



# STATE OF WISCONSIN DEPARTMENT OF ADMINISTRATION

Tony Evers, Governor  
Kathy Blumenfeld, Secretary-designee  
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**Date:** May 2022

**To:** Division of Enterprise Technology (DET) Customers

**Reference:** DET Communications for Fiscal Year 2023

This is the annual end-of-year rate communication document for expected changes to DET's rates and services. Last June, DET deployed a billing holiday and credit for Mainframe services to offset savings in FY21 on new agreements that were related to the first-year discount negotiation with specific vendors. The holiday reduction in revenue did assist in the impact of those savings, however there was still a carryover increase on the final FY21 program position. This carryover, along with increased consumption of the service, has again increased the program position for FY22. DET announced a rate decrease in January as soon as we identified the consumption of the service would over recover in FY22. Although the rate adjustment is working, DET would like to eliminate the future risk to the Mainframe service. Due to the risk, we will enact a billing holiday for May 2022 and June 2022. During the rate holiday the services will not be billed through the GSB, however this data for services consumed will be available to view in the IT billing reports. DET along with support from DOA's Financial Management Bureau, feel this will assist to ensure the program position is better positioned for the future.

As mentioned in the mid-year rate communication message DET shared both a rate sheet and an estimated customer impact document that reflected the Shared Enterprise Infrastructure (SEI) rate adjustments effective July 1, 2022. We plan to make that rate sheet official with no additional adjustments.

It is DET's mandate to achieve recovery of all service costs. The full economic impact of our rate changes, the SEI assessment, usage trends, innovation, and modernization efforts will require that we continue to conduct regular reviews. The reviews of rates, services, and service objectives will be analyzed to ensure that we continue to develop and maintain efficient and effective information technology services in collaboration with all our customers. These reviews will continue throughout the next fiscal year and beyond.

## Other Service Changes for FY23

- **Non-standard and sunset services:** DET has been applying a 20% rate increase to non-standard and sunset services that are technically vulnerable, end-of-support, and/or that result in additional support costs. This 20% rate increase has been applied to services that are defined by this policy. The table below represents a tracker of products and services that have been identified as non-standard or are expected to fall into the non-standard or sunset categories within the next fiscal year with potential upcharges going into effect on the identified date(s).

This link provides guidance on DET's Policy for [One-Off IT Requests](#):

Listed below are all the items for which sunset rates were applied in previous years:

Product/Service	Estimated Remaining Customers	Sunset Date/Status
Automated Call Distribution (ACD)	7	January 1, 2022
SharePoint 2013	2	January 1, 2021
SUSE Linux SLES 11	2	July 1, 2021
Red Hat Linux 6.x	1	July 1, 2021
MS Windows 2008* (see below)	6	July 1, 2020
MS SQL 2005/2008	1	July 1, 2020
MS Windows 2003	3	July 1, 2019
Oracle database version 11g	0	Sunset Completed
Oracle Instance Enterprise Service	0	Sunset Completed
GIS	0	Sunset Completed
Mediasite	0	Sunset Completed

### Ongoing Documentation

The Bureau of Business Services (BBS) has many sources of ongoing information for our customers to assist with reviewing the services provided by DET. Please visit <https://detcc.wi.gov/businessplanning/Pages/BP-Home.aspx> for more information.

Please contact [DETBusinessServices@wisconsin.gov](mailto:DETBusinessServices@wisconsin.gov) with any questions you may have regarding this communication.

Thanks!



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