

Argonne National Laboratory

Computing Infrastructure & Benchmarking

Mike Bartos & Connie Markiewicz

FMSIC Meeting

March 20, 2003



Computing Infrastructure

Problem: Revenue & Cost for Computing Infrastructure were difficult to track.

Sources of revenue:

- Surcharge added to telephone and call charges
- 41 separate unit price rates
- Laboratory Indirect Expense
- Charges to several Laboratory Indirect funded organizations

Sources of cost:

- Personnel and support costs resided in several different cost centers

Solution: Consolidated Revenue & Cost

Revenue:

- Eliminated telephone and call add-on charges
- Eliminated 25 of the 41 unit price rates
- Consolidated Indirect Expense support from 3 work projects and 2 indirect expense funded organizations into 1 task
- Established Direct Allocation to recover costs based upon beneficial use

Cost:

- Consolidated personnel and support costs into one cost center

Benefits

- New structure is more effective and easier for customers to understand cost and services
 - Confirmed that function is 'right-sized'
 - Cost and revenue are easy to track
 - Benchmarks can be established
 - Customer service approach
- ▶▶ FY03 -- Complete restructuring of Information Technology function .

Benchmarking

Payroll Process:

- Participated in KPMG/APA benchmarking study
- Attended APA seminar in February to discuss results and best practices

Accounts Payable Process:

- Received benchmarking data from Institute of AP Professionals, KPMG and Datacap
- ▶▶ Reviewing in-house processes and benchmarking data to determine applicability