Service Level Agreement
Projected Costs
Information Technology

Fiscal Year:	**2008**
Department:	**DSCP**
Agency:	**21**

Service	FY08 Projected	FY07 Projected	FY07 Adopted	Projection Difference	Projection % Change	Comment
Application Services	243,085	399,212		-156,127	-39.11%	
Web Services & MINT	9,193	16,268		-7,075	-43.49%	
GIS Services	2,950	5,083		-2,133	-41.96%	
Data Reporting Services (Crystal)	14,069	12,955		1,114	8.60%	
Network/Internet Conectivity (VPN)	8,075	69,302		-61,227	-88.35%	
Network/Internet Conectivity (WAN)	20,750	19,076		1,674	8.77%	
Desktop Services	172,217	176,913		-4,696	-2.65%	
Total	470,339	698,809	673,887	-228,470	-32.69%	

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