

Unscrambling the GTA Billing

GTA Finance

September 19, 2012

1-877-GTA-3233

Consolidated Service Desk

1-877-opinGTA

Your Opinion Counts

Unscrambling the ...

Georgia Billing

Unscrambling the GTA Billing

- What's included in the GTA Invoice?
- What are the GETS Services?
- How are the GETS Services billed?

What's Included in the GTA Invoice



- **Charges for IBM and AT&T services**
- **One-time transition and transformation charges**
- **Pass-through expenses**
- **Incremental agency initiated project-related expenses**

What Has Changed?

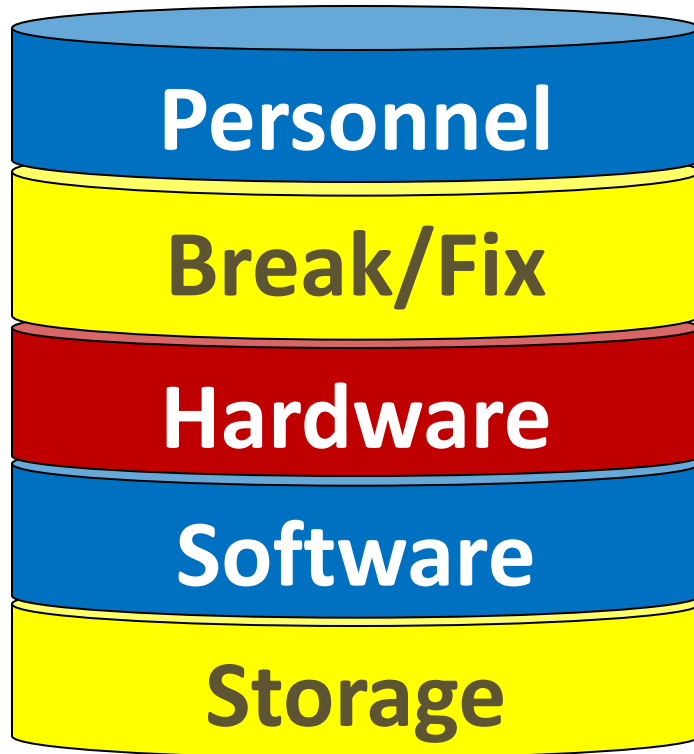
Pre-GETS

- Billing was technology and feature based
- 1100 Unique Rates
- Limited access to billing detail

GETS

- Billing reflects all inclusive services model
- 150 Resource Units
- Online self-service billing detail available via GSMRT

What GETS Services are on the Infrastructure invoice?

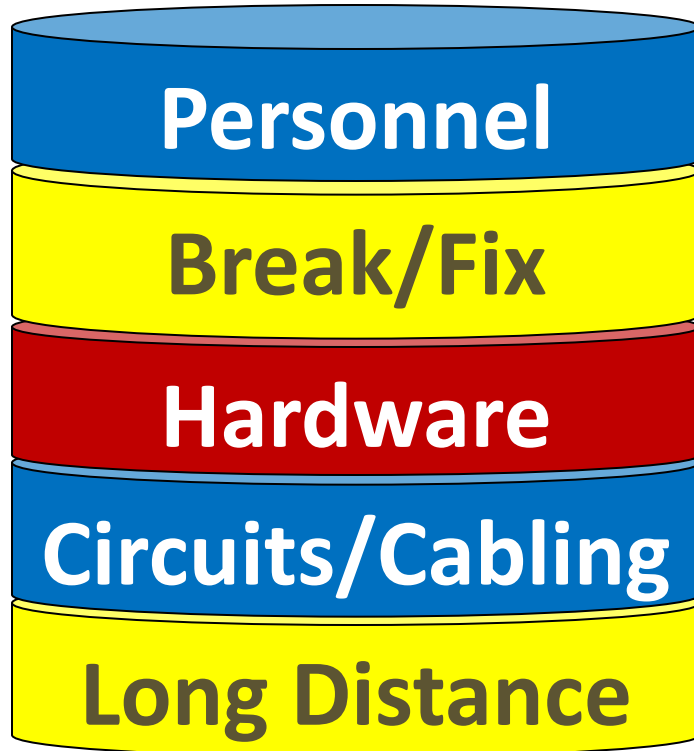


Pre-GETS



GETS

What GETS Services are on the Managed Network Services invoice?



Pre-GETS



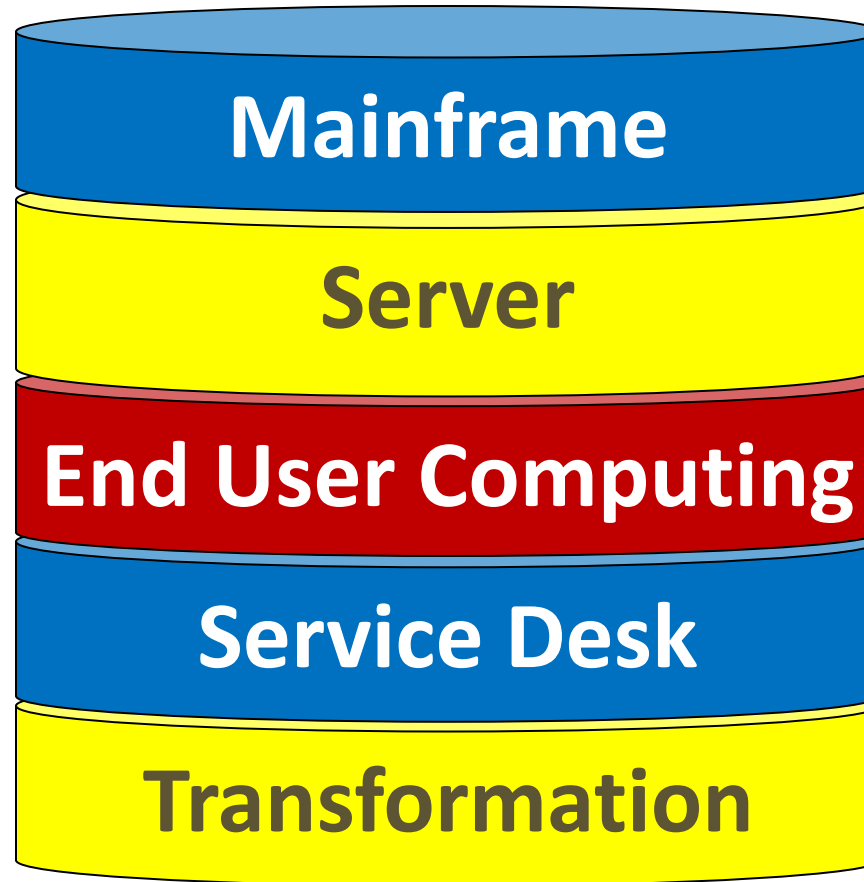
GETS

GETS Services Definitions

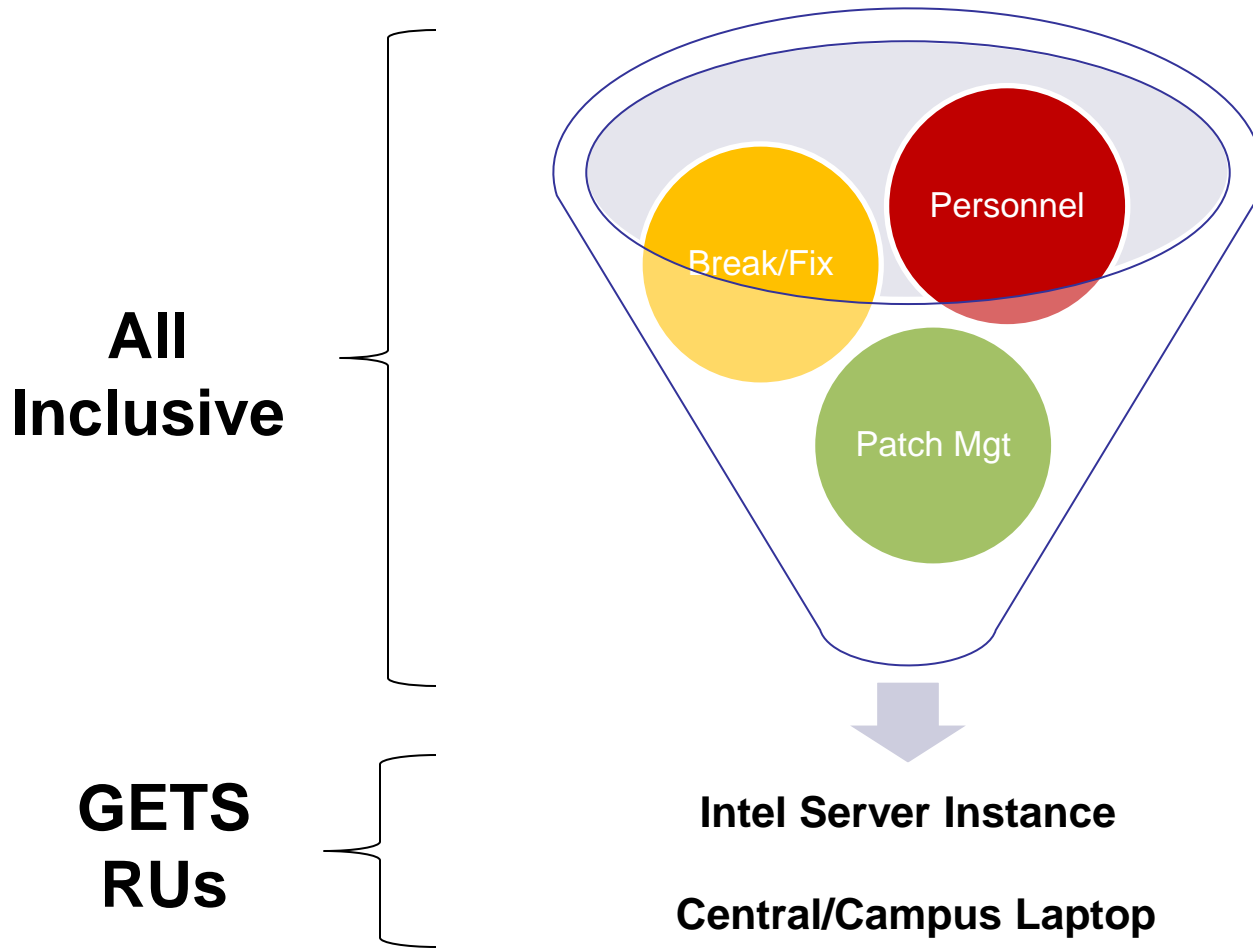


- **Resource Units** – Defined as the “unit of measure” for IT services provided under the IBM Infrastructure and AT&T Managed Network Services contracts.
- **Service Tower** – Defined as a grouping of Resource Units based on IT services provided

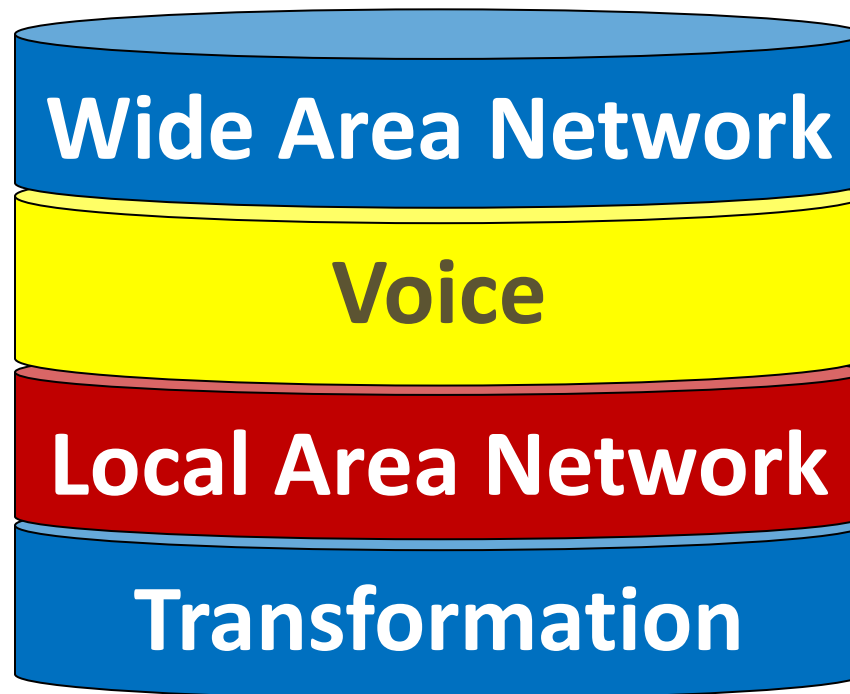
Infrastructure Service Towers



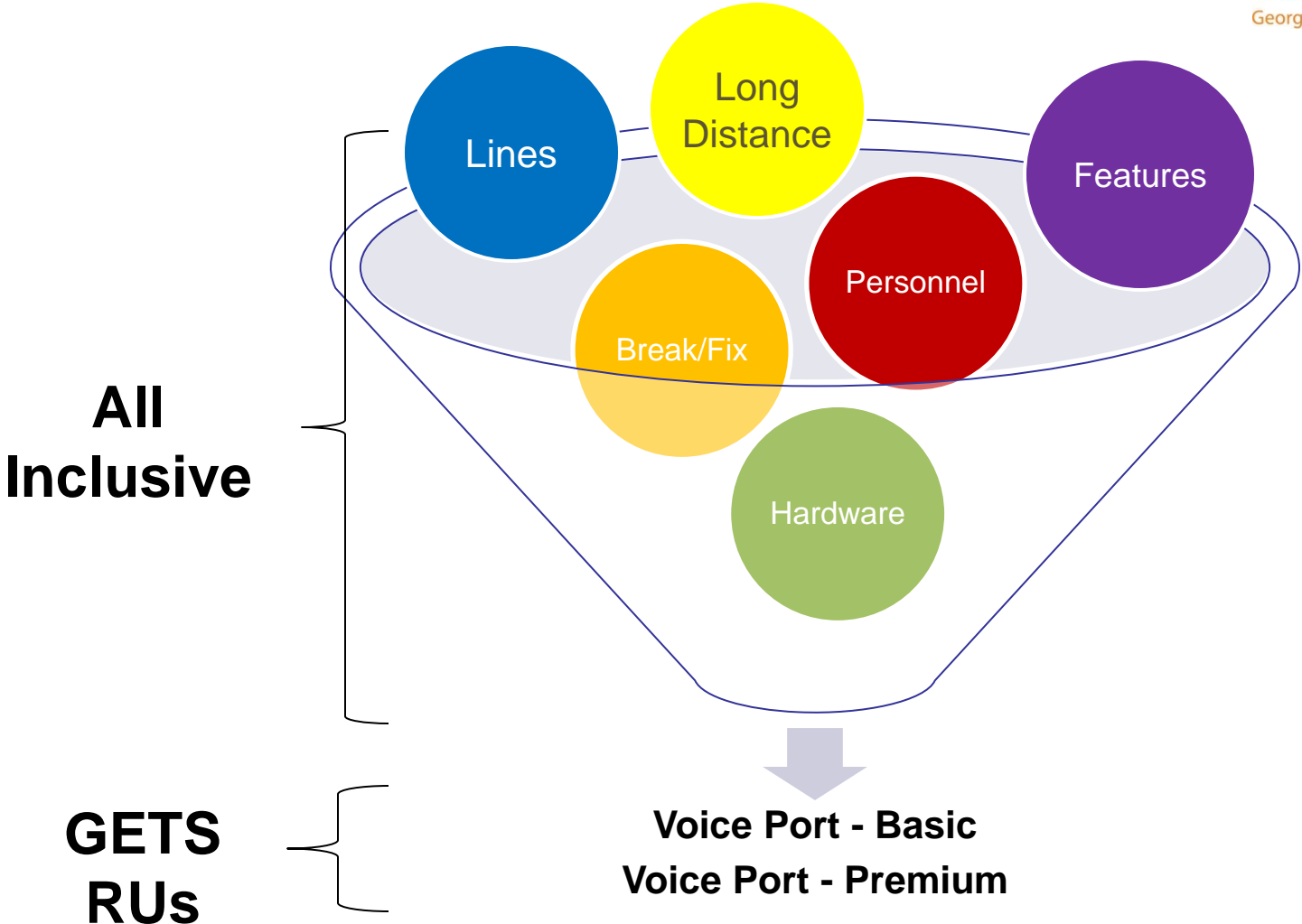
What Makes Up a Resource Unit?



Managed Network Service Towers



What Makes Up a Resource Unit?



The GETS Invoice Unscrambled

In review, we talked about these items today:

- What is included in the GTA Invoice
- What are the GETS Services
- How are the GETS Services billed

Questions?

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