Service Level Agreement
Projected Costs
Information Technology
Fiscal Year: 2008
Department: Library
Agency: 80

Service	FY08 Projected	FY07 Projected	FY07 Adopted	Projection Difference	Projection % Change	Comment
Application Services	1,287,238	1,214,294		72,944	6.01%	
Web Services & MINT	199,334	90,017		109,317	121.44%	
GIS Services	18,006	30,352		-12,346	-40.68%	
Data Reporting Services (Crystal)	79,690	59,672		20,018	33.55%	
Network/Internet Conectivity (VPN)	781	2,710		-1,929	-71.16%	
Network/Internet Conectivity (WAN)	729,721	752,300		-22,579	-3.00%	
Desktop Services	1,438,021	1,458,886		-20,865	-1.43%	
Total	3,752,791	3,608,231	3,608,232	144,560	4.01%	

Telephone Services	Use Telecom projection information based on current inventory of services: http://mints.co.multnomah.or.us/County_Management/IT/telecom/index.shtml