

City of Spokane

Cost Allocation Assessment



December 12, 2007

Agenda

- Cost Allocation Study Goals and Objectives
- Data Collection Process
- Review Framework
 - Cost Elements
 - Customers
 - Services
- Report Excerpts
 - Cost by Type
 - Cost by Services
 - Cost by Customer
 - Cost by Service by Type
 - Cost by Customer by Service
- Contact Information

Goals and Objectives

- Provide I.T. management and CIO with a clear understanding of IT spending
- Present I.T. costs in a framework which answers the questions:
 - What is I.T. spending by Service
 - What is I.T. spending by Cost Type
 - What is I.T. spending by Customer
 - What is I.T. spending by any combination of the above

Goals and Objectives

- Longer term goals supported by the cost allocation study results include:
 - ❑ Assist in identification of funding mechanisms to meet the actual and projected funding needed to support I.T. expenses
 - ❑ Establish a process for resource prioritization
 - ❑ Improve customer satisfaction in the usage of IT resources through improved communication
 - ❑ Improve IT-related decision making
 - ❑ Better control IT costs

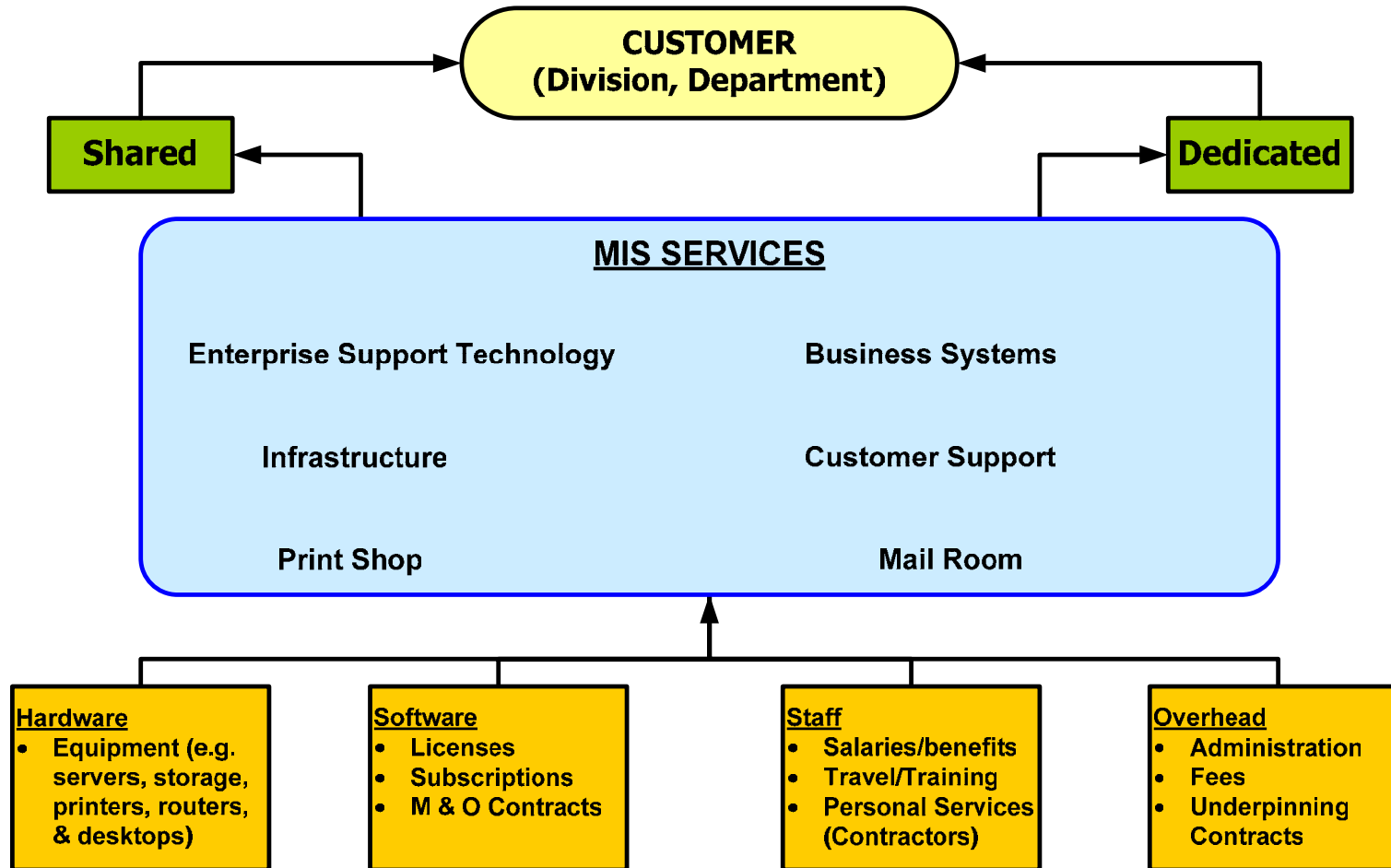
Data Collection Process

- Conduct interviews and hold working meetings to customize the framework ensuring accurate representation of the I.T. support structure in the City of Spokane
- Obtain cost data from the I.T. finance department
- Classify I.T. fiscal/budget data per the Cost Allocation Framework Cost Types, Services and Customers
- Format data for compatibility with the Cost Allocation Tool

IT Cost Allocation

Framework

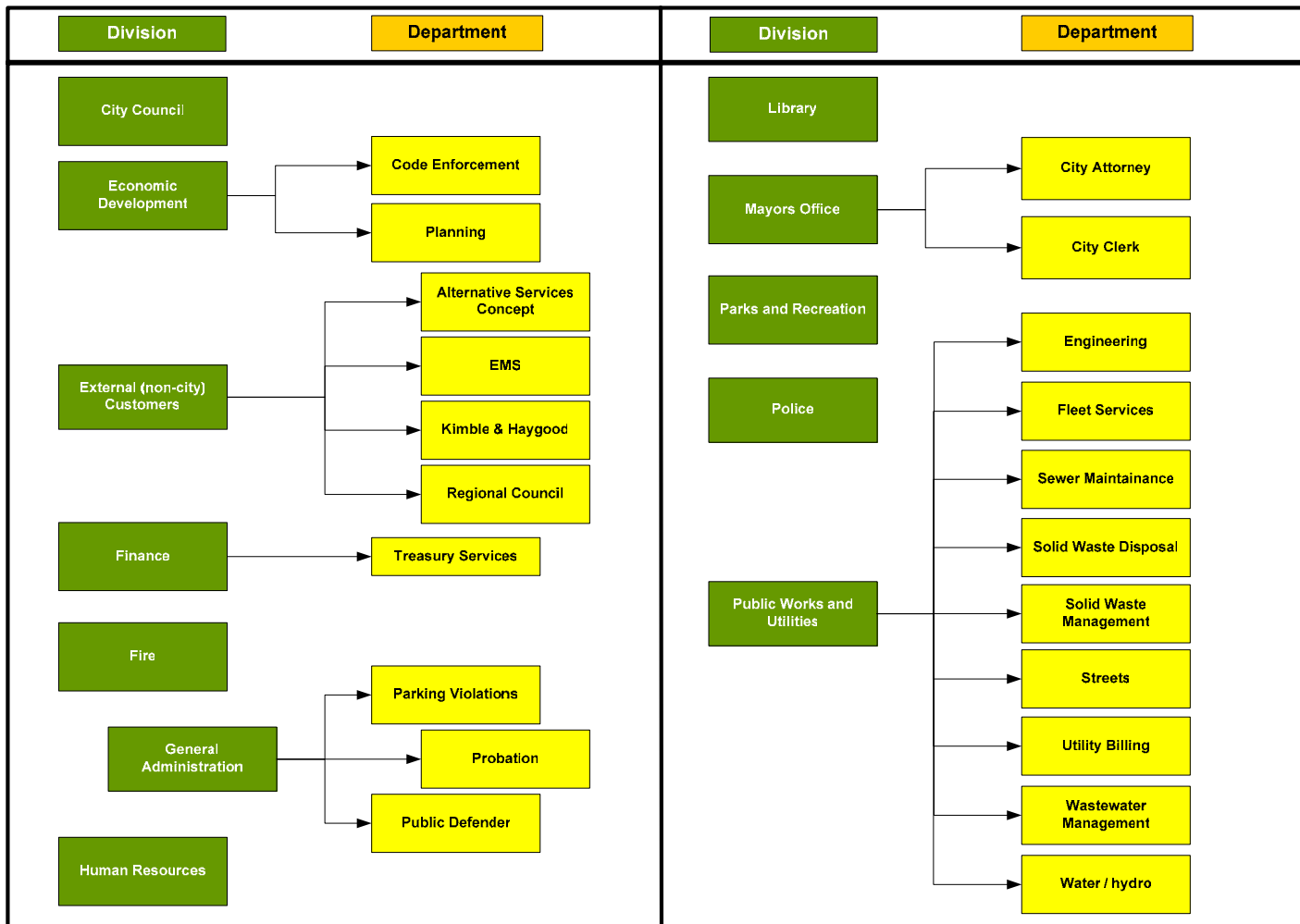
CITY OF SPOKANE, WASHINGTON
MANAGEMENT INFORMATION SERVICES DEPARTMENT
COST ALLOCATION FRAMEWORK



IT Cost Allocation

Customer Map

CITY OF SPOKANE, WASHINGTON
 MANAGEMENT INFORMATION SERVICES DEPARTMENT
 COST ALLOCATION CUSTOMER MAP



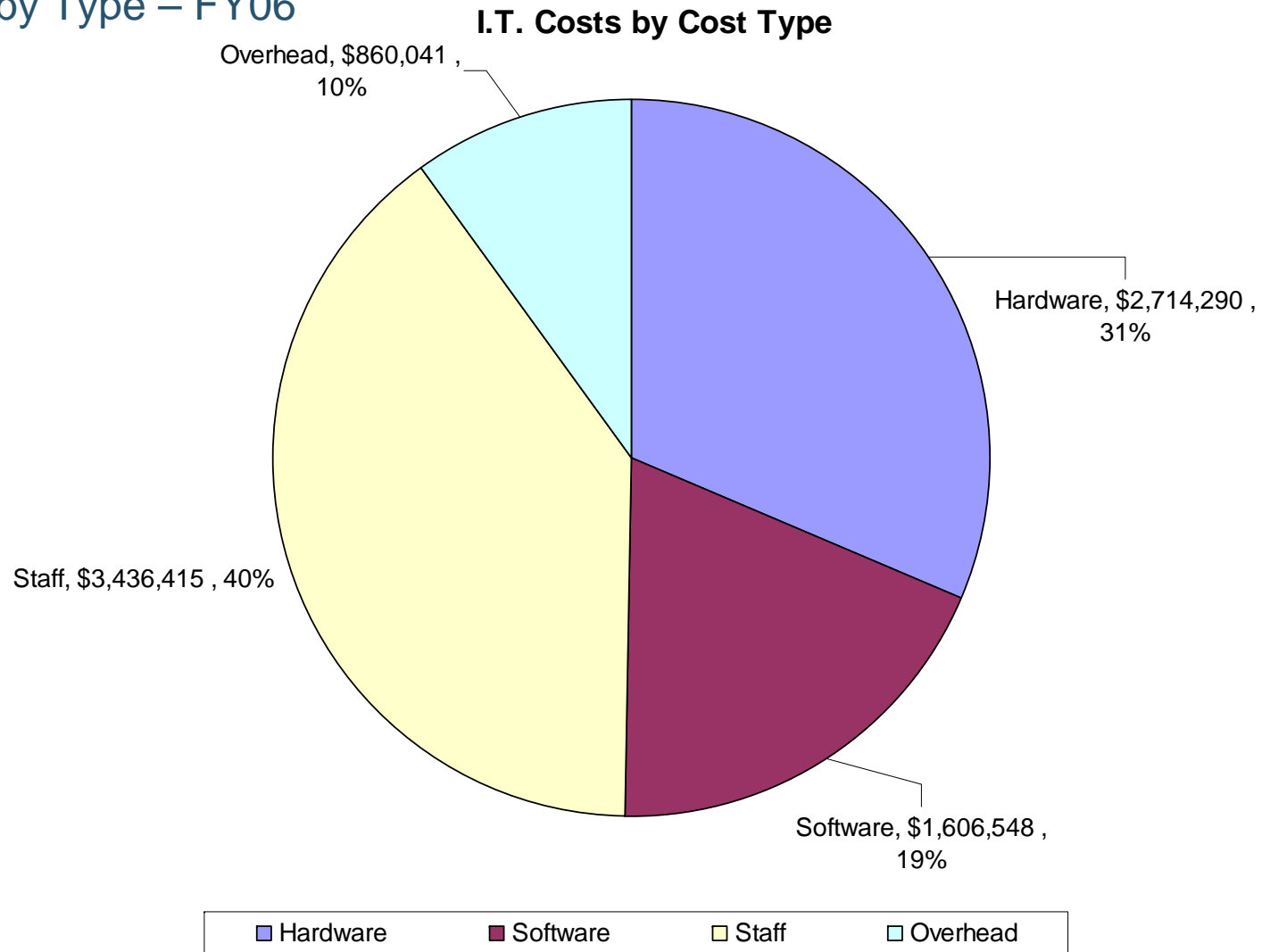
IT Cost Allocation

Services

CITY OF SPOKANE - IT SERVICES						
Category:	Enterprise Support Technology	Business Systems	Customer Support	Infrastructure	Print Shop	Mail Room
Component Examples:	Web design & development	HR	Help desk	Network	Reprographics	Incoming Mail
	Database	Financial Management	Desktop	Server Administration		Outgoing Mail
	GIS	Permit Systems	Relationship Management	Telecom / Datacom		Internal Distribution (City Hall)
	Document Management	Utility Billing		Security		
	Data Archiving	Parking Enforcement		Backup/recovery		
	Public Records Requests	Fixed assets		SAN and Data Storage		
				e-mail		
				Internet Access		
				Disaster Recovery		
				Data Center Operations		

IT Cost Allocation – Report Excerpts

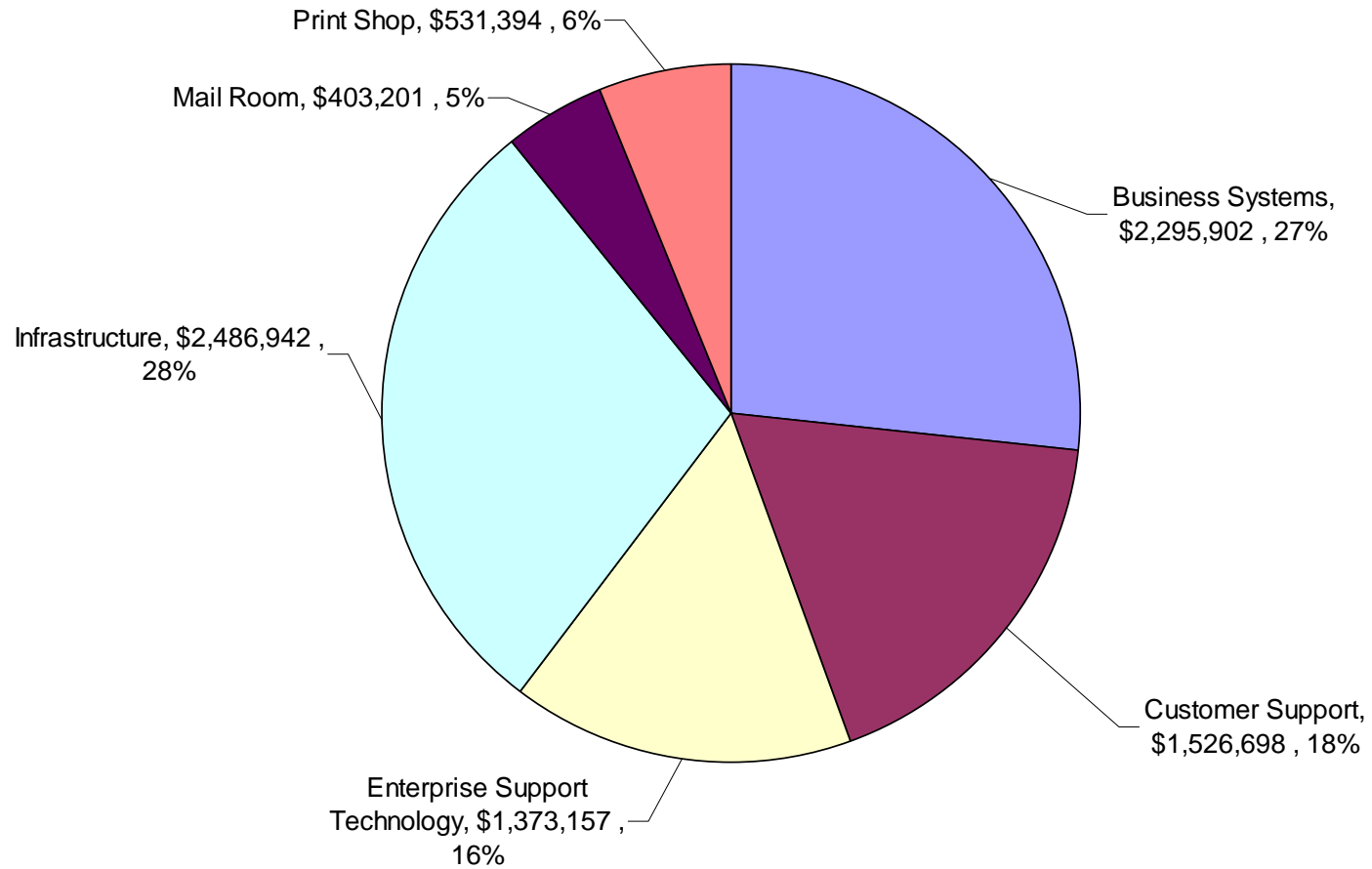
Costs by Type – FY06



IT Cost Allocation – Report Excerpts

Costs by Service – FY06

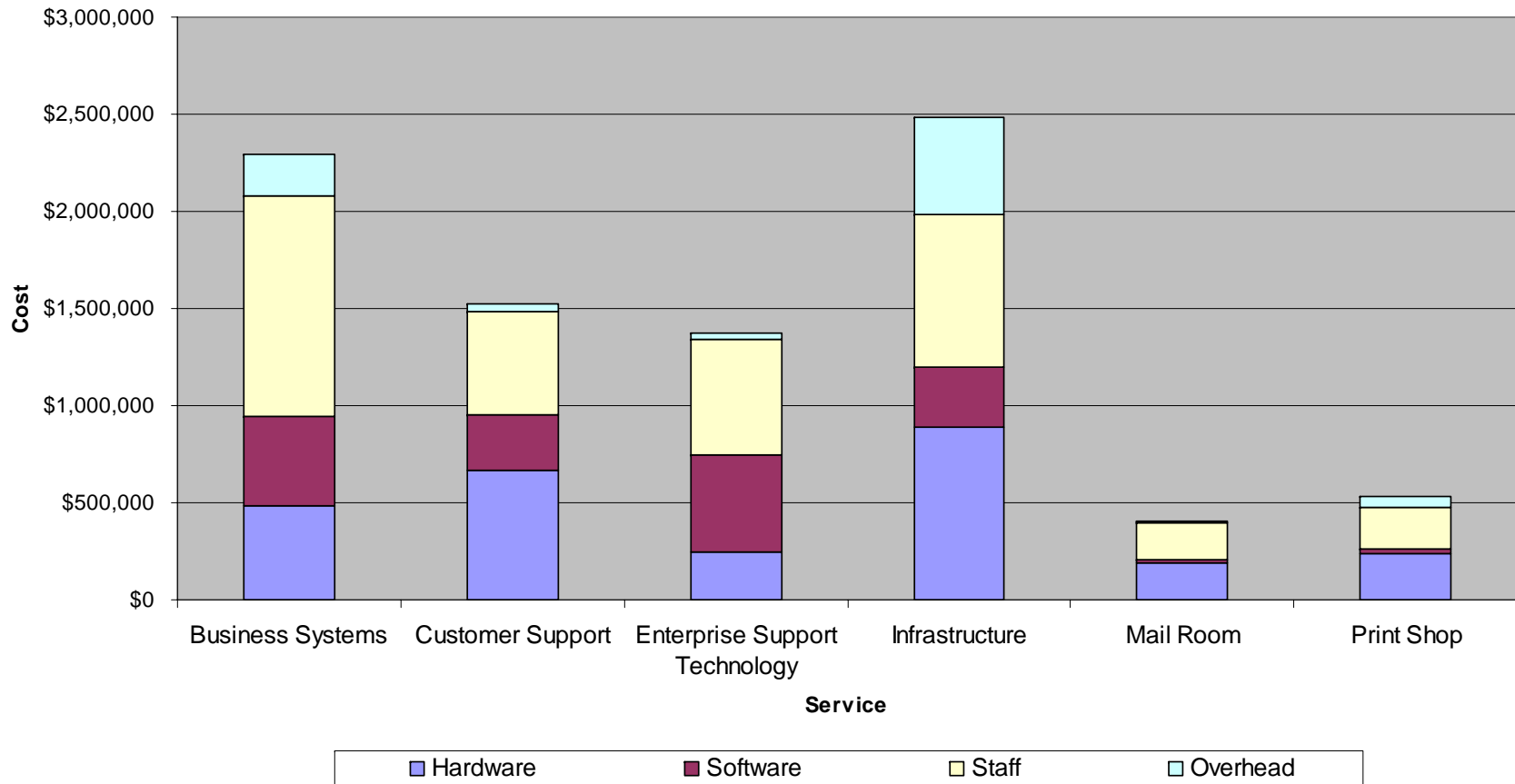
I.T. Costs by Service



IT Cost Allocation – Report Excerpts

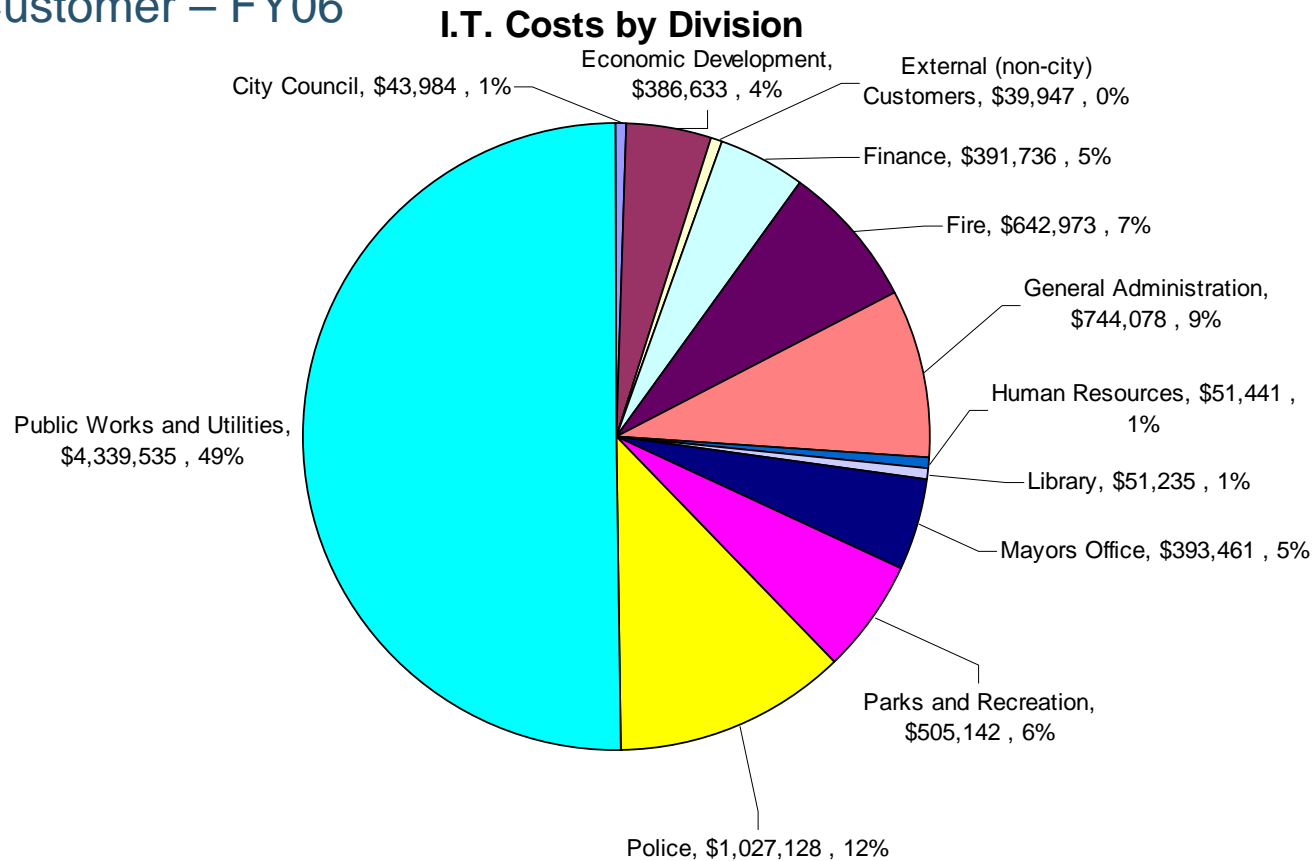
Costs by Service by Type – FY06

I.T. Service by Cost Type



IT Cost Allocation – Report Excerpts

Costs by Customer – FY06

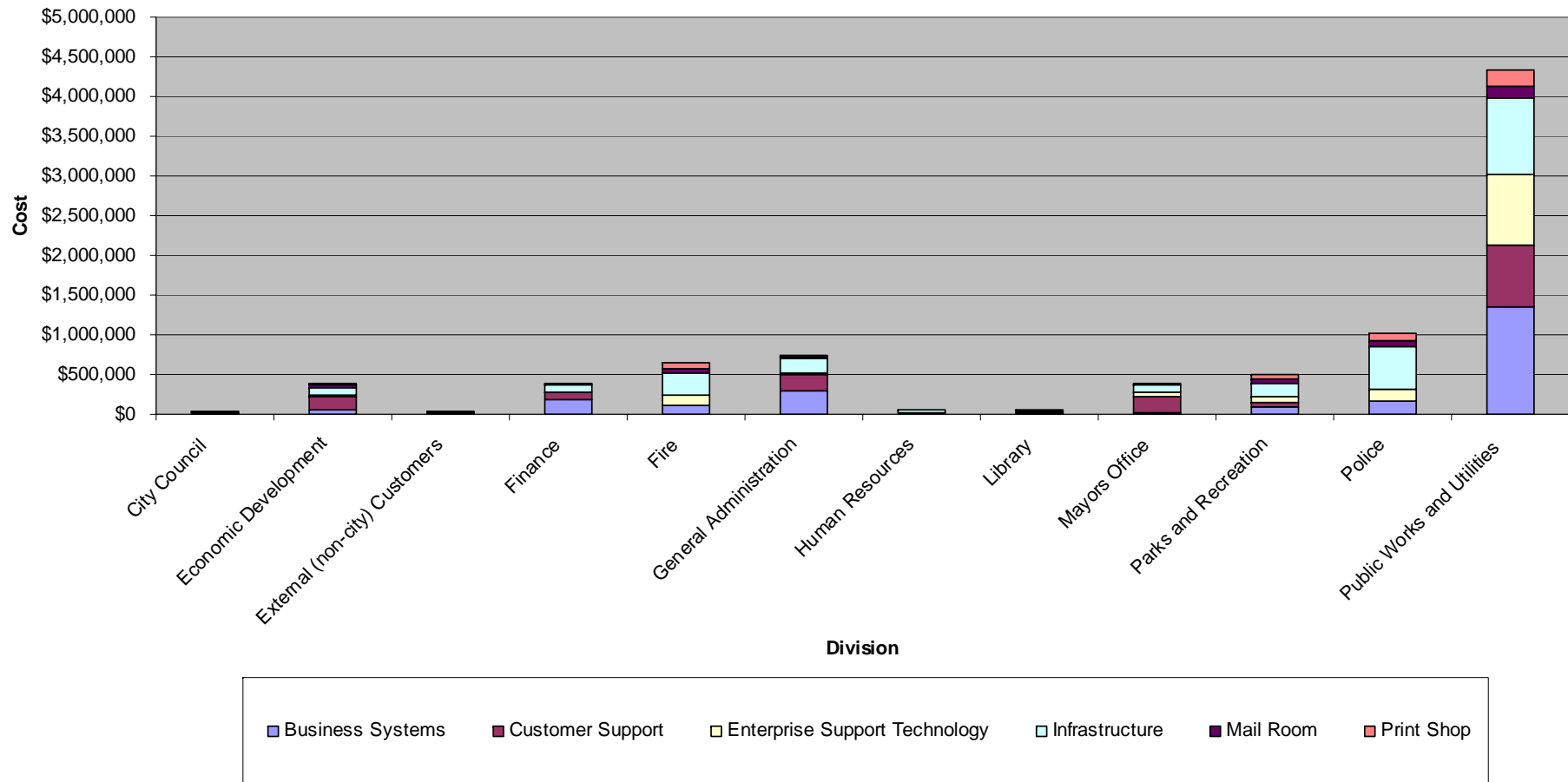


City Council	Economic Development	External (non-city) Customers	Finance
Fire	General Administration	Human Resources	Library
Mayors Office	Parks and Recreation	Police	Public Works and Utilities

IT Cost Allocation – Report Excerpts

Costs by Customer by Service – FY06

I.T. Costs by Division by Service



IT Cost Allocation Report

- Additional views by combinations of Customer, Service, Type, and Dedicated vs. Shared are available in the Tool:
 - ❑ Cost by Type
 - ❑ Cost by Services
 - ❑ Cost by Customer (Division and Department)
 - ❑ Cost by Service by Type
 - ❑ Cost by Customer (Division and Department) by Service and Type
 - ❑ Cost by Customer (Division and Department) by Dedicated vs. Shared
 - ❑ Etc.

- Tool is easily updated with data from prior or future years

Eclipse Contact Information



Gary Reimers
916-565-8090
Gary.reimers@eclipsesolutions.com



Dalene Sprick
360-943-0104
Dalene.sprick@eclipsesolutions.com