Dear Customer,

Over the past biennia the SDC has worked with the Finance Committee to develop cost recovery mechanisms which accurately allocate costs to the customers of specific resources. In 2009-11, the SDC allocated the charge of additional staff required to implement agency requested work based on project complexity instead of including these costs in rates and allocating them to all customers. This biennium, in an effort to continue to refine the cost allocation accuracy associated with additional staff required for agency requested work, hourly rates will be tracked and billed to agencies for certain types of work performed. In addition, this will contribute to the Full Cost process development which will be necessary for the successful implementation in 2013-15.

In the coming weeks we’ll be modifying our ordering and ticketing process The SDC employees are being trained and will be working with you to assure your agency has the appropriate S3 accounts set up and configured in a way to support the new ordering process.

Customer Impact –

- The new Customer order interface will be on S3 beginning April 1, 2012, all requests for service (other than to submit Voice TSOs and to report Service Disruptions) must be submitted through the new S3 ordering process. Voice and Data TSO process is not impacted by this effort.
- Some changes to the ordering process include the need for capturing Billing information (Agency# to bill to and optionally, additional agency billing identifiers) at the time the order is being placed as well as an approval process. We want to capture up front, how you wish to be billed for work related to the order and we want to ensure the request for work has been authorized by the appropriate personnel in your organization before we start the work. We will need you to identify who your approvers will be.
- SDC will indicate billable time on requests received from customers beginning in April. You will see the new billable charges on your April invoice posted in May. The 4 new categories that you will see on your bill are –
  - **Service Set-Up** – Initial request for service or new occurrence of an existing service offering such as deployment of a router to a remote site, standard configuration of an LPAR or a new server and VPN configuration.
  - **Modifications to Existing Services** – Modify or enhance an existing service from the standard service offering such as increase bandwidth, add processor, add storage, modify firewall rules, and customer application integration.
  - **Expert Time** – Supporting technology the agency uses and needs our help for, but is not an item in the Service catalog. Such as how to set up a domain controller, troubleshooting a COBOL application, and how to setup an Exchange Server.
  - **Mainframe Support** – Provides support of user application interfaces to other subsystems within and out-side of the mainframe. Such as DB2 to CICS applications/batch applications/WebSphere applications/distributed applications (such as Cold Fusion and others), CICS to Batch applications/DB2 services/Web interface/applications in other CICS regions/application on other systems, Batch processing/scheduling/diagnostics/connecting to other systems (FTP for example), Terminal/Printer connections to applications within the mainframe, Disk and Tape resource usage required by applications.

*Please Note: We will not charge for restoring service as a part of a service disruption.*
We’ll discuss more about this in our Liaison meeting until then if you have any questions about Billable Work effort please contact me.

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