

**Appendix 7 to
Second Amendment of
Master Service Agreement**

June 25, 2012



**Attachment to Data Center Services
Service Component Provider
Master Services Agreement**
DIR Contract NO. DIR-DCS-SCP-MSA-003

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Xerox Corporation

**Attachment 4-D
Resource Baselines**

June 25, 2012

Server Storage											
Consolidated Data Centers (ADC/SDC)											
Enterprise Storage											
	Tier 1 - Mission Critical - High Speed	GB	-	4,946	14,838	24,730	34,622	39,569	39,569	39,569	39,569
	Tier 2 - Business Critical	GB	50,141	137,543	312,347	487,151	661,955	749,357	749,357	749,357	749,357
	Tier 3 - Archive - Online, Long Term Retention	GB	-	21,973	65,920	109,867	153,814	175,788	175,788	175,788	175,788
Tape and Backup											
	Server Tape Stored - TSM	GB Stored	903,817	910,336	923,374	936,413	949,451	955,970	955,970	955,970	955,970
	Offsite Tape Storage	Tapes	11,792	16,246	25,154	34,063	42,971	47,425	47,425	47,425	47,425
Non-Consolidated Service Locations											
Disk Storage											
	Dedicated and Shared	GB	1,240,143	1,125,822	897,179	668,536	439,893	325,571	325,571	325,571	325,571
Tape and Backup											
	Server Tape Stored - TSM	GB Stored	370,809	364,290	351,252	338,214	325,176	318,657	318,657	318,657	318,657
(a)	Server Tape - Other	GB Writes	1,589,485	1,589,485	1,589,485	1,589,485	1,589,485	1,589,485	1,589,485	1,589,485	1,589,485
	Offsite Tape Storage	Tapes	51,529	47,075	38,166	29,258	20,349	15,895	15,895	15,895	15,895
Other Storage											
	Optical	GB	134	134	134	134	134	134	134	134	134

Miscellaneous Server Services											
	Hardware Services Charges (HSC)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Software Charge (SSC)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Hardware Maintenance - DIR Customer-Owned STM Servers	Server	4,495	4,046	3,147	2,248	1,349	450	-	-	-

MSI Services											
	CPU Hour	CPU Hour	4,778	4,778	4,778	4,778	4,778	4,778	4,778	4,778	4,778
	Print Images	Images	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560
	STM Server Instances	Instances	4,983	4,944	4,874	4,805	4,735	4,703	4,703	4,703	4,703
	DIR Customer Support	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Chargeback Users	Users	162	162	162	162	162	162	162	162	162
	Remedy Licenses	Licenses	100	100	100	100	100	100	100	100	100
	SCP Service Level Measures	Measures	86	86	86	86	86	86	86	86	86
	Program Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

(a) No assumption has been made regarding Transformation of the Server Tape - Other RU volumes. It is assumed that this baseline volume would be reduced as a result of Transformation with an increase in Consolidated Server Tape Stored - TSM RU volumes. However, it has not been determined how the volumes would convert from Other to TSM at this point.

Resource Baseline Units

Agency: Consolidated Enterprise

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	4,639
	CPU Hour - Specialty Engine	CPU Hour	139
	IBM Mainframe Allocated Application DASD	GB	24,249
	IBM Application Tapes in Storage - VTS	GB	218,392
	IBM Offsite Tape Storage	Tape/Reel	1,819

Print and Mail Services			
	Print Images	Images	17,578,560
	Mailing Insertions	Inserts	3,308,796

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	374
	Silver	Instance	501
	Bronze	Instance	291
	UNIX		
	Gold	Instance	283
	Silver	Instance	194
	Bronze	Instance	75
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	609
	Silver	Instance	1,065
	Bronze	Instance	1,063
	UNIX		
	Gold	Instance	188
	Silver	Instance	242
	Bronze	Instance	97
	Total Service Tier Matrix Instances		4,983

Utility Servers			
	Email Accounts - Consolidated	Accounts	8,121
	Email Accounts - Remote	Accounts	31,513
	Enterprise File and Print	Instances	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	50,141
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	903,817
Offsite Tape Storage	Tapes	11,792
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	1,240,143
Tape and Backup		
Server Tape Stored - TSM	GB Stored	370,809
Server Tape - Other	GB Writes	1,589,485
Offsite Tape Storage	Tapes	51,529
Other Storage		
Optical	GB	134
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: DADS

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	20
	Silver	Instance	43
	Bronze	Instance	14
	UNIX		
	Gold	Instance	3
	Silver	Instance	7
	Bronze	Instance	2
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	4
	Silver	Instance	35
	Bronze	Instance	4
	UNIX		
	Gold	Instance	0
	Silver	Instance	0
	Bronze	Instance	0
	Total Service Tier Matrix Instances		132

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	61,854
Offsite Tape Storage	Tapes	183
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	48,374
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	28,112
Offsite Tape Storage	Tapes	827
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: DARS

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	13
	Silver	Instance	5
	Bronze	Instance	13
	UNIX		
	Gold	Instance	3
	Silver	Instance	3
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	5
	Silver	Instance	2
	Bronze	Instance	148
	UNIX		
	Gold	Instance	4
	Silver	Instance	5
	Bronze	Instance	2
	Total Service Tier Matrix Instances		203

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	5,441
Offsite Tape Storage	Tapes	199
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	52,498
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	129,062
Offsite Tape Storage	Tapes	1,089
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: DFPS

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	8
	Silver	Instance	32
	Bronze	Instance	-
	UNIX		
	Gold	Instance	14
	Silver	Instance	6
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	5
	Silver	Instance	23
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		88

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	38,447
Offsite Tape Storage	Tapes	3,435
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	42,944
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	35,986
Offsite Tape Storage	Tapes	-
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: DIR-A

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	6
	Silver	Instance	11
	Bronze	Instance	5
	UNIX		
	Gold	Instance	1
	Silver	Instance	1
	Bronze	Instance	2
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	0
	Silver	Instance	0
	Bronze	Instance	2
	UNIX		
	Gold	Instance	2
	Silver	Instance	1
	Bronze	Instance	3
	Total Service Tier Matrix Instances		34

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	4,455
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	32,612
Offsite Tape Storage	Tapes	103
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	4,455
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	9,601
Offsite Tape Storage	Tapes	102
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: DIR-TXO

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	5
	Silver	Instance	-
	Bronze	Instance	1
	UNIX		
	Gold	Instance	53
	Silver	Instance	-
	Bronze	Instance	8
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		67

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	12,523
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Offsite Tape Storage	Tapes	334
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	32,249
Offsite Tape Storage	Tapes	-
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: DMV

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	81
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	231
	IBM Application Tapes in Storage - VTS	GB	8,082
	IBM Offsite Tape Storage	Tape/Reel	314

Print and Mail Services			
	Print Images	Images	2,779,350
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	4
	Silver	Instance	8
	Bronze	Instance	0
	UNIX		
	Gold	Instance	4
	Silver	Instance	3
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	14
	Silver	Instance	25
	Bronze	Instance	1
	UNIX		
	Gold	Instance	4
	Silver	Instance	2
	Bronze	Instance	-
	Total Service Tier Matrix Instances		65

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	626
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Offsite Tape Storage	Tapes	130
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	58,492
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	-
Offsite Tape Storage	Tapes	1,862
Other Storage		
Optical Storage	GB	19
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: DSHS

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	72,502
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	52
	Silver	Instance	60
	Bronze	Instance	47
	UNIX		
	Gold	Instance	4
	Silver	Instance	4
	Bronze	Instance	3
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	126
	Silver	Instance	164
	Bronze	Instance	164
	UNIX		
	Gold	Instance	6
	Silver	Instance	3
	Bronze	Instance	2
	Total Service Tier Matrix Instances		635

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	14,424
Offsite Tape Storage	Tapes	255
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	121,743
Tape and Backup		
Server Tape Stored - TSM	GB Stored	30,451
Server Tape - Other	GB Writes	211,735
Offsite Tape Storage	Tapes	9,825
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: HHSC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	363
	CPU Hour - Specialty Engine	CPU Hour	-
	IBM Mainframe Allocated Application DASD	GB	287
	IBM Application Tapes in Storage - VTS	GB	7,478
	IBM Offsite Tape Storage	Tape/Reel	117

Print and Mail Services			
	Print Images	Images	7,220,001
	Mailing Insertions	Inserts	1,492,999

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	20
	Silver	Instance	62
	Bronze	Instance	40
	UNIX		
	Gold	Instance	33
	Silver	Instance	88
	Bronze	Instance	7
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	47
	Silver	Instance	160
	Bronze	Instance	116
	UNIX		
	Gold	Instance	46
	Silver	Instance	116
	Bronze	Instance	28
	Total Service Tier Matrix Instances		763

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	441,770
Offsite Tape Storage	Tapes	3,398
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	112,998
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	239,877
Offsite Tape Storage	Tapes	1,421
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: HPC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	4
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		4

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Offsite Tape Storage	Tapes	-
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	695
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	-
Offsite Tape Storage	Tapes	-
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: OAG

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	16
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	75
	IBM Application Tapes in Storage - VTS	GB	462
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	214,658
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	17
	Silver	Instance	18
	Bronze	Instance	16
	UNIX		
	Gold	Instance	4
	Silver	Instance	8
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	10
	Silver	Instance	28
	Bronze	Instance	8
	UNIX		
	Gold	Instance	1
	Silver	Instance	5
	Bronze	Instance	-
	Total Service Tier Matrix Instances		115

Utility Servers			
	Email Accounts - Consolidated	Accounts	1,776
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	30,372
Offsite Tape Storage	Tapes	389
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	52,249
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	21,125
Offsite Tape Storage	Tapes	1,385
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: OAGCS

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	657
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	14,516
	IBM Application Tapes in Storage - VTS	GB	61,511
	IBM Offsite Tape Storage	Tape/Reel	21

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	21
	Silver	Instance	31
	Bronze	Instance	36
	UNIX		
	Gold	Instance	117
	Silver	Instance	37
	Bronze	Instance	9
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	23
	Silver	Instance	85
	Bronze	Instance	13
	UNIX		
	Gold	Instance	55
	Silver	Instance	18
	Bronze	Instance	-
	Total Service Tier Matrix Instances		445

Utility Servers			
	Email Accounts - Consolidated	Accounts	3,434
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	2,450
Offsite Tape Storage	Tapes	125
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	79,039
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	56,918
Offsite Tape Storage	Tapes	345
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: PUC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	10
	Silver	Instance	2
	Bronze	Instance	4
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	4
	Silver	Instance	1
	Bronze	Instance	3
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		24

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	256
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	1,521
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	5,304
Offsite Tape Storage	Tapes	49
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	1,521
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	8,197
Offsite Tape Storage	Tapes	52
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: RRC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	30
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	382
	IBM Application Tapes in Storage - VTS	GB	1,725
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	186,157
	Mailing Insertions	Inserts	21,748

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	1
	Silver	Instance	11
	Bronze	Instance	2
	UNIX		
	Gold	Instance	-
	Silver	Instance	16
	Bronze	Instance	0
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	1
	Silver	Instance	24
	Bronze	Instance	13
	UNIX		
	Gold	Instance	-
	Silver	Instance	34
	Bronze	Instance	5
	Total Service Tier Matrix Instances		107

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	738
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	1,177
Offsite Tape Storage	Tapes	108
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	16,383
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	44,175
Offsite Tape Storage	Tapes	1,669
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: SOS

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	5
	Silver	Instance	2
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	5
	Silver	Instance	13
	Bronze	Instance	-
	UNIX		
	Gold	Instance	1
	Silver	Instance	0
	Bronze	Instance	-
	Total Service Tier Matrix Instances		26

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	261
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	994
Offsite Tape Storage	Tapes	5
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	11,079
Tape and Backup		
Server Tape Stored - TSM	GB Stored	12,590
Server Tape - Other	GB Writes	-
Offsite Tape Storage	Tapes	899
Other Storage		
Optical Storage	GB	52
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TABC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	9
	Silver	Instance	13
	Bronze	Instance	3
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	2
	Silver	Instance	4
	Bronze	Instance	21
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		52

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	705
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	12,873
Offsite Tape Storage	Tapes	224
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	7,639
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	2,724
Offsite Tape Storage	Tapes	51
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TCEQ

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	35
	Silver	Instance	7
	Bronze	Instance	8
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	186
	Silver	Instance	48
	Bronze	Instance	30
	UNIX		
	Gold	Instance	17
	Silver	Instance	9
	Bronze	Instance	2
	Total Service Tier Matrix Instances		342

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	3,205
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	175
Offsite Tape Storage	Tapes	97
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	161,357
Tape and Backup		
Server Tape Stored - TSM	GB Stored	233,645
Server Tape - Other	GB Writes	7,494
Offsite Tape Storage	Tapes	2,699
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TDA

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	44,936
	Mailing Insertions	Inserts	11,859

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		-

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Offsite Tape Storage	Tapes	-
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	-
Offsite Tape Storage	Tapes	-
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TDCJ

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	1,511
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	4,013
	IBM Application Tapes in Storage - VTS	GB	32,653
	IBM Offsite Tape Storage	Tape/Reel	10

Print and Mail Services			
	Print Images	Images	504,542
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	3
	Silver	Instance	18
	Bronze	Instance	25
	UNIX		
	Gold	Instance	5
	Silver	Instance	3
	Bronze	Instance	4
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	3
	Silver	Instance	11
	Bronze	Instance	88
	UNIX		
	Gold	Instance	4
	Silver	Instance	2
	Bronze	Instance	3
	Total Service Tier Matrix Instances		169

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	6,729
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	2,478
Offsite Tape Storage	Tapes	67
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	21,004
Tape and Backup		
Server Tape Stored - TSM	GB Stored	4,536
Server Tape - Other	GB Writes	28,980
Offsite Tape Storage	Tapes	1,546
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TDI

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	309,918
	Mailing Insertions	Inserts	70,840

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	30
	Silver	Instance	19
	Bronze	Instance	7
	UNIX		
	Gold	Instance	6
	Silver	Instance	-
	Bronze	Instance	3
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	4
	Silver	Instance	3
	Bronze	Instance	5
	UNIX		
	Gold	Instance	6
	Silver	Instance	-
	Bronze	Instance	4
	Total Service Tier Matrix Instances		85

Utility Servers			
	Email Accounts - Consolidated	Accounts	1,784
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	16,032
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	28,483
Offsite Tape Storage	Tapes	332
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	15,266
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	35,498
Offsite Tape Storage	Tapes	545
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TDLR

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	6
	Bronze	Instance	4
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	6
	Bronze	Instance	2
	UNIX		
	Gold	Instance	-
	Silver	Instance	1
	Bronze	Instance	-
	Total Service Tier Matrix Instances		19

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	404
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	14,364
Offsite Tape Storage	Tapes	36
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	5,066
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	10,204
Offsite Tape Storage	Tapes	620
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TEA

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	628
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	20,365
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	40
	Silver	Instance	21
	Bronze	Instance	25
	UNIX		
	Gold	Instance	3
	Silver	Instance	2
	Bronze	Instance	0
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	78
	Silver	Instance	50
	Bronze	Instance	52
	UNIX		
	Gold	Instance	19
	Silver	Instance	22
	Bronze	Instance	8
	Total Service Tier Matrix Instances		319

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	1,617
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	9,602
Offsite Tape Storage	Tapes	168
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	96,413
Tape and Backup		
Server Tape Stored - TSM	GB Stored	74,494
Server Tape - Other	GB Writes	62,281
Offsite Tape Storage	Tapes	9,866
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TFC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	38,969
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	4
	Silver	Instance	2
	Bronze	Instance	11
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	1
	Silver	Instance	1
	Bronze	Instance	2
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		21

Utility Servers			
	Email Accounts - Consolidated	Accounts	328
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	550
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	2,768
Offsite Tape Storage	Tapes	34
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	-
Offsite Tape Storage	Tapes	-
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: THECB

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	113,981
	Mailing Insertions	Inserts	90,131

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	31
	Silver	Instance	12
	Bronze	Instance	4
	UNIX		
	Gold	Instance	1
	Silver	Instance	2
	Bronze	Instance	2
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	4
	Bronze	Instance	6
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		62

Utility Servers			
	Email Accounts - Consolidated	Accounts	411
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	7,053
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	25,242
Offsite Tape Storage	Tapes	282
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	7,053
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	4,875
Offsite Tape Storage	Tapes	2,549
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TPW

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	1
	Silver	Instance	19
	Bronze	Instance	5
	UNIX		
	Gold	Instance	0
	Silver	Instance	2
	Bronze	Instance	2
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	2
	Silver	Instance	26
	Bronze	Instance	27
	UNIX		
	Gold	Instance	7
	Silver	Instance	10
	Bronze	Instance	24
	Total Service Tier Matrix Instances		125

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	3,734
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	10,698
Offsite Tape Storage	Tapes	110
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	32,273
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	121,345
Offsite Tape Storage	Tapes	1,512
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TSLAC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	15
	Silver	Instance	2
	Bronze	Instance	4
	UNIX		
	Gold	Instance	1
	Silver	Instance	1
	Bronze	Instance	1
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	1
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		25

Utility Servers			
	Email Accounts - Consolidated	Accounts	388
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	8,007
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	6,711
Offsite Tape Storage	Tapes	8
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	-
Offsite Tape Storage	Tapes	-
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TVC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	4
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		4

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	150
Offsite Tape Storage	Tapes	6
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	499
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	-
Offsite Tape Storage	Tapes	-
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TWC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	1,737
	CPU Hour - Specialty Engine	CPU Hour	139
	IBM Mainframe Allocated Application DASD	GB	2,453
	IBM Application Tapes in Storage - VTS	GB	93,819
	IBM Offsite Tape Storage	Tape/Reel	124

Print and Mail Services			
	Print Images	Images	6,073,182
	Mailing Insertions	Inserts	1,621,219

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	4
	Silver	Instance	1
	Bronze	Instance	1
	UNIX		
	Gold	Instance	22
	Silver	Instance	5
	Bronze	Instance	28
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	32
	Silver	Instance	16
	Bronze	Instance	94
	UNIX		
	Gold	Instance	4
	Silver	Instance	0
	Bronze	Instance	10
	Total Service Tier Matrix Instances		216

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	40,918
Offsite Tape Storage	Tapes	315
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	34,094
Tape and Backup		
Server Tape Stored - TSM	GB Stored	15,092
Server Tape - Other	GB Writes	6,657
Offsite Tape Storage	Tapes	5,281
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: WDB

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	4
	Silver	Instance	32
	Bronze	Instance	12
	UNIX		
	Gold	Instance	1
	Silver	Instance	2
	Bronze	Instance	2
	Total Service Tier Matrix Instances		53

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	425
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Offsite Tape Storage	Tapes	592
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	52,804
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	42,545
Offsite Tape Storage	Tapes	-
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TxDOT

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	235
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	1,536
	IBM Application Tapes in Storage - VTS	GB	12,122
	IBM Offsite Tape Storage	Tape/Reel	1,233

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	10
	Silver	Instance	63
	Bronze	Instance	13
	UNIX		
	Gold	Instance	6
	Silver	Instance	8
	Bronze	Instance	5
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	37
	Silver	Instance	262
	Bronze	Instance	251
	UNIX		
	Gold	Instance	11
	Silver	Instance	9
	Bronze	Instance	4
	Total Service Tier Matrix Instances		679

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	12,813
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	106,169
Offsite Tape Storage	Tapes	509
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	186,959
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	435,983
Offsite Tape Storage	Tapes	7,281
Other Storage		
Optical Storage	GB	63
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: TYC

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	9
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	129
	IBM Application Tapes in Storage - VTS	GB	540
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	10
	Silver	Instance	34
	Bronze	Instance	3
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	14
	Silver	Instance	42
	Bronze	Instance	1
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		104

Utility Servers			
	Email Accounts - Consolidated	Accounts	-
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	-
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	8,341
Offsite Tape Storage	Tapes	299
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	17,246
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	13,862
Offsite Tape Storage	Tapes	103
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-

Resource Baseline Units

Agency: ASU (non-billable; see Exhibit 4, Section 20)

Resource Description		Units	Stub Period
Mainframe Services			
IBM			
	CPU Hour	CPU Hour	-
	CPU Hour - Specialty Engine	CPU Hour	
	IBM Mainframe Allocated Application DASD	GB	-
	IBM Application Tapes in Storage - VTS	GB	-
	IBM Offsite Tape Storage	Tape/Reel	-

Print and Mail Services			
	Print Images	Images	-
	Mailing Insertions	Inserts	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	1
	Silver	Instance	10
	Bronze	Instance	-
	UNIX		
	Gold	Instance	10
	Silver	Instance	17
	Bronze	Instance	-
Non-Consolidated Support (non ADC/SDC)			
	Intel (Wintel, Novell, Linux, non-Unix)		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	UNIX		
	Gold	Instance	-
	Silver	Instance	-
	Bronze	Instance	-
	Total Service Tier Matrix Instances		38

Utility Servers			
	Email Accounts - Consolidated	Accounts	2,200
	Email Accounts - Remote	Accounts	-
	Enterprise File and Print	Instance	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			

Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	12,000
Tier 3 - Archive - Online, Long Term Retention	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	53,685
Offsite Tape Storage	Tapes	260
Non-Consolidated Service Locations		
Disk Storage		
Dedicated and Shared	GB	-
Tape and Backup		
Server Tape Stored - TSM	GB Stored	-
Server Tape - Other	GB Writes	54,402
Offsite Tape Storage	Tapes	-
Other Storage		
Optical Storage	GB	-
Miscellaneous Server Services		
Hardware Services Charges (HSC)	N/A	-
Software Charge (SSC)	N/A	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-