

# REFERENCE SHEET v1.0 (INITIAL RELEASE, 5/11/09)

IT Category	Task Code	Description	Usage														
Program Management	B00	<p>Includes strategic planning, capital planning, enterprise architecture, IT governance, activities related to Planning, Programming, Budgeting, and Execution System (PPBES) and consulting services. Also includes compliance with Government Performance Results Act (1993), Clinger-Cohen Act (1996), Government Paperwork Elimination Act (1998), E-Government Act (2002), Federal Information Security Management Act (2002) and other regulatory guidance.</p> <p>Normally reserved for overhead positions (e.g. IT personnel located in HQ/Field). <u>Does not</u> include costs associated with managing an IT Security program.</p>	<table border="0"> <tr><td>Labor</td><td>O</td></tr> <tr><td>Hardware</td><td>R</td></tr> <tr><td>Software</td><td>R</td></tr> <tr><td>Training</td><td>S</td></tr> <tr><td>Travel</td><td>O</td></tr> <tr><td>Facility</td><td>R</td></tr> <tr><td>Services</td><td>O</td></tr> </table>	Labor	O	Hardware	R	Software	R	Training	S	Travel	O	Facility	R	Services	O
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Desktop Management	D00	<p>Includes Tier 2 (Field) &amp; Tier 3 (Technical/Engineering) HW/SW support. Involves desktop setup and delivery, customer support, problem tracking and resolution, hardware/software maintenance and repair, central administration/management of desktops, software deployment, removal and sanitization of assets. Applies to desktops, laptops, kiosks, peripherals (e.g. printers, scanners, etc.), copiers, fax machines, USB storage devices, office productivity applications, tools and utilities. Includes IT operational related functions/tasks such as configuration management, patch management and media sanitization.</p> <p><u>Does not</u> include application development tools or items listed in Collaboration.</p>	<table border="0"> <tr><td>Labor</td><td>S</td></tr> <tr><td>Hardware</td><td>O</td></tr> <tr><td>Software</td><td>O</td></tr> <tr><td>Training</td><td>S</td></tr> <tr><td>Travel</td><td>S</td></tr> <tr><td>Facility</td><td>R</td></tr> <tr><td>Services</td><td>O</td></tr> </table>	Labor	S	Hardware	O	Software	O	Training	S	Travel	S	Facility	R	Services	O
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End-User Service Center	E00	<p>Includes Tier 0 (Self Help) &amp; Tier 1 (Phone/Online) HW/SW support. Establishes a single point of contact to handle all customer inquiries spanning all IT related services. Includes incident creation, tracking, trending and resolution. Maintains the problem resolution database and works collaboratively with Tier 2/3 to improve service delivery. Includes IT operational related functions/tasks such as accounts management and incident (security) notification.</p>	<table border="0"> <tr><td>Labor</td><td>O</td></tr> <tr><td>Hardware</td><td>R</td></tr> <tr><td>Software</td><td>R</td></tr> <tr><td>Training</td><td>S</td></tr> <tr><td>Travel</td><td>R</td></tr> <tr><td>Facility</td><td>R</td></tr> <tr><td>Services</td><td>O</td></tr> </table>	Labor	O	Hardware	R	Software	R	Training	S	Travel	R	Facility	R	Services	O
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Collaboration	G00	<p>Installation, operation, securing and maintenance of E-Mail, Calendaring, Blackberry Enterprise services, Messaging, Video Streaming, Video Teleconferencing, Web Conferencing, Discussion Groups, Blogs, Wikis, Records and social networking (e.g. Twitter). Includes HW &amp; SW purchases and maintenance. Includes IT operational related functions such as system administration, configuration management, patch management and spam filtering.</p> <p><u>Does not</u> include items listed in Data Center, Data Networks or Telecom.</p>	<table border="0"> <tr><td>Labor</td><td>O</td></tr> <tr><td>Hardware</td><td>S</td></tr> <tr><td>Software</td><td>S</td></tr> <tr><td>Training</td><td>R</td></tr> <tr><td>Travel</td><td>R</td></tr> <tr><td>Facility</td><td>R</td></tr> <tr><td>Services</td><td>O</td></tr> </table>	Labor	O	Hardware	S	Software	S	Training	R	Travel	R	Facility	R	Services	O
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Data Networks	J00	<p>Installation, operation, securing and maintenance of the data networking infrastructure (e.g. cabling, switches, routers, LANs, NACs, remote access, firewalls, VPN, and web filtering). Includes Installs, Moves, Adds and Changes to equipment. Includes directory services and 24/7 Network Operations Center (i.e. data network portion). Includes IT operational related functions such as system/network administration, configuration management, patch management and media sanitization.</p>	<table border="0"> <tr><td>Labor</td><td>O</td></tr> <tr><td>Hardware</td><td>S</td></tr> <tr><td>Software</td><td>S</td></tr> <tr><td>Training</td><td>R</td></tr> <tr><td>Travel</td><td>R</td></tr> <tr><td>Facility</td><td>R</td></tr> <tr><td>Services</td><td>O</td></tr> </table>	Labor	O	Hardware	S	Software	S	Training	R	Travel	R	Facility	R	Services	O
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IT Category	Task Code	Description	Usage														
Telecom	N00	Installation, operation, securing and maintenance of the telecommunications infrastructure (e.g. Voice, FAX, PBX, POTS, VoIP, CSU/DSU, CATV, and Satellite). Includes Installs, Moves, Adds and Changes to equipment. Services for audio conferencing, local/long distance, voice mail, calling cards, cellular (e.g. cell phones & monthly bills), radio, paging, carrier circuits, dedicated/leased lines/trunks, Internet access/service and 24/7 Network Operations Center (i.e., Telecom portion). Includes IT operational related functions such as system administration, configuration management, patch management and media sanitization.	<table border="0"> <tr><td>Labor</td><td>O</td></tr> <tr><td>Hardware</td><td>S</td></tr> <tr><td>Software</td><td>S</td></tr> <tr><td>Training</td><td>R</td></tr> <tr><td>Travel</td><td>R</td></tr> <tr><td>Facility</td><td>R</td></tr> <tr><td>Services</td><td>O</td></tr> </table>	Labor	O	Hardware	S	Software	S	Training	R	Travel	R	Facility	R	Services	O
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Data Center	Q00	<p>Installation, operation, securing and maintenance of all components within a data center or similar environment. Includes appliances, servers, minicomputers, mainframes, storage (e.g. SAN, NAS), backup (e.g. tape libraries/silos), high performance computing, job scheduling, enterprise monitoring and terminal services. Contractual services such as web hosting and web caching are also included. Includes IT operational related functions such as system administration, configuration management, patch management and media sanitization.</p> <p><u>Does not</u> include items listed in Application Management or Collaboration.</p>	<table border="0"> <tr><td>Labor</td><td>O</td></tr> <tr><td>Hardware</td><td>O</td></tr> <tr><td>Software</td><td>O</td></tr> <tr><td>Training</td><td>S</td></tr> <tr><td>Travel</td><td>S</td></tr> <tr><td>Facility</td><td>R</td></tr> <tr><td>Services</td><td>O</td></tr> </table>	Labor	O	Hardware	O	Software	O	Training	S	Travel	S	Facility	R	Services	O
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Application Management	R00	Includes designing, developing, testing, securing, operating and maintaining n-tier applications. Applies equally to algorithms, archives, content management, data acquisition, databases, data/statistical modeling, data mining, data warehouses, firmware, GIS, metadata, scripting, web design/maintenance, utilities, and wrappers. Includes application development suites/tools (e.g. IDEs, SDKs, CASE, ETL) and version control. Also includes development and maintenance of security related documentation. Includes IT operational related functions such as database administration, configuration management and patch management.	<table border="0"> <tr><td>Labor</td><td>O</td></tr> <tr><td>Hardware</td><td>R</td></tr> <tr><td>Software</td><td>O</td></tr> <tr><td>Training</td><td>S</td></tr> <tr><td>Travel</td><td>S</td></tr> <tr><td>Facility</td><td>R</td></tr> <tr><td>Services</td><td>O</td></tr> </table>	Labor	O	Hardware	R	Software	O	Training	S	Travel	S	Facility	R	Services	O
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IT Security	U00	<p>Includes cost associated with managing an IT Security Program. Includes <u>centralized</u> enterprise security services such as annual awareness training, computer forensics, creating, testing &amp; maintaining common controls, audit log reviews, disaster recovery, COOP, incident handling, intrusion detection/prevention, 24/7 Security Operations Center, C&amp;A activities (i.e., FIPS-199, SSP, CP, RA, ST&amp;E, CT&amp;E, SAR, POA&amp;Ms) and Continuous Monitoring activities (i.e., SSP updates, CP tests, assessment of security controls, and POA&amp;M management).</p> <p>Includes labor associated with ITSOs, ISSOs, Security Administrators and Auditors. Typically <u>does not</u> include operational functions/tasks performed by other IT professionals (i.e., system administrators, developers) or non-IT security personnel (e.g. scientists). Includes cost for implementing new mandates imposed by OMB, DOC, IG, or NOAA requiring significant resources to meet short term (i.e., ≤ 1 Year) deadlines.</p>	<table border="0"> <tr><td>Labor</td><td>O</td></tr> <tr><td>Hardware</td><td>S</td></tr> <tr><td>Software</td><td>S</td></tr> <tr><td>Training</td><td>O</td></tr> <tr><td>Travel</td><td>S</td></tr> <tr><td>Facility</td><td>R</td></tr> <tr><td>Services</td><td>O</td></tr> </table>	Labor	O	Hardware	S	Software	S	Training	O	Travel	S	Facility	R	Services	O
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