### TECHNOLOGY BUSINESS MANAGEMENT

#### Cost Transparency Foundation: Taxonomy and Definitions (TBM Council V2)

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- Mainframe Offline Storage

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- Client Management

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- Other Facilities

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- Central Print

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**Software Expense of Non-Capitalized Purchases**

Software expense of non-capitalized software purchases; Subscription expenditures; Maintenance and support expenditures; Depreciation of capitalized software licenses and software development efforts

**Security**

Security: IT Security resources setting policy, establishing process and means, measuring compliance and responding to security breaches; Option Level 3 categories include: Cyber Security

**Compliance**

Compliance: IT Compliance resources setting policy, establishing controls and measuring compliance to relevant legal and compliance requirements; Option Level 3 categories include: Data Privacy

**Disaster Recovery**

Disaster Recovery: IT Disaster Recovery resources setting DR Policy, establishing process and means, dedicated failover facilities, performing DR testing; NOTE: DR designated equipment is included directly in its own sub-tower (e.g., extra servers for DR are included in Compute tower, etc.)

**Services**

Services: Physical and virtual servers running a version of Microsoft Windows, Solaris or the Linux operating system; includes hardware, software, labor and support services; Option Level 3 categories include: Windows, Linux and Public Cloud Compute

**Uns**

Uns: Servers running vendor-specific, proprietary Unix operating systems (e.g., IBM AIX, Solaris, HP UX); includes hardware, software, labor and support services

**Middleware**

Middleware: Servers running IBM AS/400 platform including hardware, software, labor and support services

**Converged Infrastructure**

Purpose-built appliances that provide compute, storage and network capabilities; Data center lease expenses; Data center lease maintenance and support expenditures; Depreciation of facility building and leasehold improvements

**Mainframe**

Mainframe: Traditional mainframe computers and operations running legacy operating systems

**Online Storage**

Online storage: Central storage such as SAN, NAS and disk and support expenditures; Include compute, storage and networking expenses; All software, equipment and labor to run and operate; Option Level 3 categories include: On-Premise, Public Cloud storage

**Offline Storage**

Offline storage: Resources involved with archive, backup and recovery to support data loss, data corruption, disaster recovery and compliance requirements of the distributed storage

**Mainframe Online Storage**

Mainframe online storage: Mainframe attached storage arrays and the associated equipment, software and labor to run and operate

**Mainframe Offline Storage**

Mainframe offline storage: Any storage resource used for archive, backup and recovery to support data loss, data corruption, disaster recovery and compliance requirements of the mainframe

**Application Development**

Application development: Resources involved with the analysis, design, development, code, test and release packaging services associated with application development projects; Option Level 3 categories include: Development

**Application Support and Operations**

Application support and operations: The operations, support, fix and minor enhancements associated with existing applications

**Business Software**

Business software: Software expenditures including licensing, maintenance and support related to off-the-shelf software purchases

**Database**

Database: Distributed database services focused on the Physical database (versus the logical design) including DBMS, DBMS tools and operational support services

**Middleware**

Middleware: Distributed platform, application and system integration resources enabling cross application development, communications and information sharing

**Mainframe Database**

Mainframe database services focused on the physical database (versus the logical design) including the DBMS, DBMS tools and operational support

**Mainframe Middleware**

Mainframe middleware: Mainframe platform, application and system integration resources enabling cross application development, communication and information sharing

**Current**

Current: Client compute physical desktops, portable laptops, thin client machines, peripherals, (including monitors, pointer devices and attached personal printers) used by individuals to perform work

**End User Software**

End user software: Client related software used to author, create, collaborate and share documents and other content. Examples include email, communications, messaging, word processing, spreadsheets, presentations, desktop publishing, graphics and others. Option Level 3 categories include: Productivity, Communications, Collaboration

**Mobile Device**

Mobile device: Client compute tablets, smart phones (IOS, Android, Windows Mobile) and apps used by individual to perform work

**Network Printer**

Network printer: Printers located on or near users’ desks, examples include network connected personal printer, ink-jet printer, laser printer, departmental or copy/room printer, only include network connected printers. Do not include printers connected to an end user computer

**Conferencing and AV**

Conferencing and AV: Audio and video conference equipment typically used in conference rooms and dedicated telepresence rooms to enable workforce communications

**IT Help Desk**

Centralized Tier 1 help desk resources that handle user request, answer questions and resolve issues

**Desktop Support**

Desktop support: Local support resources that provide on-site support for moves, adds, changes and hands on issue resolution

**IT Service Management**

IT Service Management: Resources involved with the incident, problem and change management activities as part of the IT Service Management process (includes the Tier 1 help desk)

**Project Management**

Project management: Resources involved with managing and supporting IT related projects including business and IT deliverables

**Client Management**

Client management: Resources or “account managers” aligned with the lines of business to understand business needs, communicate IT products, services and status of IT projects

**Operations Center**

Operations center: Centralized IT Operations Center resources including monitoring and intervention e.g., NDC (network operations center), GOC (global operations center)

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**Other**

Other: Computer rooms and MD/FE/DF closets that house IT equipment in corporate headquarters, call centers or other general purpose office buildings

**IT Management**

IT management and strategic planning: IT management and administration resources, IS/IT/OOD, senior IT leaders and administrative support including centralized IT strategy and planning

**Enterprise Architecture**

Enterprise architecture services including: business, information, application and technical architecture to drive standardization, integration and efficiency among business technology solutions

**IT Finance**

IT Finance: Resources involved in the planning, budgeting, spending management and chargeback of IT expenditures and the costing of IT products and services

**IT Vendor Management**

IT Vendor Management: Resources involved in the selection, contract management, compliance, performance management and general delivery of services by 3rd party vendors and external service providers

**LAN/WAN**

LAN/WAN: Physical and wireless local area network connecting equipment within the core data centers and connecting end users in office working areas to the company’s broader network’s: WIDE area network, equipment, network and support services directly connecting data centers, offices and third parties (excludes telecommunication and communication services; Option Level 3 categories include: LAN, WLAN

**Voice**

Voice: Voice resources which enable or distribute voice services through on-premise equipment including PBX, VSP, voicemail and handsets (excludes telecommunication and communication services)

**Transport**

Transport: Data network circuits and associated access facilities and services; includes dedicated and virtual data network and internet access. Also includes usage associated with mobility and other data transport based on usage billing. Voice network circuits and associated access facilities and service; Also includes usage associated with standard telephone calls and IDD number service; Both voice and data transport may include terrestrial and non-terrestrial (e.g., satellite) technologies; Option Level 3 categories include: Data, Voice

**Central Print**

Central print services; often provided to support human resource and customer documentation support process; Option of measure: Page