

FY 15 Quarterly Invoicing Frequently Asked Questions

Q: What are the advantages of quarterly invoice billing?

A: Consumer agencies have communicated a desire for more cost consistency and predictability of billing for IT services. This method allows agencies to operate a “budget plan” similar to those used by utility companies. Additionally, because there are fewer invoices work load is diminished. The new methodology will provide DAS with a cash flow that will meet spikes in required disbursements.

Q: Are any other invoices issued and paid for scheduled and/or anticipated services?

A: Yes, DAS invoices at the beginning of the quarter for Risk Management, Fleet Management, Rent, and MARCS and the Department of Mental Health and Addiction Services (DMH) bills similarly for Central Pharmacy Services.

Q: Why is cash now a concern?

A: The current rate/cost recovery structure spreads cost to the agencies over the course of the year but OIT incurs cost for those commitments early in the fiscal year. IT Optimization has centralized many expenses that were previously agency disbursements.

Q: Will you meet one on one with agencies?

A: The OIT Business Office will be available to meet with individual agencies if the communication provided does not meet their needs.

Q: How will historical usage be estimated?

A: OIT/Business Office will query the billing system (Service Usage Management System or SUMS) usage for 12 months prior at Job Number level. Invoices for the following year would be based on an average consumption over that time period, adjusted for significant changes in usage. (If there is usage in the most recent two months, we will use the mode usage for the past 6 months. If there is no common usage the median usage for 6 months is used. If usage exists for just the last month that usage number is added.) The Business Office will review each agency invoice in detail prior to the implementation.

In those instances of onboarding such as servers, the volume for migration of servers housed in the State of Ohio Computer Center (SOCC) will be added based on the project plan established by the consumer agency, the OIT/Infrastructure Service Division (ISD), and IBM with some delay assumed. This volume will be added based on average consumption of server attributes and storage. The usage for the projected months will be evenly distributed across the year for anticipated usage invoice purposes.

Q: How will billing change?

A: For each quarterly bill, the usage estimate would be multiplied by the FY 2015 rate for the new time period to be invoiced for three months of usage. This is the amount that would be invoiced for each quarter. If the total billable is less than \$2.00 the usage will be excluded from anticipated billing.

Anticipated usage will be loaded to SUMS including Job Number detail (no other supporting usage data will be loaded with the anticipated usage) and invoiced at the customer ID level to OAKS. Actual units supporting usage data will also be loaded monthly to SUMS and available by referencing the period that the anticipated usage is based on or as actual usage occurs in SUMS.

Q: Will these quarterly invoices cover all IT services?

A: No, only rated services provided by the Infrastructure Services Division (ISD) of the Office of Information Technology. These are the same services currently included in the SUMS billing process. Several new services provided by ISD will begin in FY15 and will be included in this quarterly invoice process.

Q: How will reconciliation work?

A: Agency actual use of units of service will be compared to the expected usage. Credits will be applied annually or a supplemental amount required to pay for service used will be added to a future bill. A quarterly Estimated to Actual Usage report will be provided to Agency CIOs and CFOs.

Q: What is a significant change in service?

A: The first year of implementing this process we will evaluate deviations from expected usage on a case by case basis. Significant variations would, upon identification, be integrated into the next quarterly invoice. It is likely that the first variances would be adjusted on the Q3 invoices, and on each subsequent invoice issued. With normal usage it would be anticipated that any under/overage from a prior period would be insignificant.

Q: Why do I need to review Job Numbers?

A: Agencies should insure that Job Numbers are consistent with current programs and clearly match to funding source(s). Currently, frequent corrections requested are due to incorrect Job Numbers.

Q: Why do I need to review usage in SUMS monthly?

A: Agencies should review actual usage uploaded to SUMS monthly to determine that usage is accurate and to enable the agency to manage usage in the future. Any errors in usage should be addressed immediately.

Q: How do we notify you of questionable issues?

A: Contact the Customer Service Center at csc@ohio.gov or call 614-644-6860. Agencies are expected to

notify OIT Business Office of any usage disputes within 30 days of the statistics being published in SUMS. All discrepancies will be analyzed by the Business Office staff and/or the Service Manager to determine action required.

Q: Will agency staff need training to interpret the new methodology reports?

A: The SUMS training guide on the Business Office page on the OIT website will be updated to include additional functionality and requirements for users. The OIT Business Office staff will be available to work one on one with staff as questions or issues arise.