

Total Cost of IT Ownership (TCO) @ School of Gartner (Infrastructure)

	Computing	Storage
Hardware	Processors (mainframe, servers) Internal Disk Storage	Storage Controllers Storage Servers Offline Supplies
Software	Operating Systems, Virtualization Database/Database Management Middleware, Messaging, Security	Storage Maintenance, Reporting, Security, Monitoring, Backup/Restore, Archival, Replication, Media Handling/Migration
Connectivity	Intra-Data Center Connectivity Inter-Data Center Connectivity	Intra-Data Center Connectivity Inter-Data Center Connectivity
Disaster Recovery	Hardware, Software DR "Hot Site" DR Connectivity	Hardware, Software DR "Hot Site" DR Connectivity
Facilities/Occupancy	Power/Heat Management Raised Floor Office Space	Power/Heat Management Raised Floor Office Space
Personnel	Technical Support (ops tech svcs) Planning and Process Management Administration (includes mgmt)	Disk and Tape Management Planning and Process Management Administration (includes mgmt)

Client Peripherals "desktops"	
Client Hardware	Desktop Laptop Tablet Thin Client Handheld
Client Peripherals	Local Printers Shared Printers
Client Software	PC Operating Systems Personal Productivity Personal Databases Messaging and Groupware
Occupancy	Office Space
Personnel	Technical Support (ops tech svcs) Planning and Process Management Administration (includes mgmt)

Data Networks

	Wide Area Network	Metropolitan Area Network	Internet Access Svcs.
Hardware	Routers, Firewalls, DNS, DHCP, Network Management/NOC	Network Switches, Terminating Hardware, Firewalls, Network Management/NOC	Security (Firewalls and Appliances), DNS, DHCP, Accelerators, IAS and Proxy Servers, Network Management/NOC
Software	Security, Network Management	Security, Network Management	Security, Network Management
Transmission	MPLS, ATM, Frame Relay, Leased Lines, VPN	Dark Fiber, Metropolitan Ethernet, SONET	Internet Access and Usage
Occupancy	Office Space	Office Space	Office Space
Personnel	Technical Support (ops tech svcs), Planning and Process Management Administration (includes mgmt)	Technical Support (ops tech svcs), Planning and Process Management Administration (includes mgmt)	Technical Support (ops tech svcs), Planning and Process Management Administration (includes mgmt)

IT Help Desk	Wide Area Voice	Voice Premise Tech.
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Hardware	Automated Call Distribution Private Branch Exchange Interactive Voice Response Computer Telephony Integration Agent Equipment	Trunk Interface Cards, Private Network Hardware, Tandem Switches, MUXs, Channel Banks	TDM PBX, VoIP/IPT Servers, Voicemail, Phones, MAC Supplies
Software	Expert Knowledge Tools Management Tools Chat Software Voice/IVR Software	Voice Network Management, Chargeback	Voice Switch, VoIP/IPT Servers, Voicemail, Network Management, Chargeback
Transmission	Inbound 800 Dedicated Trunking Outbound Long Distance	Access Lines, Outbound and Inbound Usage, Leased Lines, Client Owned and Maintained Transmission Facilities	Local Calling Trunk Lines, Number Blocks
Occupancy	Office Space	Office Space	Office Space
Personnel	Operations/Maintenance Planning & Process Management Administration (includes mgmt)	Technical Support (ops tech svcs), Planning and Process Management Administration (includes mgmt)	Technical Support (ops tech svcs), Planning and Process Management Administration (includes mgmt)

Local Area Network

Hardware	Switches, Routers, Firewalls, Wireless Access Points, DNS, DHCP, Network Management/NOC
Software	Security, Network Management
Occupancy	Office Space
Personnel	Technical Support (ops tech svcs), Planning and Process Management Administration (includes mgmt)