

ISD Charges – ISD charges are estimated to increase by the following in FY 2013:

SERVICE	RATE ADJUSTMENT
CPU Services	4% increase
I/O Service	6% increase
Server, Storage and Email	7% increase
Application Services	10% increase
FRMS	5% increase
Customer Service	10% increase
Systems Administration	7% increase
IT Planning, Standards & Compliance	No change
Voice Services	3% increase
Network Services	3% increase