



Frequently Asked Questions:

The purpose of this document is to provide answers to questions already asked of Gartner. This could potentially provide answers to similar questions one may have in mind. This document will be updated periodically based on any new questions and answers that arise.

Cost Template Q & A

1. What constitutes a Computing Facility location?
 - A Computing Facility with a minimum of 250 square feet of data center space or possessing 10 or more physical servers. If this reflects your environment, please complete the Cost and Workload surveys.
2. How do we consider the cost associated with our agency's workload supported by shared resource facilities such as SRC or Northwest Regional Center?
 - Enter the cost incurred by your agency to have this workload supported by another agency in the Cost Survey. This data should be in a separate "location" tab in your agency's Cost Survey workbook submission. Enter the workload supported by that agency on your behalf in the Workload Survey.
3. My agency operates a shared resource facility. How do I report my costs?
 - "Do not" report what you are actually charging agencies for your work if what's being charged to those agencies includes transfer charges or overheads being charged to your agency. The actual IT costs your agency incurs (hardware, software, personnel, etc.) for the data center operation in support of the specific agency or agencies should be reported.
4. How do we report large capital costs such as major hardware purchases?
 - If your agency does not depreciate its computing related hardware, it should average out its annual hardware spending over the last four years. In addition, maintenance and/or lease costs should be reported for FY 2007-08. The other cost (software, facilities, outsource and personnel) should reflect the actual cost your agency expects to incur in FY 2007-08. If your agency does depreciate hardware, include the actual hardware depreciation cost you expect to incur in the FY 2007-08 and note the depreciation schedule (e.g., 5 years). Network related costs should reflect whatever your agency expects to spend in FY 2007-08.
5. What if my agency budget summary does not correspond with the total costs provided elsewhere in the cost template?
 - Given the Gartner definitions of what is in scope for the benchmark and the fact that (in most cases) hardware cost will be a four year average, the data will, in all likelihood, be different.
6. What do we do with CALs (Client Access Licenses)?
 - Include the server license related costs, but exclude any client/desktop license related costs.
7. How should workload be reported?
 - Workload should represent a current snapshot unless its deemed that workload would be either +/- 10%, on average, between July '07 and July '08 than the



- current snapshot. If workload exceeds this 10% threshold, provide an estimate of the weighted average workload over the twelve month timeframe.
8. Where do we include X86 environments that are running Solaris operating system?
 - This should be reported in the “Unix Operating System Based Server Cost, FTE, and Workload Information” section.
 9. What kind of network related costs are we expected to provide?
 - The costs to support equipment within the walls of the data center and that would relate to LAN and intra-site support. Any costs related to WAN connectivity and outside of site boundary routers are considered “out of scope.”
 10. Some operating system software cost is bundled into the cost of hardware. How do we report this software cost?
 - This is typically the case in UNIX, but may apply to other computing platforms as well. In such cases, just provide the cost as hardware and identify that hardware cost includes the cost of operating system software.
 11. What level of management personnel should be included in the model?
 - Include two levels of management. A front line person will typically have a 1st level supervisor and that supervisor will have a bureau level manager. Bureau level manager is the highest level of management for which FTE and related cost should be provided.
 12. What constitutes an FTE?
 - A person. If an individual works overtime, that individual should still be counted as a single FTE. You may need to allocate a percentage of as an FTE where one part of an individual’s job is in-scope and one part is out of scope for this study. For example, a DBA may split their time between Physical DBA duties (in-scope) & Logical DBA duties (out of scope).
 13. Applications personnel are defined in the personnel descriptions, but there is no input section for such personnel in the “location” input tabs.
 - For the benchmarked agencies: DCF, DOT, DFS and DMS a separate part of the cost survey has been provided to collect this information. For all other agencies, applications and any other non-data center staff should not be captured regardless of funding source.
 14. How should we include database administration FTEs in the model?
 - For all agencies Physical DBAs are in scope.
 15. What if my organization has resources in support of Federal workload?
 - Please include all workload for computer facilities with more than 10 servers or more than 250 sqft of space even if there is “Federal workload.”



16. Are database administrators in or out of scope for the benchmark?

- The portion of their time devoted to DBA activities that are “physical” related are in, “logical” related out. For example, if 30% of an FTE’s time is spent on physical DBA tasks, 0.3 of an FTE and his/her related cost would be in scope.

Physical DBA and Logical DBA tasks are outlined in the table here:

Task and/or Activity	Physical DBA	Logical DBA
Install the DBMS software	X	
Maintain the DBMS software	X	
Maintain the links with other major system and subsystem components: network, security, performance monitoring, etc	X	
Obtain, allocate and initialize the storage spec from the storage management team	X	
Implement the backup, redundancy and disaster recovery requirements of the database storage	X	
Implement fallback, failover provisions for event recovery	X	
Implement fallback, failover provisions for event recovery	X	
Test security, fallback, failover and new implementations	X	
Perform Capacity Planning and Performance Management tasks	X	
Respond to problem incidents related to DBMS software, DBMS performance including full system incidents or full system performance issues	X	
Monitor DBMS performance, security, backup and failover status	X	
Participate in Disaster Recovery tests	X	X
Tune physical layer of the database or subsystem interfaces	X	
Data modeling: Creating physical data model		X
Interface directly with the developers/analysts on the development of the logical data model		X
Create process to initialize, load and scrub data		X
Creating scripts to initialize and load the data tables		X
Write and/or tune stored queries		X
Maintaining data standards		X



Writing database documentation, including data standards, procedures and definitions for the data dictionary ('metadata');		X
Controlling access permissions and privileges		X
Tune logical/applications layer of the database or application interfaces		X

Workload Template Q & A

17. What constitutes data center square footage, just raised floor?
- No. Servers and peripheral equipment could potentially be in non-conditioned, non-raised floor rooms. In addition, space occupied by environmental equipment such as battery rooms, UPS, coolers, generators, etc should be included in the square footage count.
18. What constitutes a network connection?
- A network connection for this study is defined as how many circuits terminate in the data center as opposed to how many client sites are actually being supported by the data center.
19. How do we handle blade servers?
- A blade server should be counted as a physical server.
20. Should the costs associated with Channel extenders be included?
- Channel extenders are considered part of the inter-data center connectivity and are in-scope. These costs should be reported in the Network section of the Cost Survey.

Template – Known Issues

21. Workload Workbook – Workload Input Sheet
- Error: Row 119 reads -> (Note: Should be the same as X86.12)
 - Row 119 should read -> (Note: Should be the same as X86.16)
22. Workload Workbook -> Facility Input Sheet
- Error: Row 93 and Row 97 have the same exact question.
 - Respond to question only once.
23. Workload Workbook -> Workload Input Sheet
- Error: Row 137
 - Row 137 should read 0> Please make sure that Total adds up i.e., $X86.32 = (X86.28 + X86.29 + X86.30 + X86.31)$