IT TRANSFORMATION
DATA COLLECTION MODEL
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*Error! Bookmark not defined.*
Section 1 – Project Summary

The goal of the project is to optimize the delivery of information technology (IT) services to the campus. This will be accomplished by increasing the utilization of IT resources, decreasing duplication of services, and creating a structure with which campus leadership can more effectively plan for the strategic delivery of IT services to students, academic personnel, and staff personnel.

Section 1.2 – Project Scope

The Data Collection Team will focus on collecting information from the divisional and central IT groups related to the delivery of IT services by the various IT entities. In the process of gathering that data, the Team will examine the hardware and applications used to deliver services, the roles and responsibilities of the personnel involved in delivering the services, the specific services that are delivered, and the service levels that are offered to customers. The Team will also gather and analyze data related to the cost of delivering services.

The following items are in scope for this project:

- List the services currently performed by each UCSC division and unit
- Where appropriate, list the applications used to perform those services
- Identify the resources performing those services
- Identify of the skill level of the resources performing those services
- Obtain the time allocation for these resources to perform the services on an FTE basis at the identified skill level
- Determine the allocation of users of the service: faculty, staff, students, or public

The following items are out of scope for this project:

- Develop of any solutions or recommendations about how to structure or restructure IT services for the campus
- Collect information related to the cable plant
- Collect information regarding building wiring infrastructure
- Conduct an assessment of, or collect information regarding, the criticality of any service to the university, division, or unit
- Develop any workflow process associated with any service delivered
- Assess customer needs or desires
- Inventory telecommunications hardware, applications, or services
- Conduct a “time-and-motion” study of IT services or service providers
- Assess needed or missing services
- Conduct an academic study using formal research methods
- IT work engaged in by faculty (except librarians)
SECTION 2

TERMS

Section 2.1 – Goal
There are presently few terms that have a universal definition across the various IT entities. For that reason, the Data Collection Team has prepared standard definitions for those terms that will most likely have multiple interpretations. While a concerted effort has been made to make the definitions as broadly applicable as possible, the Team acknowledges that each definition may not fit “hand-in-glove” with that currently used in each division or unit. Nonetheless, these are the definitions to be used during the data collection effort.

Section 2.2 – Definition of Specific Terms

Application Function
The generalized categorization of an application based on what it is used for – spreadsheet, word processing, database, CAD/CAE, etc.

Division
An organizational structure consisting of a collection of units, under the authority of a Principal Officer (Dean, Vice Chancellor, Vice Provost). Exceptions to this rule are generally based on organizational size (the VC Research is combined with CP/EVC and Chancellor’s Office units).

Academic Divisions
Arts, Humanities, Jack Baskin School of Engineering, Physical and Biological Sciences, Social Sciences, and University of California Observatory/Lick

Administrative Divisions
Business and Administrative Services, CP-EVC-Chancellor’s Office, Information Technology Services, Student Affairs, UC Extension, University Library

Employee Name
The name of the employee, as it appears in PPS.

Enterprise Application
Mandated by campus or higher
- or -
An application that is used by many units across Campus and for which there is no widely available alternative.

Estimated Annualized... Cost of the...
The annualized cost is the cost of the... of the..., divided by the length of time the payment applies to.

Your estimate of the annualized... cost of the...

Estimated One-Time Acquisition Cost of the...
Your estimate of the one-time acquisition cost of the...

Funding Source
The funding source of the... is:

1990x
The source of the funds is state monies.

Grants
The source of the funds is one or more grants.
Recharge
The source of the funds is either state monies or grants, but they are provided via the recharge mechanism.

Mixed
The source of the funds is a combination of two or more of the above sources.

Other
None of the above sources of funds.

Unknown
The source of the funds is unknown.

IT Work
Anyone that works for CATS/ITS, or spends 20% or more of his/her time (appointment) engaged in activities comprising the IT service categories of: Consulting, Network Support, Server Support, Workstation/User Support is considered to be engaged in IT work. The activities that comprise these IT service categories include:

- Applies security/anti-virus patches/updates
- Changes/adds ports
- Changes/adds user accounts
- Conducts research regarding network maintenance, network security, network or internet connectivity
- Configures/install computers and peripheral hardware
- Detects intruders to the system
- Disposes of hardware
- Gathers requirements/perform needs analysis for potential projects
- Installs/configures printers
- Installs/configures software
- Investigates network abuse
- Manages server migration
- Monitors network traffic/port scans
- Provides advice regarding practical uses of technology
- Provides advice/recommendations regarding technical issues
- Provides help to users for the use of application functions
- Resolves (as an SME) connectivity issues (escalations)
- Solves problems by designing/developing:
  - Applications
  - Databases
  - Websites
  - Other automated solutions
- Supports application servers
- Supports compute servers
- Supports electronic communication
- Supports information servers (database)
- Supports network file servers
- Supports print servers
• Troubleshoots computer hardware problems
• Troubleshoots printer problems
• Troubleshoots software problems
• Upgrades/updates hardware components
• Upgrades/updates printers
• Upgrades/updates software

Network
The infrastructure that connects internal and external clients, suppliers, and users with the applications, services, and information they require and share.

Room Number (or Description)
The official room number, or a description of the location/space if a room number is not available.

Service
Anything performed by a person (or persons) to modify a user’s experience/interaction with an existing or planned process (project management, consulting, instruction, support, etc.) or product (hardware, application, etc.).

A category of server-based applications (database, license, file, print, etc.).

Support Source
The support source of the... is:

Unit-Based
One or more IT-classified staff members associated with a particular unit who provide IT support to faculty, staff, students, or public associated with that unit.

Division-Based
One or more IT-classified staff members who provide IT support to units within a division.

CATS/ITS
Technical support services provided on a fee-for-service basis.

Vendor
Support is provided by the vendor of the...

End-User
Support is provided by the end-user of the...

Other
Support is provided by an organization other than those listed above.

Unit
An organizational structure that delivers one or more services to one or more individuals.

What is the primary use of the...?

Administrative
Hardware or applications used primarily in support of the business functions of the University and its divisions. This hardware or application is not used for academic, research, instruction, or public work.

Faculty
Hardware or applications used primarily by a person engaged in instruction and/or research work. A person using this hardware or application could be any type of faculty member (senate or non-senate), teaching assistant, and/or research assistant.
This hardware or application may often be a complex mixture of productivity applications, instructional and research applications, and hardware.

**Instruction**

Hardware or applications used primarily for the purposes of teaching a course within the campus academic programs. There typically is no research work conducted using this hardware or application. This hardware or application is typically used in: hands-on labs, faculty offices, media services, etc.

**Research**

Hardware or applications used primarily in support of research work; however, it may at times be used for graduate instruction. Typically, this hardware or application is acquired/licensed using grant funding; however, it may also be acquired/licensed by a division using state funded research, operating, gift, or “opportunity” funds. This hardware or application is used for the purpose of generating original research, new knowledge, or testing existing knowledge; it is not used primarily for “literature searches”.

**Public**

Hardware or applications available for use by the public, as well as faculty, staff, and students. Some examples of this hardware or application would be computers placed in the University Library and other public locations, such as the Arboretum and Long Marine Lab.
Section 4 – Applications

Section 4.1 – Goal

To understand the distribution of applications across the campus in terms of: quantity, primary use, costs (one-time and annualized), funding sources, function, similarity of functions, criticality, location (division/unit), licensing, support source, type, etc.

Section 4.2 – Areas of Inquiry

- Which applications are commonly used across the campus?
- Where are there similarities of application functions?
- Which are the custom or unique (low count) applications, and where are they being used?
- What is the distribution of applications by primary use?
- Administrative
- Faculty
- Instruction
- Research
- Public
- Which versions of the applications are being used?
- Who supports the applications?
- How are the applications distributed across platforms?
- What is the annualized licensing cost by application and application function?
- What are the trends in support across the applications?
- How many of which applications are controlled by a key/license server?
- Which commercially available applications are being used to develop custom applications?
- How is funding for application acquisition, licensing, and support distributed across funding sources?
## Section 4.3 – Data Elements

<table>
<thead>
<tr>
<th>DATA ELEMENT</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division</td>
<td>Name of the Division</td>
</tr>
<tr>
<td>Unit</td>
<td>Name of the Unit</td>
</tr>
<tr>
<td>Application Name</td>
<td>Name of the Application</td>
</tr>
<tr>
<td>Application Version</td>
<td>Version of the Application</td>
</tr>
<tr>
<td>Application Publisher</td>
<td>• Name of the Publisher of the Application</td>
</tr>
<tr>
<td></td>
<td>• Developed Internally</td>
</tr>
<tr>
<td></td>
<td>• Developed in Partnership</td>
</tr>
<tr>
<td></td>
<td>• Do Not Know</td>
</tr>
<tr>
<td>Application Type</td>
<td>• Commercially Available</td>
</tr>
<tr>
<td></td>
<td>• Custom</td>
</tr>
<tr>
<td>If this is a custom application, what was it built with?</td>
<td>List</td>
</tr>
<tr>
<td>Server (DNS) Name</td>
<td>Server (DNS) Name</td>
</tr>
<tr>
<td>What is the purpose of the application?</td>
<td>Describe</td>
</tr>
<tr>
<td>How critical to the functioning of the division/unit is the application?</td>
<td>• Highly</td>
</tr>
<tr>
<td></td>
<td>• Moderately</td>
</tr>
<tr>
<td></td>
<td>• Not</td>
</tr>
<tr>
<td>What is the primary use of the application?</td>
<td>• Administrative</td>
</tr>
<tr>
<td></td>
<td>• Faculty</td>
</tr>
<tr>
<td></td>
<td>• Instruction</td>
</tr>
<tr>
<td></td>
<td>• Research</td>
</tr>
<tr>
<td></td>
<td>• Public</td>
</tr>
<tr>
<td>Application Client Licenses In-Use</td>
<td>Number</td>
</tr>
<tr>
<td>Application Client Licenses in Reserve</td>
<td>Number</td>
</tr>
<tr>
<td>Operating System(s) on which the Application is Run</td>
<td>• Mac OS 9 (or earlier)</td>
</tr>
<tr>
<td></td>
<td>• Mac OS X</td>
</tr>
<tr>
<td></td>
<td>• Windows ‘95/98/Me</td>
</tr>
<tr>
<td></td>
<td>• Windows NT/2000/XP</td>
</tr>
<tr>
<td></td>
<td>• Solaris</td>
</tr>
<tr>
<td></td>
<td>• Linux</td>
</tr>
<tr>
<td></td>
<td>• Unix</td>
</tr>
<tr>
<td></td>
<td>• FreeBSD</td>
</tr>
<tr>
<td></td>
<td>• Other (specify)</td>
</tr>
<tr>
<td>Is use of the application controlled by a key/license server?</td>
<td>• Yes</td>
</tr>
<tr>
<td></td>
<td>• No</td>
</tr>
<tr>
<td>Estimated One-Time Acquisition Cost of the Application</td>
<td>Dollars</td>
</tr>
<tr>
<td>Estimated Annualized Licensing Cost of the Application</td>
<td>Dollars</td>
</tr>
<tr>
<td>Estimated Annualized Support Cost of the Application</td>
<td>Dollars</td>
</tr>
<tr>
<td>Funding Source – Application Acquisition</td>
<td>• 1990x</td>
</tr>
<tr>
<td></td>
<td>• Grants</td>
</tr>
<tr>
<td></td>
<td>• Recharge</td>
</tr>
<tr>
<td></td>
<td>• Mixed</td>
</tr>
<tr>
<td></td>
<td>• Other</td>
</tr>
<tr>
<td></td>
<td>• Unknown</td>
</tr>
<tr>
<td>Funding Source – Application Licensing</td>
<td>• 1990x</td>
</tr>
<tr>
<td></td>
<td>• Grants</td>
</tr>
<tr>
<td></td>
<td>• Recharge</td>
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<td>• Mixed</td>
</tr>
<tr>
<td></td>
<td>• Other</td>
</tr>
<tr>
<td></td>
<td>• Unknown</td>
</tr>
<tr>
<td>Funding Source – Application Support</td>
<td>• 1990x</td>
</tr>
<tr>
<td></td>
<td>• Grants</td>
</tr>
<tr>
<td></td>
<td>• Recharge</td>
</tr>
<tr>
<td></td>
<td>• Mixed</td>
</tr>
</tbody>
</table>
| Support Source – Installation and Maintenance of the Application | • Other  
• Unknown  
• Unit-Based  
• Division-Based  
• CATS/ITS  
• Vendor  
• End-User  
• Other |
Section 4.4 – Definition of Terms

Terms specific to this section are defined below. General terms are defined in Section 2.2 – Definition of Specific Terms (above).

Application Name
The name of the application given to it by its publisher. Plug-ins and freeware are included only if the plug-in or freeware is highly or moderately critical to the functioning to the division/unit.

Application Version
Any version of the application that you manage as a distinct product.

Application Publisher
Name of the Publisher of the Application
The name of the publisher of the application.

Developed Internally
The name(s) of the UCSC division(s) or unit(s) that developed the application.

Developed in Partnership
The name(s) of the UCSC division(s) or unit(s) and the non-UCSC entity(ies) that developed the application.

Do Not Know
The name of the publisher of the application is not known.

Application Type
Commercially Available
The product is available from a vendor, and there may or may not be a charge associated with using it.

Custom
The application is a modified version of a commercially available application, or was developed to satisfy specific user (rather than general market) requirements.

If this is a custom application, what was it built with?
If this is a custom application, list applications, if any, that were used to create it.

Server (DNS) Name
If any part of the application runs on one or more servers, provide the DNS (Domain Name Server) name(s) of the server(s) it uses.

What is the purpose of the application?
Describe the purpose of the application, including mission-critical features and functions.

How critical to the functioning of the division/unit is the application?
Highly
It is critical to the functioning of the division/unit and there is no alternative (including manual) if the application is down.

Moderately
It is critical to the functioning of the division/unit and one or more alternatives (including manual) are available.

Not
It is not critical to the functioning of the division/unit.

Application Client Licenses In-Use
The total number of client licenses actually in-use, associated with this installation of the application.

**Application Client Licenses in Reserve**

The total number of additional client licenses, kept in reserve for expected future use, associated with this installation of the application.

**Operating System(s) on which the Application is Run**

The name(s) of the operating system(s) on which the application is run (not the list of operating systems on which the custom application could be run).

Mac OS 9 (or earlier), Mac OS X, Windows 95/98/Me, Windows NT/2000/XP, Solaris, Linux, Unix, FreeBSD, Other (specify)

**Is use of the application controlled by a key/license server?**

“Yes” or “no”.
SECTION 5

HARDWARE

Section 5.1 – Goal

To understand the distribution of hardware types and operating systems across the campus in terms of: quantity, primary use, location (division/unit and on-campus/off-campus), ownership, costs (one-time and annualized), funding sources, vendor mix, licensing, service code, support source, service contract, etc.

Section 5.2 – Areas of Inquiry

• Where are there similarities in the divisions’ inventories?
• How many clusters are currently in operation, and where are they (which units)?
• What is the distribution of hardware types by primary use?
  Administrative
  Faculty
  Instruction
  Research
  Public
• What is the distribution of hardware types across the divisions?
• What is the distribution of hardware types by support source?
• What are the costs associated with each hardware type?
• What are the funding sources associated with each hardware type?
• What is the vendor mix for the hardware types in each division?
• What is the average age of the hardware types in use across the divisions?
• What percentage of hardware types is covered by service contracts and how are the service contracts distributed across the divisions?
• What is the distribution of hardware type by service code?
• What is the distribution of hardware type by ownership?
• What is the distribution of hardware type by location?
• What is the distribution of operating systems by primary use (Administrative, Faculty, Instruction, Research, Public)?
• What is the distribution of operating systems across the divisions?
• What is the distribution of operating systems by support source?
• What are the costs associated with each operating systems?
• What are the funding sources associated with each operating system?
## Section 5.3 – Data Elements

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<tbody>
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<td>Division</td>
<td>Name of the Division</td>
</tr>
<tr>
<td>Unit</td>
<td>Name of the Unit</td>
</tr>
</tbody>
</table>
| Hardware Type | • Server  
                           • Cluster  
                           • Desktop  
                           • Laptop  
                           • Tablet  
                           • PDA  
                           • Printer  
                           • Scanner  
                           • External Storage Device |
| Server (DNS) Name | Server (DNS) Name |
| Estimated Total Storage Capacity of the External Storage Device | Estimated Total Storage Capacity (in MB) |
| Hardware Manufacturer | Name of the Manufacturer of the Hardware |
| Year Originally Acquired | Fiscal Year |
| Hardware Location – Building Name | • Name of the Building  
                           • Off-Campus |
| What is the primary use of the hardware? | • Administrative  
                           • Faculty  
                           • Instruction  
                           • Research  
                           • Public |
| Ownership | • UC  
                           • Grantor/Vendor Organization  
                           • Personal |
| Network Connection | • Yes  
                           • No |
| Service Code | • In-Service  
                           • Awaiting Deployment  
                           • Out-of-Service – Spare  
                           • Out-of-Service – Outdated  
                           • Out-of-Service – Broken |
| Service/Support Contract | • Yes  
                           • No |
| Type of Service/Support Contract | Describe |
| Date Service/Support Contract Expires | Date |
| Estimated One-Time Acquisition Cost of the Hardware | Dollars |
| Estimated Annualized Acquisition Cost of the Hardware | Dollars |
| Estimated Annualized Support Cost of the Hardware | Dollars |
| Funding Source – Hardware Acquisition (One-Time) | • 1990x  
                           • Grants  
                           • Recharge  
                           • Mixed  
                           • Other  
                           • Unknown |
| Funding Source – Hardware Acquisition (Annualized) | • 1990x  
                           • Grants  
                           • Recharge  
                           • Mixed  
                           • Other  
                           • Unknown |
| Funding Source – Hardware Support | • 1990x  
  • Grants  
  • Recharge  
  • Mixed  
  • Other  
  • Unknown |
|-----------------------------------|------------------------------------------------|
| Support Source – Installation and Maintenance of the Hardware | • Unit-Based  
  • Division-Based  
  • CATS/ITS  
  • Vendor  
  • End-User  
  • Other |
| Primary (boot) Operating System Name | Name of the Primary (boot) Operating System |
| Primary (boot) Operating System Version | Version of the Primary (boot) Operating System |
| Primary (boot) Operating System Publisher | Name of the Publisher of the Primary (boot) Operating System |
| Estimated One-Time Acquisition Cost of the Primary (boot) Operating System | Dollars |
| Estimated Annualized Licensing Cost of the Primary (boot) Operating System | Dollars |
| Estimated Annualized Support Cost of the Primary (boot) Operating System | Dollars |
| Funding Source – Primary (boot) Operating System Acquisition | • 1990x  
  • Grants  
  • Recharge  
  • Mixed  
  • Other  
  • Unknown |
| Funding Source – Primary (boot) Operating System Licensing | • 1990x  
  • Grants  
  • Recharge  
  • Mixed  
  • Other  
  • Unknown |
| Funding Source – Primary (boot) Operating System Support | • 1990x  
  • Grants  
  • Recharge  
  • Mixed  
  • Other  
  • Unknown |
| Support Source – Installation and Maintenance of the Primary (boot) Operating System | • Unit-Based  
  • Division-Based  
  • CATS/ITS  
  • Vendor  
  • End-User  
  • Other |
| Secondary Operating System Name | Name of the Secondary Operating System |
| Secondary Operating System Version | Version of the Secondary Operating System |
| Secondary Operating System Publisher | Name of the Publisher of the Secondary Operating System |
| Estimated One-Time Acquisition Cost of the Secondary Operating System | Dollars |
| Estimated Annualized Licensing Cost of the Secondary Operating System | Dollars |
| Estimated Annualized Support Cost of the Secondary Operating System | Dollars |
| Funding Source – Secondary Operating System Acquisition | • 1990x  
  • Grants  
  • Recharge  
  • Mixed  
  • Other |
<table>
<thead>
<tr>
<th>Tertiary Operating System Name</th>
<th>Name of the Tertiary Operating System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tertiary Operating System Version</td>
<td>Version of the Tertiary Operating System</td>
</tr>
<tr>
<td>Tertiary Operating System Publisher</td>
<td>Name of the Publisher of the Tertiary Operating System</td>
</tr>
<tr>
<td>Estimated One-Time Acquisition Cost of the Tertiary Operating System</td>
<td>Dollars</td>
</tr>
<tr>
<td>Estimated Annualized Licensing Cost of the Tertiary Operating System</td>
<td>Dollars</td>
</tr>
<tr>
<td>Estimated Annualized Support Cost of the Tertiary Operating System</td>
<td>Dollars</td>
</tr>
<tr>
<td>Funding Source – Tertiary Operating System Acquisition</td>
<td>1990x, Grants, Recharge, Mixed, Other, Unknown</td>
</tr>
<tr>
<td>Funding Source – Tertiary Operating System Licensing</td>
<td>1990x, Grants, Recharge, Mixed, Other, Unknown</td>
</tr>
<tr>
<td>Funding Source – Tertiary Operating System Support</td>
<td>1990x, Grants, Recharge, Mixed, Other, Unknown</td>
</tr>
<tr>
<td>Support Source – Installation and Maintenance of the Tertiary Operating System</td>
<td>Unit-Based, Division-Based, CATS/ITS, Vendor, End-User, Other</td>
</tr>
</tbody>
</table>
Section 5.4 – Definition of Terms

Terms specific to this section are defined below. General terms are defined in Section 2.2 – Definition of Specific Terms (above).

Hardware Type

Server
A computer whose primary purpose is to provide one or more services to one or more individuals over the network. This includes: small servers or workstations that are running such things as multi-user databases and small file shares. This excludes: networking devices such as managed hubs and access points.

File Server
A server used to provide common processing and information storage for users, and may be accessible from remote locations (NFS, AFS, DFS, NTFS, CIFS).

Compute Server
A server used to run various “jobs” for users. Similar in some ways to a timeshare system. Users use processor “cycles”.

Web Server
A server used to provide access to content/processes residing on a variety of servers connected via the Internet.

Electronic Communications Server
A server used to provide on-line communications to a community of users. Examples include: e-mail server, news server, instant messaging server, list server, etc.

Print Server
A server used to spool/queue print jobs submitted by users to printers. One print server may be associated with multiple printers.

A “print-release station” is considered a part of a print server.

Information Server
A server used to provide various services to users or applications. Services provided include:

Data Warehousing
A server used to store and retrieve shared information resources (structured, relational data).

Database
A server used to store and retrieve application information (databases and data warehouses are often referred to as database servers).

Document Library
A server used to store and distribute documents (text- and image-based, from computer sources or scanned documents).

Software Library
A server used to store and distribute re-usable software objects (repository services) for constructing and disseminating applications.

Courseware Library
A server used to store and distribute computer-based training.

Application Server
A server used to maintain application and presentation logic (middleware, business logic).

These servers tend to be fast computers with good price/performance points. Network I/O tends to be intensive, but disk and CPU utilization are significantly less than information servers.

**Cluster**
A network of workstations as a vehicle for parallel computing. A cluster may consist of such specialized platforms as the Cray/SGI T3E to cheaper, general purpose systems consisting of loosely coupled components built up from single or multi-processor workstations or PCs (http://www.ieeefcc.org/).

**Desktop**
A computer generally associated with an individual, used to perform basic productivity tasks (communication, research, etc), is designed to be used on (at) a desktop, and is not easily transportable due to its size, weight, and cabling (CPU to display, CPU to keyboard, etc.).

**Laptop**
A computer generally associated with an individual, used to perform basic productivity tasks (communication, research, etc), and is designed to be easily transportable due to its size, weight, and (typically) all-in-one enclosure design.

**Tablet**
A computer that is a variation on a laptop that provides for stylus input via the screen.

**PDA**
A "personal digital assistant". A small, hand-held, device often used to run productivity applications (calendar, address book, e-mail, etc.).

**Printer**
A device used to produce printed (hard-copy) output from a computer. Printers are typically classified according to the technology used to produce the output: laser, ink jet, thermal (including thermal paper and thermal wax transfer), dot-matrix, etc.

**Scanner**
A device used to convert the content of printed (hard-copy) output to an electronic image that can be interacted with by a computer and stored on a storage device.

**External Storage Device**

**Hard Drive**
Used by a file server or NAS (network-attached storage) as primary file storage, but in a separate enclosure from the file server or NAS.

**Back-up**
Used as a storage device for back-up/archival purposes rather than primary file storage.

**Tape Drive**
Used by a file server for back-up/archival purposes.

**Server (DNS) Name**
Provide the DNS (Domain Name Server) name of the server.

**Estimated Total Storage Capacity of the External Storage Device**
The total capacity of the external storage device (enclosure) in MB. The sum of the capacity of all of the “drives” in the external storage device.

**Hardware Manufacturer**
The name of the manufacturer of the hardware; the name on the box.
Year Originally Acquired
The fiscal year in which the hardware was acquired.

Hardware Location – Building Name
If the building is on-campus, provide the name of the building; if the building is off campus, respond "off-campus".

Ownership
UC
If the device was acquired using monies provided by UC (systemwide or campus), and if title to the device was not transferred to another entity (person or organization).

Grantor/Vendor Organization
If the device was acquired using monies provided as the result of a grant or grants, or if the device belongs to a vendor, and if title to the device was not transferred to another entity (person or organization).

Personal
If the device is your personal property, that is, it is not owned by UC or a grantor organization. A device is not personal property if personal funds were used for the initial acquisition, but its acquisition was subsequently reimbursed by UC or a grantor organization.

Network Connection
Is the device networked, “yes” or “no”?

Service Code
In-Service
The device is operational, installed, configured, and ready for use.

Awaiting Deployment
The device has not yet been put into service, may be operational, and may or may not be configured.

Out-of-Service – Spare
The device is operational, not installed, and may or may not be configured.

Out-of-Service – Outdated
The device is not in service as it is too old. Devices in this category are typically awaiting disposal. Devices in this category are sometimes a source of spare of parts.

Out-of-Service – Broken
The device is not in service as it is broken. Devices in this category may be awaiting repair, installation, or configuration. Devices in this category are sometimes a source of spare of parts.

Service/Support Contract
Does the hardware have a service/support contract associated with it, “yes” or “no”?

Type of Service/Support Contract
Describe what the service/support contract provides: 4-hour on-site response (parts and labor covered), next-business-day on-site response (parts and labor covered), return-to-depot (parts and labor covered), parts only, etc.

Date Service/Support Contract Expires
The date (month/day/year) the service/support contract expires.

Operating System Name
The name of the operating system given to it by its publisher.
**Operating System Version**
The “x.x” (not “x.x.x”), of the version of the operating system.

**Operating System Publisher**
The name of the publisher of the operating system.
SECTION 6  SPACE

Section 6.1 – Goal

To understand how space is used by IT staff, and for the purposes of delivering IT and related services, across the campus in terms of: the kind of space (intended/actual), location (on-campus/off-campus), costs (one-time and annualized), funding source, size, special features, staff occupancy, etc.

Section 6.2 – Areas of Inquiry

- Where are IT staff, by building?
- What is the bandwidth to the buildings?
- What is the total quantity (number and square footage) of spaces whose actual purpose is an IT office?
- What is the total quantity (number and square footage) of spaces whose actual purpose is an equipment or server room?
- What is the total quantity (number and square footage) of spaces whose actual purpose is storage used by IT entities?
- What is the total quantity (number and square footage) of spaces whose actual purpose is a wiring closet?
- What is the total quantity (number and square footage) of spaces whose actual purpose is a workroom?
- What is the total quantity (number and square footage) of spaces whose actual purpose is a computing lab?
- What is the total quantity (number and square footage) of spaces whose actual purpose is a public access area?
- What is the distribution of staff (occupancy) across the actual purposes of the spaces?
- What is the total quantity (number and square footage) of spaces used by/for IT staff or equipment storage where the actual purpose of the space is different from the intended purpose of the space?
## Section 6.3 – Data Elements

<table>
<thead>
<tr>
<th>DATA ELEMENT</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division</td>
<td>Name of the Division</td>
</tr>
<tr>
<td>Unit</td>
<td>Name of the Unit</td>
</tr>
<tr>
<td>Building Name</td>
<td>Name of the Building</td>
</tr>
<tr>
<td>Room Number (or Description)</td>
<td>Room Number (or Description)</td>
</tr>
<tr>
<td>Total Square Footage of the Space</td>
<td>Number</td>
</tr>
<tr>
<td>Is the space located off-campus?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Estimated Annualized Cost of the Off-Campus Space</td>
<td>Dollars</td>
</tr>
<tr>
<td>Funding Source – Off-Campus Space</td>
<td>1990x, Grants, Recharge, Mixed, Other, Unknown</td>
</tr>
<tr>
<td>What is the intended (designed for) purpose of the space?</td>
<td>Office, Equipment or Server Room, Storage, Wiring Closet, Workroom, Computing Lab, Public Access Area, Hallway/Stairwell/Loading Dock/Other</td>
</tr>
<tr>
<td>What is the actual purpose of the space?</td>
<td>Office, Equipment or Server Room, Storage, Wiring Closet, Workroom, Computing Lab, Public Access</td>
</tr>
<tr>
<td>What is the distribution of staff (occupancy) across the intended (designed for) purpose of the space?</td>
<td>Office, Equipment or Server Room, Storage, Wiring Closet, Workroom, Computing Lab, Public Access Area, Hallway/Stairwell/Loading Dock/Other</td>
</tr>
<tr>
<td>Does any portion of the space have any of the following special features?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>a built-in (NOT window-mounted or free-standing) air conditioning system</td>
<td></td>
</tr>
<tr>
<td>a built-in fire suppression system (NOT a fire extinguisher hanging on a wall or a sprinkler system)</td>
<td></td>
</tr>
<tr>
<td>a built-in UPS (NOT a UPS under a desk or installed in an equipment rack)</td>
<td></td>
</tr>
<tr>
<td>a &quot;raised floor&quot; (a floor system consisting of removable tiles that provides for the installation of network and power cabling, etc.)</td>
<td></td>
</tr>
<tr>
<td>a cable management system (equipment racks, raceway, ladder-rack, etc.)</td>
<td></td>
</tr>
<tr>
<td>What is the bandwidth to the building?</td>
<td>Number</td>
</tr>
</tbody>
</table>
Section 6.4 – Definition of Terms

Total Square Footage of the Space
Provide the total square footage of the space.

Is the space located off-campus?
“Yes” or “no”.

What is the intended (designed for) purpose of the space?

Office
An area used primarily as an office location by an employee. An office typically would have power, heat, telephone, a desk, and a chair.

Equipment or Server Room
An area used primarily to house computer or network equipment that is in-use.

Storage
An area used primarily to house computer or network equipment that is out-of-service.

Wiring Closet
An area used primarily to house network termination devices (switches, punch-down blocks, etc.) that are in-use. It may also house network equipment (routers, etc.) that is in-use.

Workroom
An area used primarily for the repair and configuration of hardware devices.

Computing Lab
A facility having computers available, but not dedicated to any one person’s use, for faculty, staff, and students, and whose usage does not naturally fit one of the other definitions.

Public Access Area
An area used primarily by the public with no restrictions to access during business hours. This area may also be used by faculty, staff, or students. Some examples would be the University Library, the Arboretum, and Long Marine Lab.

Hallway/Stairwell/Loading Dock/Other
An area used primarily as a hallway, stairwell, loading dock, or other location not intended for any of the above uses.

What is the actual purpose of the space?
Provide an estimate of how much of the total square footage (percentage) of the space is used for each of the following purposes:

Office
An area used primarily as an office location by an employee. An office typically would have power, heat, telephone, a desk, and a chair.

Equipment or Server Room
An area used primarily to house computer or network equipment that is in-use.

Storage
An area used primarily to house computer or network equipment that is out-of-service.

Wiring Closet
An area used primarily to house network termination devices (switches, punch-down blocks, etc.) that are in-use. It may also house network equipment (routers, etc.) that is in-use.
Workroom
An area used primarily for the repair and configuration of hardware devices.

Computing Lab
A facility having computers available, but not dedicated to any one person’s use, for faculty, staff, and students, and whose usage does not naturally fir one of the other definitions.

Public Access
An area used primarily by the public with no restrictions to access during business hours. This area may also be used by faculty, staff, or students. Some examples would be the University Library, the Arboretum, and Long Marine Lab.

What is the distribution of staff (occupancy) across the intended (designed for) purpose of the space?
Provide an estimate of how many staff occupy, as a primary workplace, space used for each of the following purposes:

Office
An area used primarily as an office location by an employee. An office typically would have power, heat, telephone, a desk, and a chair.

Equipment or Server Room
An area used primarily to house computer or network equipment that is in-use.

Storage
An area used primarily to house computer or network equipment that is out-of-service.

Wiring Closet
An area used primarily to house network termination devices (switches, punch-down blocks, etc.) that are in-use. It may also house network equipment (routers, etc.) that is in-use.

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An area used primarily for the repair and configuration of hardware devices.

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An area used primarily by the public with no restrictions to access during business hours. This area may also be used by faculty, staff, or students. Some examples would be the University Library, the Arboretum, and Long Marine Lab.

Hallway/Stairwell/Loading Dock/Other
An area used primarily as a hallway, stairwell, loading dock, or other location not intended for any of the above uses.

Does any portion of the space have any of the following special features, “yes” or “no”? 

- a built-in (NOT window-mounted or free-standing) air conditioning system
- a built-in fire suppression system (NOT a fire extinguisher hanging on a wall or a sprinkler system)
- a built-in UPS (NOT a UPS under a desk or installed in an equipment rack)?
- a “raised floor” (a floor system consisting of removable tiles that provides for the installation of network and power cabling, etc.)?
- a cable management system (equipment racks, raceway, ladder-rack, etc.)?
What is the bandwidth to the building?
Provide the aggregate bandwidth to the building from the campus network.
SECTION 7

PERSONNEL

Section 7.1 – Goal

To understand the distribution of staff engaged in IT work in terms of: employee name, job classification, primary location (on-campus/off-campus), time (IT-work/travel), supervision, number of units supported, etc.

Section 7.2 – Areas of Inquiry

• How many non-IT classified staff are engaged in IT work?
• Which categories does the employee support (by percentage)?
  Administrative
  Faculty
  Instruction
  Research
  Public
• What percentage of IT staff are split across 2 categories, 3 categories, or 4 categories?
• What percentage of IT staff are managers/supervisors?
• What is the average number of staff/contractors supervised by an IT manager/supervisor, by unit?
• How many units have a single IT employee as their IT unit?
• How many students are engaged in IT work?
• What is the average number of students supervised by IT staff?
• How are employees delivering IT service classified?
• What is the average number of units supported by an IT staff?
• How many IT staff support the entire campus?
• What is the average amount of time spent by IT staff traveling between work sites?
### Section 7.3 – Data Elements

<table>
<thead>
<tr>
<th>DATA ELEMENT</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division</td>
<td>Name of the Division</td>
</tr>
<tr>
<td>Unit</td>
<td>Name of the Unit</td>
</tr>
<tr>
<td>Employee Name</td>
<td>Name of the Employee</td>
</tr>
<tr>
<td>Employee ID Number</td>
<td>ID Number of the Employee</td>
</tr>
<tr>
<td>Job Classification</td>
<td>Job Classification of the Employee</td>
</tr>
<tr>
<td>Primary Workplace – Building Name</td>
<td>• Name of the Building</td>
</tr>
<tr>
<td></td>
<td>• Off-Campus</td>
</tr>
<tr>
<td>Primary Workplace – Room Number (or Description)</td>
<td>Room Number (or Description)</td>
</tr>
<tr>
<td>Estimate, by percentage of total time, the amount of</td>
<td>• Administrative</td>
</tr>
<tr>
<td>time the employee spends providing support to people</td>
<td>• Faculty</td>
</tr>
<tr>
<td>in the following categories</td>
<td>• Instruction</td>
</tr>
<tr>
<td></td>
<td>• Research</td>
</tr>
<tr>
<td></td>
<td>• Public</td>
</tr>
<tr>
<td>Amount of Time Allocated to IT-Related Work</td>
<td>Average Number of Hours</td>
</tr>
<tr>
<td>Amount of Time Allocated to Travel Between IT Work</td>
<td>Average Number of Hours</td>
</tr>
<tr>
<td>Sites</td>
<td></td>
</tr>
<tr>
<td>How many (non-student) staff/contractors does the</td>
<td>Number</td>
</tr>
<tr>
<td>employee supervise?</td>
<td></td>
</tr>
<tr>
<td>How many student staff does the employee supervise?</td>
<td>Number</td>
</tr>
<tr>
<td>Number of Units Supported</td>
<td>• Number</td>
</tr>
<tr>
<td></td>
<td>• Entire Campus</td>
</tr>
</tbody>
</table>
Section 7.4 – Definition of Terms

**Employee ID Number**
The identification number (not the Social Security Number) of the employee, as it appears in PPS.

**Job Classification**
The job classification of the employee, as it appears in PPS.

**Primary Workplace – Building Name**
If the building is on-campus, provide the name of the building; if the building is off campus, respond “off-campus”.

**Estimate, by percentage of total time, the amount of time the employee spends providing support to people in the following categories.**

- **Administrative**
  People engaged in activities primarily in support of the business functions of the University and its divisions.

- **Faculty**
  People engaged in activities primarily in support of instruction and/or research work.

- **Instruction**
  People engaged in activities primarily in support of teaching a course within the campus academic programs.

- **Research**
  People engaged in activities primarily in support of research work, however, at times, may also be engaged in activities in support of graduate instruction. This does not include people engaged in activities primarily in support of “literature searches”.

- **Public**
  People engaged in activities primarily in support of applications, hardware, and services available for public use.

**Amount of Time Allocated to IT-Related Work**
The total number of hours the employee spends engaged in IT-related work, on average.

**Amount of Time Allocated to Travel Between IT Work Sites**
The total number of hours the employee spends engaged in travel related to IT work sites (inter-building), on average.

**How many (non-student) staff/contractors does the employee supervise?**
The total number of staff/contractors (not FTE) the employee supervises, on average.

**How many student staff does the employee supervise?**
The total number of students (not FTE) the employee supervises, on average.

**Number of Units Supported**
How many units does the employee support? If the entire campus, respond “999”.

SECTION 8 SERVICES PROVIDED

Section 8.1 – Goal

To understand the distribution of IT services provided by staff engaged in IT work in terms of: employee name, service/support category, activity/platform, time (IT-work, service category/support category, activity/platform), funding source, etc.

Section 8.2 – Areas of inquiry

- What percentage of the overall delivery of services across the campus is devoted to each of the four service categories of: Consulting, Network Support, Server Support, Workstation/User Support?
- What similarities appear to exist among the divisions in the distribution of services within the service categories of: Consulting, Network Support, Server Support, Workstation/User Support?
- For each of the service categories of: Consulting, Network Support, Server Support, Workstation/User Support, what trends are visible?
- What percentage of the campus’ total service delivery is devoted to each of the service categories of: Consulting, Network Support, Server Support, Workstation/User Support?
- What percentage of each of the service categories of: Consulting, Network Support, Server Support, Workstation/User Support is delivered by the central ITS organization?
- Within each of the service categories of: Consulting, Network Support, Server Support, Workstation/User Support, what percentage of the overall campus effort is devoted to each of the activities?
- What is the estimated cost of delivering services in each of the service categories of: Consulting, Network Support, Server Support, Workstation/User Support, based on the amount of effort that is expended by the various IT entities?
- Which use seems to be the biggest consumer of each of the service categories of: Consulting, Network Support, Server Support, Workstation/User Support?
- What percentage of each of the service categories of: Consulting, Network Support, Server Support, Workstation/User Support are paid for with state funds?
- What percentage of each of the service categories of: Consulting, Network Support, Server Support, Workstation/User Support are paid for with grant funds?
- What percentage of each of the service categories of: Consulting, Network Support, Server Support, Workstation/User Support are paid for with other funds?
- Of the support categories of: Server Support, Workstation/User Support, what is the distribution by platform?
### Section 8.3 – Data Elements

<table>
<thead>
<tr>
<th>DATA ELEMENT</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division</td>
<td>Name of the Division</td>
</tr>
<tr>
<td>Unit</td>
<td>Name of the Unit</td>
</tr>
<tr>
<td>Employee Name</td>
<td>Name of the Employee</td>
</tr>
<tr>
<td>Amount of Time Allocated to IT-Related Work</td>
<td>Average Number of Hours</td>
</tr>
<tr>
<td>Of the Total Time Allocated to IT-Related Work, the Percentage Allocated to each Service Category</td>
<td>Percentage</td>
</tr>
<tr>
<td>Percentage of Time Allocated to each Service Category, by Activity (see: Section 8.3.1)</td>
<td>Percentage</td>
</tr>
<tr>
<td>Of the Total Time Allocated to IT-Related Work, the Percentage Allocated to each Support Category</td>
<td>Percentage</td>
</tr>
<tr>
<td>Percentage of Time Allocated to each Support Category, by Platform (see: Section 8.3.2)</td>
<td>Percentage</td>
</tr>
<tr>
<td>Funding Source – Each Activity of Each Service Category</td>
<td>• 1990x</td>
</tr>
<tr>
<td></td>
<td>• Grants</td>
</tr>
<tr>
<td></td>
<td>• Recharge</td>
</tr>
<tr>
<td></td>
<td>• Mixed</td>
</tr>
<tr>
<td></td>
<td>• Other</td>
</tr>
<tr>
<td></td>
<td>• Unknown</td>
</tr>
</tbody>
</table>
## Section 8.3.1 – Percentage of Time Allocated to Service Category, by Activity

<table>
<thead>
<tr>
<th>SERVICE CATEGORY</th>
<th>ACTIVITY</th>
</tr>
</thead>
</table>
| IT Resource Management | • Engages in the hiring/termination of staff/students  
• Represents the unit with other groups  
• Forecasts future budget  
• Manages current budget  
• Develops/enforces current policies  
• Purchases (including all relevant tasks/activities) IT equipment/supplies  
• Manages projects (including staff/student activities)  
• Mentors/trains other staff members  
• Maintains hardware/software inventories  
• Responds to requests for information on behalf of the unit  
• Engages in strategic direction/planning |
| IT Administrative Support (Media Services and CATS/ITS ONLY) | • Fulfills campus administrative purchasing requirements  
• Provides accounting services  
• Provides liaison with the facilities group  
• Generates reports  
• Completes administrative requirements for payroll  
• Provides HR services |
| Network Support | • Changes/adds ports  
• Monitors network traffic/port scans  
• Detects intruders to the system  
• Conducts research regarding network maintenance, network security, network or internet connectivity  
• Resolves (as an SME) connectivity issues (escalations)  
• Investigates network abuse |
| Server Support | • Supports network file servers  
• Supports application servers  
• Supports information servers (database)  
• Supports compute servers (servers that users run applications on)  
• Supports print servers  
• Supports electronic communication  
• Manages server migration |
| Workstation/User Support | • Configures installs computers and peripheral hardware  
• Troubleshoots computer hardware problems  
• Upgrades/updates hardware components  
• Disposes of hardware  
• Installs/configures software  
• Troubleshoots software problems  
• Upgrades/updates software  
• Installs/configures printers  
• Troubleshoots printer problems  
• Upgrades/updates printers  
• Changes/adds user accounts  
• Applies security/anti-virus patches/updates |
<p>| Consulting | • Provides advice/recommendations |</p>
<table>
<thead>
<tr>
<th>regarding technical issues</th>
<th>Provides advice regarding practical uses of technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solves problems by designing/developing:</td>
<td>Provides help to users for the use of application functions</td>
</tr>
<tr>
<td>Applications</td>
<td>Gathers requirements/performs needs analysis for potential projects</td>
</tr>
<tr>
<td>Websites</td>
<td>Assists faculty with grant writing</td>
</tr>
<tr>
<td>Databases</td>
<td>Other automated solutions</td>
</tr>
</tbody>
</table>
Section 8.3.2 – Percentage of Time Allocated to Support Category, by Platform

<table>
<thead>
<tr>
<th>SUPPORT CATEGORY</th>
<th>PLATFORM</th>
</tr>
</thead>
</table>
| Server            | • Mac OS 9  
|                   | • Mac OS X  
|                   | • Windows ‘95/’98  
|                   | • Windows NT/2000/XP  
|                   | • Unix/Linux  
|                   | • Other (specify)  |
| Workstation/User  | • Mac OS 9  
|                   | • Mac OS X  
|                   | • Windows ‘95/’98  
|                   | • Windows NT/2000/XP  
|                   | • Unix/Linux  
|                   | • Other (specify)  |

Section 8.4 – Definition of Terms

Amount of Time Allocated to IT-Related Work
The total number of hours the employee spends engaged in IT-related work, on average.

Of the Total Time Allocated to IT-Related Work, the Percentage Allocated to each Service Category
Of the total number of hours the employee spends engaged in IT-related work, on average, what percentage is spent in each service category?

Percentage of Time Allocated to each Service Category, by Activity (Section 8.3.1)
Of the total number of hours the employee spends engaged in IT-related work in a service category, on average, what percentage is spent in each activity?

Of the Total Time Allocated to IT-Related Work, the Percentage Allocated to each Support Category
Of the total number of hours the employee spends engaged in IT-related work, on average, what percentage is spent in each support category?

Percentage of Time Allocated to each Support Category, by Platform (Section 8.3.2)
Of the total number of hours the employee spends engaged in IT-related work in a support category, on average, what percentage is spent on each platform?