Utah’s Business Portal (Single Sign On)

Welcome to Utah.gov’s Business Portal where businesses can view and manage their businesses, receive alerts and update addresses from a single location. View the video to learn more, then click “Get Started”.

- Receive alerts and notices for renewals, unemployment insurance and taxes
- Update addresses across different Utah State Agencies all at once
- Easily connect to state services such as UCC filings, Professional
Billing Controls Overview

**APPLICATION SUPPORT BILLING**
- Agencies work with IT Director annually to set up key projects in accordance with their IT Plan
- Employee enters time on their time card, approved by supervisors
- DTS Payroll checks compliance

**DEVICE BILLING**
- ServiceNow tickets submitted to add, remove, or change devices
- Discovery tools (SCCM) used to identify devices in use

**TELECOM BILLING**
- ServiceNow tickets submitted to add, remove, or change devices
- Full inventory (turnaround) report sent to agency annually, available at any time per customer request.

**HOSTING BILLING**
- ServiceNow tickets submitted to add or remove server
- RDO tickets for new servers approved by designated agency personnel

**CENTRALIZED CONTROLS**
Centralized Reconciliation processes including, but not limited to:
- Monthly Variance Report
- Desktop Device Reports
- 18-Month Phone Bill
- LFBP Reconciliation (Telecom)
- Centurylink Delta Reports
- Monthly Budget reviews
- SAP vs. ServiceNow time sheet reconciliation
- SysAdmin server variance reports (RMS)

**COGNOS BILLING REPORTS**
- Billing detail is uploaded to Cognos the Monday following Billing
- Agency staff can designate approved personnel to view their billing reports
- Agency is encouraged to contact DTS Billing by email or via Service Now tickets if any errors or discrepancies are noticed

**Key**
- DTS Process Control
- Agency Oversight Point
DTS Billing Dashboard

### Account Level Reports:
- Line Item
- Appropriation
- Unit
- ELCID
- FINET Doc ID
- Detail

#### Service Category Reports:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Services</td>
<td>$1,540,932.50</td>
<td>$1,456,713.52</td>
<td>$1,589,948.44</td>
<td>$1,650,642.04</td>
<td>$1,566,128.09</td>
<td>$1,365,658.36</td>
<td>$3,750,111.08</td>
<td>$3,678,001.27</td>
<td>$3,771,127.89</td>
<td>$3,699,673.22</td>
<td>$7,322,404.38</td>
<td>$46,151,158.54</td>
<td></td>
</tr>
<tr>
<td>Communication Services</td>
<td>$82,160.86</td>
<td>$859,854.27</td>
<td>$862,315.01</td>
<td>$1,019,155.53</td>
<td>$681,695.12</td>
<td>$404,398.22</td>
<td>$650,045.50</td>
<td>$695,265.05</td>
<td>$890,338.20</td>
<td>$503,833.00</td>
<td>$919,950.10</td>
<td>$1,273,282.25</td>
<td>$10,755,747.21</td>
</tr>
<tr>
<td>Communications Work Orders</td>
<td>$82,160.86</td>
<td>$859,854.27</td>
<td>$862,315.01</td>
<td>$1,019,155.53</td>
<td>$681,695.12</td>
<td>$404,398.22</td>
<td>$650,045.50</td>
<td>$695,265.05</td>
<td>$890,338.20</td>
<td>$503,833.00</td>
<td>$919,950.10</td>
<td>$1,273,282.25</td>
<td>$10,755,747.21</td>
</tr>
<tr>
<td>Hosting Services</td>
<td>$2,205,969.12</td>
<td>$1,643,619.51</td>
<td>$1,621,304.38</td>
<td>$2,057,674.86</td>
<td>$1,605,184.80</td>
<td>$1,793,150.29</td>
<td>$2,158,471.90</td>
<td>$1,613,008.30</td>
<td>$1,617,873.82</td>
<td>$2,645,965.04</td>
<td>$1,376,524.01</td>
<td>$2,128,449.09</td>
<td>$22,388,815.12</td>
</tr>
<tr>
<td>Desktop Services</td>
<td>$1,696,363.20</td>
<td>$1,780,633.06</td>
<td>$1,458,108.28</td>
<td>$1,716,068.21</td>
<td>$1,016,021.00</td>
<td>$1,773,320.96</td>
<td>$1,704,510.12</td>
<td>$1,668,171.43</td>
<td>$1,486,164.38</td>
<td>$1,684,822.42</td>
<td>$1,678,620.65</td>
<td>$1,626,032.67</td>
<td>$18,511,924.45</td>
</tr>
<tr>
<td>Mainframe Services</td>
<td>$81,059.25</td>
<td>$57,666.05</td>
<td>$572,192.49</td>
<td>$766,130.29</td>
<td>$362,409.96</td>
<td>$364,481.86</td>
<td>$365,382.57</td>
<td>$361,731.72</td>
<td>$366,913.61</td>
<td>$385,947.60</td>
<td>$367,752.08</td>
<td>$367,230.26</td>
<td>$4,408,852.72</td>
</tr>
<tr>
<td>Misc.</td>
<td>$6,636.72</td>
<td>$6,465.14</td>
<td>$6,376.68</td>
<td>$7,101.49</td>
<td>$7,564.97</td>
<td>$7,016.37</td>
<td>$6,623.84</td>
<td>$6,762.38</td>
<td>$6,161.14</td>
<td>$6,293.67</td>
<td>$10,068.30</td>
<td>$47,016.40</td>
<td>$1,137,894.70</td>
</tr>
<tr>
<td>Network Services</td>
<td>$1,383,373.08</td>
<td>$1,645,713.86</td>
<td>$1,833,599.04</td>
<td>$1,868,967.98</td>
<td>$1,034,677.54</td>
<td>$1,617,964.05</td>
<td>$1,617,230.77</td>
<td>$1,620,097.37</td>
<td>$1,617,968.32</td>
<td>$1,608,328.53</td>
<td>$1,811,886.41</td>
<td>$1,715,084.43</td>
<td>$22,849,825.26</td>
</tr>
<tr>
<td>Print Services</td>
<td>$84,169.43</td>
<td>$73,616.97</td>
<td>$69,295.40</td>
<td>$69,045.25</td>
<td>$72,079.07</td>
<td>$61,100.93</td>
<td>$95,033.46</td>
<td>$95,304.29</td>
<td>$81,702.29</td>
<td>$90,235.00</td>
<td>$82,400.05</td>
<td>$55,959.07</td>
<td>$700,209.05</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$8,176,654.48</td>
<td>$9,512,688.77</td>
<td>$10,089,223.47</td>
<td>$11,366,779.44</td>
<td>$16,365,377.17</td>
<td>$10,089,261.19</td>
<td>$12,082,523.74</td>
<td>$10,251,272.41</td>
<td>$6,798,818.54</td>
<td>$11,240,605.32</td>
<td>$10,030,912.29</td>
<td>$14,505,900.29</td>
<td>$127,410,307.50</td>
</tr>
</tbody>
</table>
Example: Adding a New Computer Device

**Agency Approvals**

- Approval for REQ0056887
- State: Requested
- Approver: Stacy Carroll

**Device in Billable Status**

- Asset tag: 5CG5152D54 1AEA
- Asset Code: 1AEA
- Serial number: 5CG5152D54
- State: In use

**DTS Tasks Created**

- Request state: Pending Approval
Desktop Reports

**Weekly Desktop DTS Reports:**
1. Active devices in use.
2. Active devices, but not used for 30 days.
3. Devices discovered on the network that are not in inventory.

**Desktop Agency Reports sent every 10 days:**
1. All current billable devices.
2. Devices without billing information.
3. Devices with possible incorrect billing information.
## Internal Controls Assessments

<table>
<thead>
<tr>
<th>Billing Category</th>
<th>FY 2019</th>
<th></th>
<th></th>
<th></th>
<th>FY 2020</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Application</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>2. Device Billing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Telecom Billing</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Hosting Billing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>5. Print &amp; Mainframe</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Communications Work Orders</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>7. Software &amp; Direct Purchases</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. AGRC &amp; Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
## Retained Earnings FY17

<table>
<thead>
<tr>
<th>DTS Service</th>
<th>RE Balance by Service</th>
<th>Federal Oversight Excess Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop</td>
<td>$(2,660,312)</td>
<td>$(5,272,051)</td>
</tr>
<tr>
<td>Hosting</td>
<td>$3,740,478</td>
<td>$(426,892)</td>
</tr>
<tr>
<td>Mainframe</td>
<td>$1,689,194</td>
<td>$(322,420)</td>
</tr>
<tr>
<td>Application Development</td>
<td>$388,163</td>
<td>$(5,470,913)</td>
</tr>
<tr>
<td>Printing</td>
<td>$9,643</td>
<td>$(206,642)</td>
</tr>
<tr>
<td>Communication</td>
<td>$1,319,065</td>
<td>$(1,175,077)</td>
</tr>
<tr>
<td>Network</td>
<td>$1,895,588</td>
<td>$(167,571)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$6,381,818</strong></td>
<td><strong>$(11,833,070)</strong></td>
</tr>
</tbody>
</table>
Performance Measures
CIO
Data Security
Application Development
Computer Procurement & Deployment
Performance Measures
ISF
Customer Satisfaction
Application Availability
Competitive Rates

Value Legend

- **Best Value**
- **Very Reasonable Value**
- **Reasonable Value**
- **Less Reasonable Value**

FY10: Ninety-two percent (92%) of the DTS Rates were found to be "Reasonable" to "Best Value"

FY11: Ninety-seven percent (97%) of the DTS Rates were found to be "Reasonable" to "Best Value"

FY12: One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"

FY13: One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"

FY14: One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"

FY15: One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"

FY16: Ninety-six percent (96%) of the DTS Rates were found to be "Reasonable" to "Best Value"

FY17: One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"

FY18: One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"
Performance Measures - AGRC

- **State Geographic Information Database, GIS Server**
  - **Availability:** 99.99% Availability (Goal = 99.0%)

- **Countywide Update Transactions for Critical Statewide 911 Road & Address GIS Data**
  - Updates from Class 1-2 Counties: 113 (Goal = 50 / yr)
  - Updates from Class 3-6 Counties: 75
  - Total Update Transactions from All Counties: 188 (Goal = 120 / yr)

- **TURN High Precision GPS Subscription Service:**
  - 99.70% Availability (Goal = 99.0%)