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**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

FROM: Riverside County Information Technology

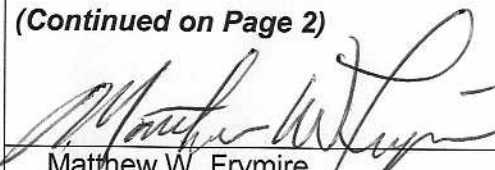
SUBMITTAL DATE:
December 15, 2006

SUBJECT: FY 2007-2008 Service Rates for Riverside County Information Technology

RECOMMENDED MOTION: That the Board of Supervisors approve the attached Riverside County Information Technology service rates for FY 2007-08.

BACKGROUND: In FY 2006/2007 Riverside County Information Technology (RCIT) realigned its pay-for-service rate structure and budget with its lines of business and products/services. Over the course of developing the FY 2007/2008 budget we re-evaluated all services and costs to ensure that our budget and rate structure continues to reflect the current cost of services.

(Continued on Page 2)


Matthew W. Frymire
Chief Information Officer

FINANCIAL DATA	Current F.Y. Total Cost:	\$ N/A	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	\$ N/A	Budget Adjustment:	N/A
	Annual Net County Cost:	\$ N/A	For Fiscal Year:	07/08

SOURCE OF FUNDS:	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE 

County Executive Office Signature

FISCAL PROCEDURES APPROVED
ROBERT E. BYRD, Auditor-Controller

BY  12/22/07
Deputy Departmental Concurrence

- Policy
- Consent
- Policy
- Consent

Dep't Recomm.:
Per Exec. Ofc.:

Prev. Agn. Ref.: | District: | Agenda Number: **3.37**

BACKGROUND: (Continued)

The rates are based on a FY 07/08 proposed budget of \$39,777,264 which represents a 5.1% increase from FY 06/07. Although staffing changes were made in certain service areas, the FY 07/08 budget maintains current staffing levels overall. The budget increase is primarily due to negotiated salary and benefit increases (63.5% of the increase). The remaining is associated with increased service and support costs, end of life equipment and system replacements, and growth in the number of facilities being supported.

RCIT will continue to review our services and expenses so that we may further improve operations while reducing costs.

[Signature]
Information Officer

12/15/06
V. A. H. H.

Source	Amount	Category	Notes
1		NA	In Current Year Budget
2		NA	Source Adjustment
3		NA	For Fiscal Year
<input type="checkbox"/> Postcode to be Deleted Per 4-10 <input type="checkbox"/> Requires Vote			

[Signature]
APPROVE

EXECUTIVE OFFICE
07 JAN 23 PM 2:37
COUNTY OF RIVERSIDE

RECEIVED RIVERSIDE COUNTY
CLERK / BOARD OF SUPERVISORS
2007 JAN 24 AM 11:44

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FY 07/08 RIVERSIDE COUNTY IT RATE QUICK REFERENCE GUIDE

SERVICE OR PRODUCT	DEFINITION	FY 07/08 RATE	UNIT	FY 06/07 RATE
Project Management Office Project Consultancy:				
Project Management Consultancy	Consultancy is the process of reviewing or aiding in the development of project charter documents.	\$138.98	per Hour	\$320.00
Project Management Office Project Training:				
Project Management Training	Project Management conceptual training, advanced training and one-on-one training.	\$246.85	per Seat Day	\$525.00
Project Management Office Portfolio Management:				
Project Management Portfolio Management	Portfolio Management is hosting, management and reporting of project or service engagement content.	\$86.44	per Engagement	New FY 07/08
Communications Engineering Design:				
Communication Engineering	Hourly rate to design, implement and/or maintain communication networks and infrastructure of Countywide Communication facilities.	\$125.68	per Hour	\$110.00
Communication Engineering (After-Hours)	Overtime or after-hours rate to design, implement and/or maintain communication networks and infrastructure of Countywide Communication facilities.	\$188.68	per Hour-Premium	\$160.00
Communications Technology Microwave Transmission:				
MW Transmission 56K	Monthly charge per 56K circuit mile for microwave transmission.	\$30.30	per Mile per Month	\$25.00
MW Transmission Analog	Monthly charge per analog circuit mile for microwave transmission.	\$15.15	per Mile per Month	\$10.00
MW Transmission T1	Monthly charge per T1 mile for microwave transmission.	\$75.74	per Mile per Month	\$60.00
Point to Point Wireless Connection	Monthly charge per connection for wireless WAN.	\$175.96	per Connection Per Month	New FY 07/08
Communications Radio Auto Install Technologists:				
Auto Install	Hourly rate for site and automotive installations and/or repairs of non-radio equipment in vehicles.	\$86.40	per Hour	\$70.00
Auto Install (After-Hours)	Hourly overtime rate for site and automotive installations and/or repairs of non-radio equipment in vehicles.	\$129.60	per Hour-Premium	\$105.00
Communications Technology Radio Operations:				
Radio Technologist	Hourly shop and field radio repair rate.	\$89.27	per Hour	\$105.00
Radio Technologist (After-Hours)	Hourly overtime shop and field radio repair rate.	\$127.78	per Hour-Premium	\$130.00
Radio Training	Organized, structured end-user training on radio system and subscriber equipment use.	\$85.19	per Seat per Hour	\$85.00
Device - Base Station	Monthly maintenance charge for base radio unit.	\$34.15	per Device per Month	\$50.00
Device - HT	Monthly maintenance charge for portable radio.	\$6.09	per Device per Month	\$7.00
Device - MDC	Monthly maintenance charge for mobile data computer.	\$8.08	per Device per Month	\$30.00
Device - MDT	Monthly maintenance charge for mobile data terminal.	\$11.53	per Device per Month	\$12.00
Device - Mobile radio	Monthly maintenance charge for mobile radio.	\$3.98	per Device per Month	\$5.00
Device - Radio Console	Monthly maintenance charge for dispatch console.	\$196.01	per Device per Month	\$135.00
Feature - Additional Cell	Monthly access charge for each system accessed for an individual radio.	\$0.71	per Cell per Month	\$0.85
Feature - Additional Talk Group	Monthly access charge for each talk group accessed for an individual radio.	\$0.71	per Talk Group per Month	\$0.85
Feature - Emergency Button	Monthly access charge for an emergency button feature for an individual radio.	\$0.71	per Month	\$0.85
Feature - First Talk Group	Monthly access charge for accessing a single talk group for an individual radio.	\$0.71	per Month	\$0.85
Feature - Individual Call	Monthly charge for the individual call feature accessed by individual radio.	\$0.71	per Month	\$0.85
Feature - Public Safety Priority System	Monthly charge for public safety priority feature for an individual radio.	\$0.71	per Month	\$0.85
System - Conventional	Monthly fee charged to users of a conventional radio system.	\$853.58	per Month	\$900.00
System - Jail	Monthly fee charged to each Correctional facility for maintenance of each campus conventional radio system.	\$136.20	per Month	\$140.00
Communications Technology Radio Sites Operations:				
Agreement	Negotiated agreement for leased space in communication site.	Per Lease Agreement	per Month	Per Lease Agreement

SERVICE OR PRODUCT	DEFINITION	FY 07/08 RATE	UNIT	FY 06/07 RATE
Rack				
Rack Mount Unit (RMLU)	Set rate for monthly rack charge.	\$442.01	per Month	\$380.00
	Set rate for monthly rack mount unit charge (partial rack).	\$110.50	per Month	\$95.00
Communications Services Network Jr. Technologists:				
Network Technologist	Per hour cost for a technician for repairs, installs, etc.	\$117.08	per Hour	\$140.00
Network Technologist (After-Hours)	Per hour cost for a technician for repairs, installs, etc. on network equipment as requested by external customers on service requests after-hours.	\$171.14	per Hour	New FY 07/08
Communications Services Network Coordinators:				
Network Coordinator	Hourly costs for support personnel to facilitate requests for adds, moves and changes to data network.	\$104.66	per Hour	New FY 07/08
Communications Services Network Operations:				
Cornet Connectivity	Per PC charge for CORNET access and support.	\$32.35	per Desktop per Month	\$27.44
DMZ-Circuit T-1	Per T1 circuit support for customer's virtual DMZ's.	\$298.56	per Circuit per Month	\$270.00
TCIP/LUNS Connectivity for MF-T1	Per connection charge for clients to connect to the mainframe.	\$2.27	per LUN per Month	\$3.00
Communications Services RAS/NPN Operations:				
RAS/NPN Account	Per remote access account to log into the Counties network (CORNET) remotely via virtual private network or dial-up account.	\$15.21	per Account per Month	\$25.00
Communications Services Coordinators:				
Telephone Coordinators	Hourly costs for support personnel to facilitate requests for adds, moves and changes.	\$89.18	per Hour	\$68.00
Telephone Coordinators (After-Hours)	Per hour cost for support personnel to facilitate requests for adds, moves and changes to external customers on service requests and post cut support after-hours.	\$132.30	per Hour	New FY 07/08
Communications Services Telephone Billing:				
Telephone Billing	Hourly charge to audit, review and research departmental communications billing problems, depending on the complexity of the investigation.	\$76.09	per Hour	\$55.00
Communications Telephone Jr. Technologists:				
Telephone Technicians	Hourly costs for adds, moves, installs, changes or other special requests.	\$105.75	per Hour	\$85.00
Telephone Technicians (After-Hours)	Hourly costs for moves, changes or other special requests that must be done after-hours or on weekends.	\$158.65	per Hour-Premium	\$125.00
Communications Services Telecom Operations:				
Auto Attendant - Analog Port	A device which answers callers with a digital recording and allows callers to route themselves to an extension through a touch tone input, in response to a voice prompt.	\$169.76	per Port per Month	\$70.00
ACD	Automatic call distribution or a specialized phone system designed to route an office's incoming calls to all available personnel.	\$17.95	per Month	\$15.00
ACD Scroll Board	Automatic call distribution LCD Display which lists ACD agent information (i.e. # of calls in queue, # of agents).	\$26.93	per Month	\$23.00
Analog Line	Analog line used for faxes, modems and TDD (Telecommunications Device for the Deaf).	\$17.95	per Month	\$15.00
Analog w/Instrument	Single line phone that can only place and receive one call at a time.	\$26.93	per Month	\$23.00
Automated Call Sequencing	Device that handles incoming calls and recommends to an agent which call should be picked up.	\$17.95	per Month	\$15.00
Ericsson Call Center Manager (ECCM)	Customer leased equipment that will produce departments ACD statistical reports.	\$1,077.99	per Month	\$1,130.00
External Call Forwarding Extension	Allows forwarding capability from desk phone to an external number.	\$3.07	per Month	New FY 07/08
Freeset	Portable extension off the Ericsson Mobility Server which allows digital extension to forward calls to an analog free set.	\$47.43	per Month	\$70.00
Huntgroup	A pilot number with several extensions in rotation - calls are dialed into a pilot number that routes to all members in a group.	\$4.49	per Month	\$3.75
Off Premise Extension	Ericsson phone system extension that is extended to an off-site facility which allows for 5 digit microwave calls on Ericsson Telephone System.	\$17.95	per Month	\$15.00
Operators-Workstation	RCRMC-Only. Answering position/CTI Application with the ability to place and make calls with PC and phone.	\$457.43	per Month	New FY 07/08
Personal Number Extension	Allows user to have up to 10 positions, as possible answering positions programmed, per one phone extension.	\$3.07	per Month	New FY 07/08

SERVICE OR PRODUCT	DEFINITION	FY 07/08 RATE	UNIT	FY 06/07 RATE
Phone-Gold	Instruments: D561,D661,D212,D4223 or 7310.	\$44.88	per Month	\$38.00
Phone-Gold w/Key Panel	Instruments: D4223 or 7310 with side panel that acts as an extension of the phone set.	\$49.37	per Month	\$40.00
Phone-Platinum	Instruments: D562,D662,D203,D213,7316,7324 or 7960.	\$53.86	per Month	\$45.00
Phone-Platinum w/2 Key Panels	Instruments:D203, D213,7316, 7324 or 7960 with side panel that acts as an extension of the phone set.	\$62.83	per Month	\$53.00
Phone-Platinum w/Key Panel	Instruments:D203, D213, 7316,7324 or 7960 with two side panels that act as an extension of the phone set.	\$58.35	per Month	\$50.00
Phone-Silver	Instruments: D201,D202,D211,D531,501,601,631 or 7208.	\$35.91	per Month	\$30.00
Security Analog Phone	Weather and vandalism proof single line phone (commonly referred to as a "gorilla phone").	\$22.44	per Month	\$20.00
Telecomm Access	5-digit dialing access capability for non-Ericsson PBX systems.	\$17.95	per Channel per Month	\$15.00
Telephone Upgrade	One time charge for upgrading phones to new Ericsson series phones.	\$122.93	per Upgrade	New FY 07/08
VoiceMail Unified Messaging	Using Microsoft Exchange; end-user ability to access voicemail, e-mail and fax via one number. A user may access e-mail and faxes using text to speech through the Voicemail system; user may access voicemail and faxes via e-mail, reading voicemail messages and faxes using "speech to text". Automated voice prompt feature of the Captaris voice mail system. This is normally used in place of a written questionnaire.	\$12.07	per Month	\$105.00
VoiceMail Voice Form	An electronic storage medium directly integrated with the Ericsson PBX. Voice mail provides the means to answer, page, notify "out of office" and store messages.	\$8.62	per Month	\$7.00
VoiceMail Mailbox	Paging or fax feature associated with a voice mail box.	\$3.79	per Month	\$3.00
VoiceMail Voice Paging/Fax	Paging or fax feature associated with a voice mail box.	\$12.93	per Month	\$11.00
VoiceMail Referral	A voice mail box that directs callers to a new telephone number.	\$0.35	per Month	\$0.50
Chief Information Security Officer Policy:				
Security Desktop	Consolidates security policy, incident response and investigations, training development, threat alerts, forensics analysis and investigations, architecture and design reviews of infrastructure security solutions, and review of intrusion detection systems and firewalls.	\$8.81	per Desktop per Month	\$5.00
Chief Information Security Officer ISA:				
Security Office Technologist	Dedicated and customized departmental support for application reviews, standards, policies, and BCP/DR reviews, taking into account any unique or specialized business needs.	\$150.08	per Hour	\$150.00
Systems Mobile Messaging Operations:				
Blackberry Account	Blackberry integration to e-mail system for e-mail, calendaring, contact management.	\$28.12	per Account per Month	\$30.00
Blackberry New Account	Setup of Blackberry services and license for new account.	\$107.90	per New Account Set-Up	\$110.00
Systems Email Engineering:				
Email Technologist	Hourly rate for email systems engineering (consulting, break/fix Support, design & implementation, etc.)	\$138.16	per Hour	\$145.00
Email Technologist (After-Hours)	Hourly rate for email systems engineering (consulting, break/fix support, design & implementation, etc.) after-hours.	\$179.36	per Hour	New FY 07/08
Migration Services (Account)	Migration Services	\$59.79	per Account	New FY 07/08
External Groupwise System Synchronization (GWSystem)	Synchronization services for external GroupWise domains.	\$5,739.59	per System Yearly	New FY 07/08
Systems Email Hosting:				
Email Account Hosting	Exchange on RCIT Server with routing, antivirus, antisipam and web access.	\$39.56	Per Mailbox per Month	\$25.00
Systems Email Services:				
Antisipam Services (Account)	Antisipam services	\$1.28	Per Account	New FY 07/08
Mass Email Distribution (EmailDist)	Creation of mass emails for Countywide distribution.	\$21.02	Per Distribution	New FY 07/08
Exchange Web Access (ExDomain)	New rate for exchange web access.	\$341.11	Per Domain per Month	New FY 07/08

SERVICE OR PRODUCT	DEFINITION	FY 07/08 RATE	UNIT	FY 06/07 RATE
External Exchange System Synchronization (ExSystem)	Synchronization services for external exchange systems.	\$10,985.10	Per System Yearly	New FY 07/08
Groupwise Web Access (GWDomain)	New rate for GroupWise web access.	\$214.26	Per Domain per Month	New FY 07/08
Email Routing (Routed Domain)	SMTP routing only	\$406.10	Per Routed Domain per Month	\$710.00
Antivirus for Exchange (RoutedExUser)	Exchange user antivirus services.	\$0.83	Per Mailbox per Month	New FY 07/08
Antivirus for Groupwise (RoutedGWUser)	GroupWise users antivirus services.	\$1.58	Per Mailbox per Month	New FY 07/08
Systems Infrastructure Server Data Center:				
Additional Hosted Server CPU (Add-dCPU)	Additional CPU (any speed) on hosted server.	\$57.20	Per Additional CPU per Month	New FY 07/08
Additional Hosted Server Disk Space (Add-dDiskU)	Additional disk space on hosted server in increments of 20GB.	\$111.35	Per Additional Storage Unit (20GB) Per Month	New FY 07/08
Additional Hosted Server Memory (Add-dMemU)	Additional memory on hosted server in increments of 256MB.	\$6.07	Per Additional Memory Unit (256MB) Per Month	New FY 07/08
Hosted Server (BSUd)	Hosted server unit based on standard configuration of 1 CPU, 10GB disk space and 256MB memory.	\$938.75	Per Hosted Server Unit Per month	New FY 07/08
Premium DR Services for Hosted Servers (BSUd-Safe)	DR Services. Add on Service to Hosted Server Unit.	\$120.79	Per Hosted Server Unit Per month	New FY 07/08
Systems Infrastructure Systems Application:				
SSL Certificate	SSL Certificate services for secure data transmission.	\$454.77	Per Certificate Per Month	New FY 07/08
Bank Transfer Service (Destination)	Bank transfers to Banking Services.	\$171.09	Per Service per Month	New FY 07/08
DMZ Reverse Proxy (Routed-Service)	Reverse Proxy services through the corporate DMZ. Provisioned for departments with no internal DMZ.	\$247.52	Per Routed Service per Month	New FY 07/08
Systems Sandbox:				
Lab Access (Server)	Access to the test lab environment.	\$134.49	Per Lab Hour	New FY 07/08
Operations Support Data Center Connectivity:				
Port 100MB	Server connection to Cornet at 100 MB speed.	\$9.79	Per Port per Month	New FY 07/08
Port 10MB	Server connection to Cornet at 10 MB speed.	\$4.90	Per Port per Month	New FY 07/08
Port 1GB	Server connection to Cornet at Gigabit speed.	\$14.69	Per Port per Month	New FY 07/08
Operations Support Data Center Floor Space:				
Floor Space - Square Foot	Rental of floor space per square foot contained within the Data Center.	\$8.46	per Square Foot per Month	\$6.00
Floor Space - Unit	Rental of rack space by the unit (unit=1.75 inches in height) contained within the Data Center.	\$9.28	per Unit per Month	\$3.75
Floor Space Unit - Secured	Rental of floor space that is secured in a cage within the Data Center.	\$9.46	per Unit per Month	\$4.00
Operations Support Mainframe Engineering:				
Mainframe Technologists	Systems programmer who maintains and enhances OS and 3rd party software executing on the mainframe.	\$108.32	per Hour	\$100.00
Mainframe Technologists (After-Hours)	Systems programmer who maintains and enhances OS and 3rd party software executing on the mainframe after-hours.	\$162.48	per Hour	New FY 07/08
Operations Support Operator Services:				
Operator	Computer Operator who operates and monitors various computer platforms.	\$75.47	per Hour	\$70.00
Operator Services (After-Hours)	Overtime rate for after hours support - used if operator is called in for after-hours support (not for scheduled overtime).	\$113.21	per Hour-Premium	\$105.00
Operations Support SBM Enterprise Apps Hosting:				
Property System Hosting	24 X 7 hosting of the Property System including operating, maintaining, software licensing, and disaster recovery for property components running on the mainframe.	\$204,888.17	per Month	\$160,125.00
Services and Support Server Engineering:				

SERVICE OR PRODUCT	DEFINITION	FY 07/08 RATE	UNIT	FY 06/07 RATE
System & Application Technologist	Server Engineer - advancing trouble shooting and diagnostic skills, building Windows domains with Active Directory or Novell Trees, installing Windows or Novell servers for an entire department, resolving security issues. Monitor, update, patch, customize servers. Manage backup of data on servers.	\$142.72	per Hour	\$155.00
System & Application Technologist (After-Hours)	Server Engineer - advancing trouble shooting and diagnostic skills, building Windows domains with Active Directory or Novell Trees, installing Windows or Novell servers for an entire department, resolving security issues. Monitor, update, patch, customize servers. Manage backup of data on servers after-hours.	\$214.09	per Hour-Premium	New FY 07/08
Services and Support Desktop Engineering:				
Desktop Technologist	Desktop Engineer - advancing trouble shooting and diagnostic skills, building customized computer images, installing new computers for entire department, resolving security issues or working with System Administrators on Network devices like switches and routers.	\$84.02	per Hour	\$80.00
Desktop Technologist (After-Hours)	Desktop Engineer - advancing trouble shooting and diagnostic skills, building customized computer images, installing new computers for entire department, resolving security issues or working with System Administrators on Network devices like switches and routers after-hours.	\$126.04	per Hour-Premium	New FY 07/08
Services and Support Desktop and Printer Services:				
Desktop	Completely troubleshoot, manage, repair, inventory, install, setup, configure and customize desktop hardware and software on a computer. This rate includes "the computer, monitor and software" along with the support of the computer.	\$100.94	per Desktop per Month	\$150.00
Services and Support Enterprise Storage:				
Enterprise Storage Technologist	System Administrator - expert in Enterprise Storage. They can design, configuration and enhance all your storage needs. They will also monitor the storage for speed. They will upgrade, patch and maintain the storage environment.	\$137.64	per Hour	\$155.00
Services and Support Machine Storage:				
MB-BUS	Provide connectivity to the network for storage that is owned by the customer (SAN Switch Connection).	\$6.61	per Bus Port per Month	\$240.00
Services and Support Storage Management:				
MB-BACKUP	Scheduled and unscheduled backup and/or restore of specified customer data.	\$0.0040250	per MB per Month	\$0.0300
MB-BACKUP-OFFSITE	Add-on feature to MB-Backup: Backup of specified data to tapes and remove off-site. Ability to retrieve tapes from off-site storage and restore the customer data.	\$0.00193333	per MB per Month	\$0.0070
Applications Development Hosting:				
Basic Application	Standard web-based applications that involve design, hosting, and support services with simple databases.	\$839.45	Per Application Per Month	\$200.00
Complex Application	Complex applications are based on customization, design and support requirements. Typically these are enterprise level or have complex programming requirement and databases.	\$2,027.16	Per Application Per Month	New FY 07/08
Static Agency Web Site	Hosting service for customer maintained websites with static content.	\$120.07	Per Web Site Per Month	New FY 07/08
Dynamic Agency Web Site (WCMS)	Hosting service for customer maintained websites with dynamic content.	\$1,471.46	Per Web Site Per Month	New FY 07/08
Applications Development Non Web Engineering:				
Applications Development Engineering	Expert level rate for dynamic applications development engineering.	\$123.24	per Hour	New FY 07/08
Applications Development Engineering (After-Hours)	Expert level rate for dynamic applications development engineering after-hours.	\$183.46	per Hour	New FY 07/08
Applications Development Web Engineering:				
Applications Development Web Engineering	Basic rate for static website development services.	\$103.29	per Hour	New FY 07/08
Applications Development Web Engineering (After Hours)	Basic rate for static website development services after-hours.	\$152.27	per Hour	New FY 07/08
Applications Database Engineering:				

SERVICE OR PRODUCT	DEFINITION	FY 07/08 RATE	UNIT	FY 06/07 RATE
Database Technologist	Expert level application database engineering and administration services.	\$129.01	per Hour	\$110.00
Database Technologist (After-Hours)	Expert level application database engineering and administration services after hours.	\$193.60	per Hour	New FY 07/08
Applications Database Oracle Operations:				
Oracle Database Management for Web Apps (AWSU)	Oracle database management service for web-based applications based on complexity of the database. The formula used for the Oracle ASU = (Oracle database tables * Oracle database table spaces).	\$5.50	per AWSU per Month	\$55.00
Oracle Database Storage (MB)	Oracle database storage - charged by size of database.	\$0.0629167	per MB per Month	New FY 07/08
Applications Database SQL Operations:				
SQL ASU	SQL database management service for applications based on the complexity of the database. The formula used for the Oracle ASU = (Oracle database tables * Oracle database table spaces).	\$2.51	per ASU per Month	\$12.00
SQL Database Storage (SQL MB)	SQL database storage - charged by size of database.	\$0.1450	per MB per Month	New FY 07/08
Applications Development SBM ASP Speech Portal:				
CTI Service Unit	Computer Telephony Integration (CTI) ASU = (Number of agent transactions) x (Minutes).	\$6.93	per ASU	\$4.33
Speech Portal	Speech Portal, also known as Voice Portal, is similar to IVR which is an automated telephone information system. It may be used to provide information 24 hours a day or to route callers to the appropriate human telephone agents. Speech Portal includes additional features such as text to speech conversion and speech recognition systems which allow the users to obtain desired information more quickly.	\$0.1550	per Minute	\$0.11
Applications Development ASP IVR:				
IVR	Interactive Voice Response is an automated telephone information system that speaks to the caller with a combination of fixed voice menus and data extracted from databases in real-time. It allows for the exchange of information 24 hours a day or for routing callers to the appropriate human telephone agents.	\$0.3120	per Minute	\$0.22
Applications Development Remedy Operations:				
Update Subscription	Remedy update license	\$274.67	per Month per Subscription	\$220.00