR)		\$99,108				
						There is no unit cost analysis for this service.		
		Timekeeping		\$613,713				88.22%
					4654517	Clock-ins/outs	\$0.13	
					531584	Timesheets	\$1.15	
					29663	Users	\$20.69	
ES	34	Identity Management Systems						
			IUB/IUPUI/UA	\$745,499				
		Externally Hosted Authentication (Federated)		\$122,068	98	Partners	\$1,245.59	
		Identity Infrastructure		\$394,542				
						There is no unit cost analysis for this service.		
		Identity Management Systems		\$16,239	545150	Individual Identities	\$0.03	
		Internal Application Integration		\$212,650				
						There is no unit cost analysis for this service.		
IIAVP	35	Incident Response						
			IUB/IUPUI/UA	\$393,465				
		Incident Response		\$393,465	96683	Actions on Incidents	\$4.07	
					81503	Incidents	\$4.83	
LT	36	Instructional Technology Support						
			IUB/IUPUI/UA	\$1,218,520				
		CTL/CITL		\$1,218,520	7253	Clients	\$168.00	
					20583	Contacts	\$59.20	
CSSAVP	37	Issue Tracking Services						
			IUB/IUPUI/UA	\$451,560				
		Issue Tracking Services		\$451,560	1919566	Total Transactions	\$0.24	
DCIO	38	IT Architecture						
			IUB/IUPUI/UA	\$319,814				

[IT Architecture--Standalone Service](#)

\$319,814

There is no unit cost analysis for this service.

CSSAVP	39	IT Community Partners	IUB/IUPUI/UA	\$583,393		
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[Advising and Departmental Services](#)

\$430,077

976	Depts/Ctrs/Institutes	\$440.65
867	LSP	\$496.05
220	Tickets	\$1,954.89

[Student Outreach](#)

\$153,316

249	Events	\$615.73
15587	Participants	\$9.84

CSSAVP	40	IT Service Management	IUB/IUPUI/UA	\$547,974		
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[IT Service Management](#)

\$547,974

3	Agreements/MOUs	\$182,658.00
625	Users	\$876.76

LT	41	IT Training	IUB/IUPUI/UA	\$656,776		
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[Education/Certification \(EdCert\) Program](#)

\$118,085

133	Attendees	\$887.85
23	Sessions (5-day workshops)	\$5,134.11

[Self Study Programs - 3rd Party](#)

\$43,876

96.39%

702442	Total Materials Accessed	\$0.06
3648	Unique Courses Taken	\$12.03
13817	Users	\$3.18

[Self Study Programs - IT Training](#)

\$494,815

96.39%

205040	Oncourse Materials Accessed	\$2.41
340240	Other Materials Accessed	\$1.45
412228	STEPS Materials Accessed	\$1.20
957500	Total Materials Accessed	\$0.52
1525	Unique Courses Taken	\$324.47

			IUB/UA	\$353,091		
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[Consulting and Room Reservations](#)

\$9,723

36	Consultations	\$270.08
75	Consulting Hours	\$129.64
38	Room Reservation Hours	\$255.86
10	Room Reservations	\$972.28

[Instructor-Led Training](#)

\$342,585

94.00%

382	Class Sessions	\$896.82
1337	Hours of Instruction	\$256.23
5380	Students	\$63.68

[Microsoft Office Specialist Certification](#)

\$783

4	Exams Taken	\$195.63
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			IUPUI	\$139,439		
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		Consulting and Room Reservations	\$0.00	29	Consultations	\$23.79	
				25	Consulting Hours	\$27.60	
				131	Room Reservation Hours	\$5.27	
				16	Room Reservations	\$43.13	
		Instructor-Led Training	\$137,424	310	Class Sessions	\$443.30	95.20%
				1085	Hours of Instruction	\$126.66	
				3338	Students	\$41.17	
		Microsoft Office Specialist Certification	\$1,325	20	Exams Taken	\$66.25	
LT	42	IU Online					
		IUB/IUPUI/JA	\$1,083,291				
		IU Online--Standalone Service	\$1,083,291				
					There is no unit cost analysis for this service.		
ES	43	Kuali Contracted Services					
		IUB/IUPUI/JA	\$1,053,654				
		Kuali Contracted Services	\$1,053,654				
				217	Tickets	\$4,855.55	
ES	44	Kuali Rice					
		IUB/IUPUI/JA	\$530,428				
		Workflow	\$530,428				
				19099567	Action Requests Generated	\$0.03	
				1156	Document Types	\$458.85	
				3	Edoc Lites in Development	\$176,809.40	
				68	Edoc Lites in Production	\$7,800.41	
				2923511	Edocs Routed	\$0.18	
				43	Enterprise Applications Integrated	\$12,335.54	
				72374	Users	\$7.33	
ES	45	Learning Management Systems					
		IUB/IUPUI/JA	\$1,922,633				
		Canvas (Canvas Gateway)	\$653,145				
				653322	Active Course Sites	\$1.00	
				653322	Users	\$1.00	
		Content Relay/Repository (Unizin)	\$183,582				
				171659	Users	\$1.07	
				171659	Users	\$1.07	
		Oncourse	\$985,570				89.59%
				41647	Active Course Sites	\$23.66	
				128366	Users	\$7.68	
		Oncourse - Legacy	\$100,336				
					There is no unit cost analysis for this service.		
LT	46	Learning Spaces and Technology Services					
		IUB/IUPUI/JA	\$388,117				
		Learning Spaces Design	\$388,117				

			IUB/UA	\$1,196,238	6490	Consulting Hours	\$59.80	
			Classroom Technology (Fixed)	\$1,180,133	10840	Class Sections	\$108.87	95.30%
					356229	Students Enrolled	\$3.31	
			Classroom Technology (Mobile)	\$16,105	464	Class Sections	\$34.71	95.30%
					684	Equipment requests	\$23.55	
					6680	Students Enrolled	\$2.41	
			IUPUI	\$860,056				
			Classroom Technology (Fixed)	\$854,079	5305	Class Sections	\$161.00	91.00%
					154010	Students Enrolled	\$5.55	
			Classroom Technology (Mobile)	\$5,977	51	Class Sections	\$117.20	91.00%
					1086	Equipment requests	\$5.50	
					969	Students Enrolled	\$6.17	
CSSAVP	47	Leveraged Services	IUB/IUPUI/UA	\$2,651,810				
			Client Virtualization	\$1,626,690	29805	Metric units are undefined.	\$54.58	93.41%
			Electronic Document Management: KL/Nintex	\$252,998	14	Metric units are undefined.	\$18,071.30	
			IU Print	\$165,744				
			Security Services (PGP, Secunia, Identity Finder)	\$165,869				
			Unified Device Management: Desktop/Laptop	\$404,853				
			Unified Device Management: Mobile	\$35,656				
ES	48	Library Systems, Legacy	IUB/IUPUI/UA	\$767,402				
			Library Management System (LMS)	\$348,970	1922446	Bibliographic Growth	\$0.18	93.24%
					2119838	Circulation Transactions	\$0.16	
					6818	Page Hits (thousands)	\$51.18	
			Online Requests & Searches	\$231,073	32398	ALF	\$7.13	
			System Interfaces	\$187,359	293064	OCLC Extract	\$0.64	
ES	49	Library Systems, New (Open Library Environment)	IUB/IUPUI/UA	\$940,565				

[Library Systems, New \(Open Library Environment\)](#)

\$940,565

There is no unit cost analysis for this service.

CSSAVP	50	Lifetime Engagement	IUB/IUPUI/UA	\$1,134,907		
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[Constituent Relationship Management](#)

\$1,134,907

493196	Contacts	\$2.30
1716293	People Records	\$0.66
262	Users	\$4,331.71

NTWK	51	Networks	IUB/IUPUI/UA	\$25,648,477		
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[Abilene/Internet2](#)

\$2,517,153

3052	Circuits	\$824.76
1271	Devices Supported	\$1,980.45
290000	Packets (millions)	\$8.68
4596	Tickets	\$547.68

[America Connects Europe \(ACE\)](#)

\$1,350,282

1350646	Tickets	\$1.00
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[Commodity Internet](#)

\$1,321,936

851	MbPS avg bandwidth inbound (received)	\$1,553.39
1775	MbPS avg bandwidth outbound (sent)	\$744.75
20000	MbPS bandwidth offered	\$66.10

91.76%

[Global Network Operations Center](#)

\$3,471,051

21	Projects	\$165,288.13
30000	Tickets	\$115.70

[GOC](#)

\$206,369

There is no unit cost analysis for this service.

[iLight](#)

\$3,800,660

128	# of Connections	\$29,692.66
4200	Capacity Utilized (Mbit)	\$904.92
3000	Consulting Hours	\$1,266.89
128	Customers Served	\$29,692.66
220	Devices on Network	\$17,275.73
1585	Tickets	\$2,397.89

[Indiana Gigapop](#)

\$871,726

110	Circuits	\$7,924.78
56	Devices Supported	\$15,566.53
9616	Packets (millions)	\$90.65
298	Tickets	\$2,925.25

[Internal IU Networks](#)

\$8,186,457

11870	Avg bandwidth used (Mbps)	\$689.68
368	Buildings	\$22,245.81
93295	Network Connections	\$87.75
8691	Tickets	\$941.95

[Internal IU Networks: DNS](#)

\$310,302

171826	Records	\$1.81
7905	Zones	\$39.25

[Test Lab Services](#)

\$691,175

					1011	Attendees	\$100.43	
					30	Presentations given	\$3,586.56	
IIAVP	55	Policy Management	IUB/IUPUI/UA	\$317,534				
		Policy Management		\$317,534				
					183	Consultations	\$1,735.16	
					5	Policies drafted/revised	\$63,506.71	
					1	Policies in review	\$317,533.56	
ES	56	Process eXperience Achitecture (PXA)	IUB/IUPUI/UA	\$76,918				
		User Experience Group (UXG)		\$76,918				
					5	Extended Consultations	\$15,383.53	
					5616	Hours	\$13.70	
					9	Projects	\$8,546.40	
					4	Short-Term Consultations	\$19,229.41	
ES	57	Public Safety & Institutional Assurance (PSIA)	IUB/IUPUI/UA	\$43,011				
		E Training		\$21,814				
					9566	Active Users	\$2.28	
					17118	Courses Completed	\$1.27	
		Governance Compliance & Risk		\$21,197				
					5	GRC Applications	\$4,239.38	
IIAVP	58	REN-ISAC	IUB/IUPUI/UA	\$571,615				
		REN-ISAC		\$571,615				
								There is no unit cost analysis for this service.
RT	59	Research Analytics	IUB/IUPUI/UA	\$831,613				
		Extended Consulting		\$65,922				94.55%
					50	Contacts	\$1,318.45	
		Short Term Consulting		\$214,357				94.55%
					3000	Contacts	\$71.45	
		Software/Licensing		\$551,334				94.55%
					22	Applications	\$25,060.63	
RT	60	Research Database Support	IUB/IUPUI/UA	\$404,023				
		Research Database Support		\$404,023				
					150	Instances	\$2,693.49	
					400	Schemas	\$1,010.06	
					96	Storage Capacity (TB)	\$4,208.57	
					25	Storage Used (TB)	\$16,160.91	
					8516700	User calls (thousands)	\$0.05	
RT	61	Research Storage	IUB/IUPUI/UA	\$2,530,833				

		Data Archival/Massive Data Storage	\$1,127,580				96.24%
				2790	Accounts (Total)	\$404.15	
				100868754	Files	\$0.01	
				21558	Storage Capacity (TB)	\$52.30	
				16668	Storage Used (TB)	\$67.65	
				388	Tickets	\$2,906.13	
		Extended Consulting	\$126,574				
				36	Consultations	\$3,515.95	
		High Performance File Systems	\$574,560				
				13759	Accounts (Total)	\$41.76	
				2684	Data Stored (TB)	\$214.07	
				78496	Data Transferred (TB)	\$7.32	
				443972982	Files	\$0.00	
				3839	Storage Capacity (TB)	\$149.66	
		Short Term Consulting	\$142,283				
				579	Consultations	\$245.74	
		Software/Licensing	\$57,165				
				2	Applications	\$28,582.63	
		Standard Robust File Systems	\$502,671				
				3271	Accounts (Total)	\$153.68	
				31	Data Stored (TB)	\$16,215.21	
				72	Data Transferred (TB)	\$6,981.55	
				10398324	Files	\$0.05	
				50	Storage Capacity (TB)	\$10,053.43	
LT	62	Residential IT Services					
			IUB/UA			\$749,030	
		Hardware	\$136,038				
				616194	Logins	\$0.22	
				12365	Residents	\$11.00	
				1554300	Seat Hours	\$0.09	
				338046	Seat Hours Occupied	\$0.40	
				314	Seats	\$433.24	
		In Room Consulting	\$140,564				89.30%
				2166	Incidents	\$64.90	
				12365	Residents	\$11.37	
		Printing	\$139,000				
				5578313	Printed Pages	\$0.02	
				30	Printers	\$4,633.34	
				12365	Residents	\$11.24	
		Software	\$127,055				
				616194	Logins	\$0.21	
				12365	Residents	\$10.28	
				1554300	Seat Hours	\$0.08	
				338046	Seat Hours Occupied	\$0.38	
				314	Seats	\$404.64	
		Technology Center Consulting	\$206,373				89.30%
				5590	Contacts	\$36.92	
				12365	Residents	\$16.69	
			IUPUI			\$27,526	

		In Room Consulting	\$20,148				96.70%
				401	Incidents	\$50.24	
				1660	Residents	\$12.14	
		Technology Center Consulting	\$7,378				96.70%
				398	Contacts	\$18.54	
				1660	Residents	\$4.44	
RT	63	RT Software Development and Delivery					
		IUB/IUPUI/UA	\$181,730				
		RT Software Development--Standalone Service	\$181,730				
					There is no unit cost analysis for this service.		
RT	64	Science Gateways					
		IUB/IUPUI/UA	\$354,985				
		Extended Consulting	\$246,787				
				30	Consultations	\$8,226.25	
				12500	Hours	\$19.74	
		Gateway Hosting	\$16,291				
				160	Portals Hosted	\$101.82	
		Short Term Consulting	\$71,836				
				50	Consultations	\$1,436.72	
		Software	\$20,071				
				5	Applications	\$4,014.25	
CSSAVP	65	Software Site Licenses					
		IUB/IUPUI/UA	\$3,821,644				
		Software Site Licenses	\$3,821,644				97.15%
				571462	Downloads Initiated	\$6.69	
				135301	Faculty/Staff/Students	\$28.25	
ES	66	Student Information Systems					
		IUB/IUPUI/UA	\$7,289,690				
		Academic Advising	\$1,415,747				89.03%
				1257798	Academic Advising Reports	\$1.13	
		Admissions	\$712,773				90.91%
				136889	Admissions Applications	\$5.21	
				117106	Admissions eApps	\$6.09	
		Financial Aid	\$377,219				90.91%
				275179	Awards Processed	\$1.37	
		Kuali Student Systems	\$1,711,123				
					There is no unit cost analysis for this service.		
		Scholarship Selection & Award System (COMPASS)	\$181,180				
				20	Departments	\$9,059.00	
				8552	Scholarship Apps Submitted	\$21.19	
				8182	Scholarships Awarded	\$22.14	
		Student Activities System	\$115,768				
				392	Events	\$295.33	
				31293	Memberships	\$3.70	

			1273	Organizations/Clubs	\$90.94	
	Student E-docs	\$238,277				89.55%
			11053	Admin Edocs Initiated	\$21.56	
			24593	Faculty Edocs Initiated	\$9.69	
			124791	Student Edocs Initiated	\$1.91	
	Student Financials	\$557,891				90.91%
			319654	Payments Processed	\$1.75	
			162213	Refunds Processed	\$3.44	
			1347666	Student Bills Generated	\$0.41	
	Student Information Systems	\$971,894				90.91%
			3666	Administrative Users	\$265.11	
			12479674	Logins	\$0.08	
	Student Records	\$810,359				88.97%
			2331626	Course Requests	\$0.35	
			23197	Degrees Processed	\$34.93	
			68497	Grade Rosters	\$11.83	
			267640	Students Registered	\$3.03	
			104760	Transcripts	\$7.74	
	Student Self-Service	\$197,459				
			10861699	Self Service Logins	\$0.02	
LT	67	Student Technology Centers				
		IUB/UA			\$2,124,549	
		Consulting			\$822,533	93.50%
			59926	Contacts	\$13.73	
			2875507	Customers Served	\$0.29	
			46817	Students	\$17.57	
		Hardware			\$427,796	92.40%
			2259313	Logins	\$0.19	
			9182250	Seat Hours	\$0.05	
			1978191	Seat Hours Occupied	\$0.22	
			1855	Seats	\$230.62	
			46817	Students	\$9.14	
		Printing			\$589,909	92.00%
			22439904	Printed Pages	\$0.03	
			62	Printers	\$9,514.67	
			46817	Students	\$12.60	
		Software			\$284,311	94.90%
			4021134	Logins	\$0.07	
			17665560	Seat Hours	\$0.02	
			4521085	Seat Hours Occupied	\$0.06	
			4461	Seats	\$63.73	
			46817	Students	\$6.07	
		IUPUI			\$1,691,924	
		Consulting			\$459,485	95.00%
			25052	Contacts	\$18.34	
			698207	Customers Served	\$0.66	
			30488	Students	\$15.07	
		Hardware			\$489,191	96.80%
			698207	Logins	\$0.70	

				3856710	Seat Hours	\$0.13	
				615727	Seat Hours Occupied	\$0.79	
				899	Seats	\$544.15	
				30488	Students	\$16.05	
		Printing	\$472,599				94.30%
				5549489	Printed Pages	\$0.09	
				37	Printers	\$12,772.94	
				30488	Students	\$15.50	
		Software	\$270,649				96.10%
				733267	Logins	\$0.37	
				5285280	Seat Hours	\$0.05	
				871405	Seat Hours Occupied	\$0.31	
				1224	Seats	\$221.12	
				30488	Students	\$8.88	
CSSAVP	68	Support Center					
			IUB/IUPUI/UA	\$4,020,580			
		CHAT Online Services	\$356,382				93.79%
				34597	Contacts	\$10.30	
				8760	Operating Hours	\$40.68	
		E-mail Consulting	\$475,296				95.73%
				44092	Contacts	\$10.78	
				8760	Operating Hours	\$54.26	
		SCT2 Consulting	\$962,904				
				38368	Contacts	\$25.10	
				2340	Operating Hours	\$411.50	
		SCT2 Projects	\$216,536				
					There is no unit cost analysis for this service.		
		Telephone Consulting	\$1,747,908				
				161932	Contacts	\$147.92	
				8760	Operating Hours	\$2,734.36	
		Walk-in Consulting	\$261,554				
				22901	Contacts	\$1,045.94	
				8424	Operating Hours	\$2,843.43	
			IUB/UA	\$189,452			
		Walk-in Consulting	\$189,452				92.50%
				17428	Contacts	\$73.34	
				4732	Operating Hours	\$270.12	
			IUPUI	\$72,102			
		Walk-in Consulting	\$72,102				94.70%
				5473	Contacts	\$53.35	
				3692	Operating Hours	\$79.09	
RT	69	System Hosting					
			IUB/IUPUI/UA	\$226,299			
		Condo and System Hosting	\$226,299				
					There is no unit cost analysis for this service.		
NTWK	70	Telephone Services					

IUB/IUPUI/UA		\$40,997			
Cellular DAS	\$13,922				
On-Line Directory	\$27,075				
		846276	Online Directory Lookups	\$0.03	
IUB/UA		\$4,149,006			
Cellular	\$115,944				
Conference Calls	\$21,262	221	Devices Per Month	\$524.64	93.20%
Consulting and Support	\$294,656	7040	Calls	\$4,587.77	
Dial Tone	\$3,024,555	62362	Ports	\$0.34	
Long Distance	\$80,665	12384	Work Orders	\$23.79	
Paging	\$8,972	13855621	Calls	\$0.22	
Switchboard Information and Answering Services	\$527,602	12897	Lines Per Month	\$2,504.29	96.20%
Telephone Repair	\$75,350	1878944	Calls	\$0.04	
		4666020	Minutes	\$0.02	
		104	Pagers Per Month	\$310,556.57	
		245154	Contacts	\$2.15	
		4356	Operating Hours	\$121.12	
		771	Work Orders	\$97.73	
IUPUI		\$3,754,199			
Cellular	\$149,488				
Conference Calls	\$24,951	139	Devices Per Month	\$1,075.45	93.60%
Consulting and Support	\$251,799	6861	Calls	\$2,207.76	
Dial Tone	\$1,728,210	62139	Ports	\$0.40	
Long Distance	\$118,009	7786	Work Orders	\$32.34	
Paging	\$39,792	13855621	Calls	\$0.12	
Switchboard Information and Answering Services	\$1,367,010	4731	Lines Per Month	\$3,201.74	94.40%
		97362	Calls	\$1.21	
		424517	Minutes	\$0.28	
		8087	Pagers in system	\$4.92	
		73	Pagers Per Month	\$207,499.15	
		196130	Pages Generated	\$0.20	
		786622	Contacts	\$1.74	
		8760	Operating Hours	\$156.05	

		Telephone Repair	\$74,940				
				612	Work Orders	\$122.45	
IIAVP	71	University Level Security					
		IUB/IUPUI/UA	\$1,279,656				
		University Level Security	\$1,279,656				
				1280	Consulting Engagements	\$999.73	
				459420	Total Scans Performed	\$2.79	
				31285	Unique Systems Scanned	\$40.90	
NTWK	72	University Telecommunications					
		IUB/IUPUI/UA	\$19,126				
		Consulting & Application Support	\$9,909				
					There is no unit cost analysis for this service.		
		Voice Systems Design Support	\$9,217				
					There is no unit cost analysis for this service.		
CSSAVP	73	World Wide Web Services					
		IUB/IUPUI/UA	\$1,419,411				
		Central Web Hosting	\$546,019				95.37%
				3684947	Accesses To Central Server (thousands)	\$0.15	
				4554	Info Provider Accounts	\$119.90	
				5906	Info Provider Issues	\$92.45	
		Consolidated Hosting Environment	\$360,439				
				126	Projects	\$2,860.63	
				705	Service Units	\$511.26	
		MyPage/Pages	\$129,104				95.21%
				3753	Accounts (Total)	\$34.40	
		Search	\$561				89.49%
					There is no unit cost analysis for this service.		
		Syndicated Mobile Media Services (Podcasting)	\$68,182				
				1273	Accesses (thousands)	\$53.56	
				513	Available Podcasts	\$132.91	
		Web Application Support (Departmental Applications)	\$4,036				
				86	Applications Supported	\$46.93	
				292	Sites Supported	\$13.82	
		Web Content Management	\$311,070				
				1523	Sites Supported	\$204.25	