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**IDAPA 15
TITLE 07
CHAPTER 01**

**15.07.01 – RULES GOVERNING BILLING PROCEDURES OF THE
OFFICE OF INFORMATION TECHNOLOGY SERVICES**

000. LEGAL AUTHORITY.

This chapter is adopted under the legal authority of Section 67-827A(11), Idaho Code, that requires the Office of Information Technology Services to promulgate the billing methodology in agency rule. (4-11-15)

001. TITLE AND SCOPE.

01. Title. This chapter is cited as IDAPA 15.07.01, “Rules Governing Billing Procedures of the Office of Information Technology Services.” (4-11-15)

02. Scope. This rule documents calculation methods for allocating technology overhead costs and for technology service charges billed from the Office of Information Technology Services to State government organizations. (4-11-15)

002. WRITTEN INTERPRETATIONS.

In accordance with Section 67-5201(19)(b)(iv), Idaho Code, this agency may have written statements that pertain to the interpretation of the rules of this chapter, or to compliance with these rules. Any such documents are available for public inspection and copying at the Office of Information Technology Services’ central office. (4-11-15)

003. ADMINISTRATIVE APPEALS.

The application of the methodology does not result in an order pursuant to Section 67-5201(12), Idaho Code. Accordingly, there are no administrative appeals provided under this chapter. Disputes regarding the application of the billing methodology to Idaho agencies shall be resolved by the Division of Financial Management. (4-11-15)

004. INCORPORATION BY REFERENCE.

There are no documents incorporated by reference in this chapter. (4-11-15)

005. OFFICE – OFFICE HOURS – MAILING ADDRESS – TELEPHONE NUMBER – FAX NUMBER – INTERNET WEBSITE ADDRESS.

01. Office. The central office of the Idaho Office of Information Technology Services is located at 650 W. State St., Boise, ID 83720. (4-11-15)

02. Office Hours. Office hours are 8 a.m. to 5 p.m., Mountain Time, Monday through Friday, except holidays designated by the state of Idaho. (4-11-15)

03. Mailing Address. The mailing address for the central office is Idaho Office of Information Technology Services, PO Box 83720-0042. (4-11-15)

04. Telephone Number. The telephone number of the central office is (208) 332-1876. (4-11-15)

05. Fax Number. The fax number of the central office is (208) 334-2307. (4-11-15)

06. Internet Website Address. The Idaho Office of Information Technology Services’ internet website is <http://its.idaho.gov/>. (4-11-15)

006. PUBLIC RECORDS ACT COMPLIANCE.

All records associated with these rules are subject to the provisions of the Idaho Public Records Act, Title 74, Chapter 1, Idaho Code. (4-11-15)

007. -- 009. (RESERVED)

010. DEFINITIONS.

- 01. Aggregated Costs.** A component of network services that are shared by multiple Idaho agencies. (4-11-15)
- 02. Billing Methodologies.** The procedures or processes outlined in this chapter that result in a cost allocation or fee assessed to an Idaho agency. (4-11-15)
- 03. Communications Systems.** All present and future forms of hardware, software or services used or required for transmitting voice, data, video, or images over a distance. (4-11-15)
- 04. Communications Services.** Telecommunication provided through communications systems. (4-11-15)
- 05. Consolidated Services.** Information technology services operated or provided by ITS that are shared by multiple agencies. (4-11-15)
- 06. Cybersecurity Services.** Resources, equipment, or systems necessary to protect official information technology and communications systems. (4-11-15)
- 07. Department.** The Idaho Office of Information Technology Services or ITS. (4-11-15)
- 08. Direct Costs.** A component of network services that are attributable to a single Idaho agency. (4-11-15)
- 09. Direct Services.** A component of communication services that are attributable to a single Idaho agency. (4-11-15)
- 10. Fiscal Year.** The Idaho government operating period for tracking finances that runs across calendar years from July 1st through June 30th. (4-11-15)
- 11. Idaho Agency.** Any agency of the state government created under the laws of the state of Idaho, including all officers, departments, divisions, bureaus, boards, commissions and institutions of the state. (4-11-15)
- 12. Idaho Technology Authority.** The body created by Section 67-832, Idaho Code, and any agency or body that succeeds to the powers granted to the Idaho Technology Authority. (4-11-15)
- 13. Information Technology.** All present and future forms of computer hardware, computer software, and services used or required for automated data processing, computer-related office automation, or communications systems. (4-11-15)
- 14. Internet Service.** Infrastructure, security and network services that connect an Idaho agency or information technology system to the World Wide Web. (4-11-15)
- 15. Network Services.** Services that interconnect or link information technology systems. (4-11-15)
- 16. Number of Positions.** The equivalent quantity of personnel assigned or working within an Idaho agency as determined by the Division of Human Resources or other official sources. (4-11-15)
- 17. Shared Services.** A component of information technology services that are shared by multiple organizations. (4-11-15)
- 18. Supported Devices.** Information technology equipment used by or supporting an Idaho agency that are operated or maintained by ITS. Examples of supported devices include laptops, personal computers, servers, printers, and mobile phones. (4-11-15)
- 19. Telephone Services.** A specific subset of communications systems that are primarily used or

required for transmitting voice signals over dedicated network services. (4-11-15)

20. Usage Allocation. An alternative method for allocating cybersecurity or internet service costs that are based on measurable usage by an Idaho agency. (4-11-15)

21. Workload Factors. Measurable or definable attributes that consume or require resources in providing information technology support to Idaho agencies. (4-11-15)

011. -- 049. (RESERVED)

050. RESTRICTIONS.

01. Expenditure Recovery. No billing under this rule will be used to recover expenditures from the general fund by ITS. (4-11-15)

02. Other Interagency Agreements. Billing methodologies under this rule do not preclude arrangement for other services through interagency agreement. (4-11-15)

03. Cash Reserves. Average cash reserves of ITS over a twelve-month (12) period will not exceed two (2) months operating reserve for the funds that receive revenue under this rule. (4-11-15)

051. -- 099. (RESERVED)

100. IDAHO AGENCY INFORMATION TECHNOLOGY (IT) SUPPORT.

Idaho agencies receiving information technology support from ITS are billed based on the appropriation for costs set by the legislature. Cash for the appropriation is allocated to supported Idaho agencies on a proportional basis determined by two (2) workload factors, each applied to half of the total appropriation. The proportional costs from each workload factor are summed to derive a total allocation for a given Idaho agency. These two (2) workload factors are: (4-11-15)

01. Number of Positions. The first factor is the number of positions equivalent to full-time positions. For example, an agency with ten percent (10%) of the total full-time equivalent positions of all supported Idaho agencies would be allocated ten percent (10%) of half the appropriation based on this workload factor. (4-11-15)

02. Number of Supported Devices. The second factor is the number of supported devices (e.g. laptops, personal computers, servers, printers, mobile phones, etc.) For example, an agency with fifteen percent (15%) of the total supported device count for all supported agencies would be allocated fifteen percent (15%) of half the appropriation based on this workload factor. (4-11-15)

101. -- 199. (RESERVED)

200. NETWORK SERVICES.

Idaho Agencies are billed for usage of network services contracted by or through ITS based on the cost of contracted services plus a fee to fund the appropriation set by the legislature. There are two (2) types of services billed under this rule: direct costs and aggregate costs. Direct costs are attributable to an individual Idaho agency. Aggregate costs are for services shared by more than one (1) Idaho agency. (4-11-15)

01. Direct Costs. Direct costs are allocated based on the total cost of the network service, including the percent of the total cost represented by the network service provided to the Idaho agency. For example, an Idaho agency purchasing five percent (5%) of network services would be allocated five percent (5% of the appropriation set by the legislature. (4-11-15)

02. Aggregated Costs. Charges for aggregated network services are shared across using Idaho agencies based on the per unit quantities purchased by the using Idaho agency. The per unit cost is based on the total cost for the aggregated service divided by the total quantity of units purchased and includes the percent of the total cost represented by the aggregated service provided to the Idaho agency to fund the appropriation set by the legislature. (4-11-15)

201. -- 299. (RESERVED)

300. TELEPHONE SERVICES.

Idaho agencies using telephone services contracted or provided by ITS are billed based on the total cost of telephone services, including a fee to fund the appropriation set by the legislature. There are two (2) types of telephone service billed under this rule: shared services and direct services. A prorated portion of the appropriation will be recovered through allocations on shared services. The balance of the prorated appropriation will be recovered through allocations on direct services. (4-11-15)

01. Prorating Appropriation. The division of the appropriation will be determined by the percent of distribution between shared services and direct services. For example, if seventy-five percent (75%) of all telephone services are shared services, then seventy-five percent (75%) of the appropriation will be funded through allocations on shared services. (4-11-15)

02. Shared Services. Costs are allocated based on the total cost of the telephone service and include the percent of the total cost represented by the telephone service provided to the Idaho agency. For example, costs to an Idaho agency purchasing fifteen percent (15%) of telephone services would include an allocation of fifteen percent (15%) of the prorated appropriation. (4-11-15)

03. Direct Services. Costs are allocated based on the total cost of the telephone service and include the percent of the total cost represented by the telephone service provided to the Idaho agency. For example, costs to an Idaho agency purchasing five percent (5%) of telephone services would include an allocation of five percent (5%) of the prorated appropriation. (4-11-15)

301. -- 399. (RESERVED)

400. CYBERSECURITY SERVICES.

Idaho agencies are billed for cybersecurity services contracted by or provided by ITS based on the appropriation for cybersecurity services set by the legislature. ITS is authorized two (2) alternative methods for determining allocations for cybersecurity services. Only one (1) alternative method may be used in a fiscal year. Changing from one alternative to the other requires approval of the Idaho Technology Authority. The two (2) alternatives are: (4-11-15)

01. Number of Positions. The first alternative is to allocate costs based on the number of positions. For example, an Idaho agency with five percent (5%) of the total number of positions of all Idaho agencies would be allocated five percent (5%) of the appropriation for cybersecurity services. (4-11-15)

02. Usage Allocation. The second alternative is to allocate costs based on the percent of total internet bandwidth utilization consumed by an Idaho agency. For example, an Idaho agency whose ninety-fifth (95th) percentile average utilization was ten percent (10%) of the aggregate ninety-fifth (95th) percentile average utilization would be allocated ten percent (10%) of the cybersecurity services appropriation. (4-11-15)

401. -- 499. (RESERVED)

500. IDAHO TECHNOLOGY AUTHORITY.

Idaho agencies are billed based on the appropriation for the Idaho Technology Authority set by the legislature. Cash for the appropriation is allocated on a proportional basis determined by two (2) factors, each applied to half of the total appropriation. The proportional costs from each factor are summed to derive a total allocation for a given Idaho agency. These two (2) factors are: (4-11-15)

01. Number of Positions. The first factor is the number of positions. For example, an Idaho agency with five percent (5%) of the total number of positions of all Idaho agencies would be allocated five percent (5%) of half the appropriation based on this factor. (4-11-15)

02. Technology Expenditures. The second factor is the three-year (3) average expenditures on information technology and communications systems, as determined by data recorded by the State Controller. For example, an agency whose three-year average (3) expenditures were fifteen percent (15%) of the total three-year (3)

average expenditures for all Idaho agencies would be allocated fifteen percent (15%) of half the appropriation based on this factor. (4-11-15)

501. -- 599. (RESERVED)

600. INTERNET SERVICE.

Idaho agencies are billed for internet service contracted by or provided by ITS based on the cost of internet service. ITS is authorized two (2) alternative methods for determining allocations for internet service. Only one (1) alternative method may be used in a fiscal year. Changing from one alternative to the other requires approval of the Idaho Technology Authority. The two (2) alternatives are: (4-11-15)

01. Number of Positions. The first alternative is to allocate costs based on the number of positions. For example, an agency with five percent (5%) of the total number of positions of all Idaho agencies would be allocated five percent (5%) of the appropriation for internet service. (4-11-15)

02. Usage Allocation. The second alternative is to allocate costs based on the percent of total internet bandwidth utilization consumed by an Idaho agency. For example, an Idaho agency whose ninety-fifth (95th) percentile average utilization was ten percent (10%) of the aggregate ninety-fifth (95th) percentile average utilization would be allocated ten percent (10%) of the cost for internet service. (4-11-15)

601. -- 699. (RESERVED)

700. CONSOLIDATED SERVICES.

Idaho agencies using consolidated services are billed for the cost of the consolidated services on a per user basis, where the total costs of a consolidated service are divided by the total number of users and billed to a given Idaho agency based on the number of users in the Idaho agency. (4-11-15)

701. -- 999. (RESERVED)

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