Per Technology Letter (TL) 17-01, all Agencies/state entities shall submit a summary of actual and projected information technology, telecommunications and information security costs for the immediately preceding fiscal year and current fiscal year. The summary must include current expenses and projected expenses for the current fiscal year in order to capture statewide information technology spend, including federal grant funds for information security purposes.

1. Q: Are all the spreadsheets on the Information Technology Cost Report workbook, including the IT Security Spend Summary and IT Security Spend Allocation spreadsheets for both fiscal years required to be completed?
   A: Per the instructions in SIMM 55, departments must complete and transmit all spreadsheets, including the IT Security Spend Summary and IT Security Spend Allocation spreadsheets for both fiscal years.

2. Q: Why are the tabs in a different order from previous years?
   A: The tabs were reordered to progress from the most detailed (tabs 1-2; tabs 3-4) to the least detailed spend (tab 5). Tab 1 requires the most data, tab 2 pulls data from tab 1, and tab 5 summarizes the total spend.

3. Q: Why is there a new tab for Vendor costs this year?
   A: A new tab to collect costs on the top 5 contracts for Software, Cloud Services, and IT Services/Consulting (tab 6) was added this year. The state wants to evaluate IT spend by the top products or services.

4. Q: What if we don’t have 5 vendors to list for tab 6?
   A: If your department does not have 5 vendors, please list as many as possible.

5. Q: On tab 6, we are using the same service/product this year but the supplier/reseller is new. Should these costs be listed under new or renewal/maintenance?
   A: The costs should be listed under renewal/maintenance since the change in supplier/reseller is less relevant than renewing the same service/product.

6. Q: On tab 6 FY 2020-21 estimated, why is there no column for supplier/reseller?
   A: There is no column for supplier/reseller for FY 2020-2021 Estimated because it would be too difficult to specify the potential supplier/reseller.

7. Q: Do the totals on tab 6 need to match the totals on tab 5?
   A: No, totals in tab 6 will not match totals for the same categories on tab 5. Tab 5 reports the total of all spend in the categories, while tab 6 only lists the top 5 spend in three categories.

8. Q: Why is there a new category for Cloud Services on tab 5?
   A: The state wants to evaluate total spend on Cloud Services (Infrastructure as a
Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS)). A separate category was added to capture this spend separate from other categories. Previously, Cloud Services were reported as a subset of other categories. There are no itemized security costs associated with Cloud Services so detailed security spend is not needed.

9. Q: What is the difference between a Software subscription and a SaaS subscription?
   A: Subscription cost for software hosted on-prem/onsite should be reported under the Software line item and subscription cost for SaaS/cloud accessed applications should be reported under the Cloud Services line item.

10. Q: Why were ‘Security IT Total’ and ‘Total IT Security Spend’ rows added to tab 5?
    A: In previous years, the template was only calculating the general IT total. The new total rows for security are designed to automatically calculate the security totals to ensure accuracy.

11. Q: Why were Network and Telecomm Costs columns added to tabs 1-4?
    A: The Network and Telecomm Costs columns were added so the summarized totals correspond with the Network and Telecomm IT security cost totals in tab 5.

12. Q: What do the different colored cells represent?
    A: The rows are color coordinated this year to differentiate between security IT (orange) and general IT (blue) spend.

13. Q: Should one-time project costs be included in the IT Cost Report?
    A: All IT project costs, including staff, one-time and ongoing maintenance should be reported in SIMM 55-B.

14. Q: Are departments supposed to report all department IT costs even when their IT is not centralized?
    A: Yes, include all IT cost information whether an Agency/state entity’s IT is centralized or not.

15. Q: What is included in #8 Mobile Phones? Does this include Jetpacks (WIFI hotspots), for example?
    A: Per the instructions in SIMM 55, departments should report the total number and costs associated with mobile phones and all costs associated to mobile phones and their respective, data internet and other usage plans.

    Additionally the requirement to report Mobile Phones in the IT Cost Report only applies to devices that meet the definition of a Mobile Phone as identified in SIMM 55. Mobile computing devices with the capability to connect to a cellular network, such as wireless hotspots, do not meet this definition and should not be included in “Mobile Phone” line item of the IT Cost Report. Only mobile phone purchases that access the cellular network for voice and data and comply with the definition of a mobile phone should be added to this
Information Technology Cost Report (SIMM 55)
Frequently Asked Questions (FAQs)
November 2020

16. Q: How do we report infrastructure or services that are only partially utilized for security purposes? For example, a firewall or switch that has security features but has other purposes. Do I report this as Hardware or the sub-category Hardware, IT Security?

A: If security is the primary purpose of the purchase, report the cost in the sub-category “Hardware, IT Security”, if not, then report the expense under “Hardware”.

17. Q: What types of costs should be reported under the Network Security domain?

A: Report under the Network Security domain, any devices whose primary purpose is to protect computers and computer networks from attack and infiltration. Typical costs are firewalls, Next Generation Firewalls (NGFW), Network Intrusion Detection and Prevention (NIDS and NIPS), Virtual Private Networking (VPN), Hardware Security Modules (HSM) Proxy Servers, and Unified Threat Management (UTM).

18. Q: Our department provides the infrastructure and network security and/or hosts systems for other departments, Boards or Commissions. How do I report IT Security costs if some costs benefit other departments or are shared with other departments?

A: For this year’s report, include incurred costs whether for the direct benefit of your department and/or other departments that receive your services. Notate in the comments section the departments, Boards and Commissions who receive security services through that spend.

19. Q: How do I calculate the Personnel PY Costs on the IT Security Spend Allocation worksheet? Many staff within our IT organization perform duties that have a security component.

A: For Personnel PY Costs on the IT Security Spend Allocation worksheet, report only staff whose primary responsibilities are IT Security.

20. Q: What is the difference between IT Security Contractor Personnel, IT Security Services and IT Security Consulting on the IT Security Spend Allocation worksheet?

A: **IT Security Contractor** costs are for contractors who are on-site performing security related duties as their primary duties. These may include network monitoring, security hardware maintenance, patching or other security related duties.

**IT Security Services** are costs for outsourced services such as monitoring and/or managing security devices, remote or subscription based monitoring, management of firewalls and advisory services that analyze and improve security strategy and operations. Report the cost of independent security assessments and information security audits in IT Security Services.

**IT Security Consulting** costs include consulting services used for purposes such as developing a departmental security plan or consulting to develop security technology strategies and implementation.
21. Q: If the security costs are incurred this FY but are for a multiple year lease, license or maintenance, do I report all costs in the year they were paid or do I pro-rate and report only a portion of the expense for the term of the lease, license or maintenance?

A: Report all costs in the year incurred. Notate in the comments that costs are a multi-year expense and include the number of years.

22. Q: Why are we required to provide “new” and “renewal/maintenance” spend?

A: CDT tracks ‘New’ investment versus ‘Renewal/maintenance’ (ongoing costs) to have a better understanding of investments within each category and their relationship to performance trends overtime.

23. Q: The spreadsheet template is locked and my department has more than the 14 rows provided to insert data in Tab 1 and Tab 3 (A4 - A17). What should I do?

A: Contact ITPolicy and we will provide an updated template with additional rows.