University of Pennsylvania

Your Bill of IT

Apptio

September 28, 2017
Current State

- **Billing Methods**
  - Automated billing - monthly
    - Twister – ports, email, etc
    - Mainframe – mainframe chargeback
    - mySoft - phones
    - With details in the warehouse
  - Manual billing – quarterly
    - Applications
    - Support services - Hire IT, Active Directory, etc
Moving Towards

• **Simplified billing**
  • Flat rate for mainframe charges
  • Flat rate for phone charges

• **A single system to generate and view all charges from ISC**
34 services currently billed out of Apptio in FY18  
(as of Sept 2017)

Adobe
Copper/Hupnet Ports
Central Service Fee
Advanced Network Solutions
PennNet Ethernet Ports
Wireless - AirPennNet
Endpoint Management Service
Broadcasting Studio
Penn on iTunes U
Penn Video Network
Video Productions
Red Hat
AD Hosting
Backup for Desktops and Laptops (Mozy)
Forward Only
HireIT
PennNet Mailing lists

Lynda.com
Secure Remote Access
Firewall Maintenance
Data Installations
Voice Installations
SMTP-Relay
Domain Names
Email and Calendaring
BackItUp
Tech Services -Service Agreement
Lab Rentals
Training
Mainframe
Web services (Pantheon)
Zimbra
Data Center Hosting (FM-CoLo clients)
Video Content Management
Upcoming Activity

• 75 Apptio users across 33 Orgs
• Recovery Services (Disaster Recovery) Direct to Client started billing in August
• WWW vms (from Origin) started billing in August

• Coming soon
  • ACD Contact Center (September)
  • VMs billed direct to client (September)
  • Backup related to client owned VMs (September).
  • University operator service (October)
  • VDI (November)
  • Voice (PennNet phones, traditional, emergency, etc) (January)
## Apptio’s Bill of IT

### Summary Table

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
<th>Unit of Measure</th>
<th>Price</th>
<th>Invoiced Amount</th>
<th>YTD Charge</th>
<th>Charge YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage</td>
<td>114,004.46</td>
<td>GB</td>
<td>$63.85.17</td>
<td>$186,796.02</td>
<td>$366,247.79</td>
<td></td>
</tr>
<tr>
<td>RAM</td>
<td>112,004.46</td>
<td>GB</td>
<td>$50.54</td>
<td>$16,252.17</td>
<td>$49,196.02</td>
<td>$336,477.89</td>
</tr>
<tr>
<td>Backup for Desktop and Laptop</td>
<td>650</td>
<td>device</td>
<td>$200.00</td>
<td>$130,000.00</td>
<td>$260,000.00</td>
<td>$260,000.00</td>
</tr>
</tbody>
</table>

### Billing Summary

- **Connecting to the Internet**
  - **Revenue Ethernet Ports**: 5,152
  - **Wireless APs**: 3,110
  - **Advanced Network Solutions**: 1,292

- **PenCom365**: 63.32

### Charge YTD

- **Total**: $206,366.00

- **Change**: $110,620.00 (100.7% MoM)

### Client Bill Summary

- **Revenue Ethernet Ports**: $6,520.00 (0% MoM)

- **Total** for all services: $77,720.00
Access and Training

• **Lunch and learn**
  • Today at noon
  • October 4\textsuperscript{th}
  • October 9\textsuperscript{th}

• **Access To Apptio**
  • [https://eforms.apps.upenn.edu/kualiRice/kew/EDocLite?edlName=iscitfmAccessForm&userAction=initiate](https://eforms.apps.upenn.edu/kualiRice/kew/EDocLite?edlName=iscitfmAccessForm&userAction=initiate)

Costs, Billing and Timekeeping, Sept 2017
Demystify Your Bill! (BYOB)
“Walk-in” office hours
Thursdays @ 1:00 @ Van Pelt Library G102
  • October 12th
  • October 26th

Lunch-n-Learn Apptio “Bill of IT”
knowledgelink.upenn.edu; search for Apptio
  • Thursday, September 28th
  • Wednesday, October 4th
  • Monday, October 9th

Access To Apptio
  • https://eforms.apps.upenn.edu/kualiRice/kew/EDocLite?edlName=iscitfmAccessForm&userAction=initiate
Support for planning purposes
Projected usage
Trending
Talk to your IT Directors
Transition

Billing 12 months for anything that is being transferred from a manual invoice

Rates do not change transitioning from one billing method to Apptio but invoiced amounts may vary due to changes in consumption (Storage and backup).