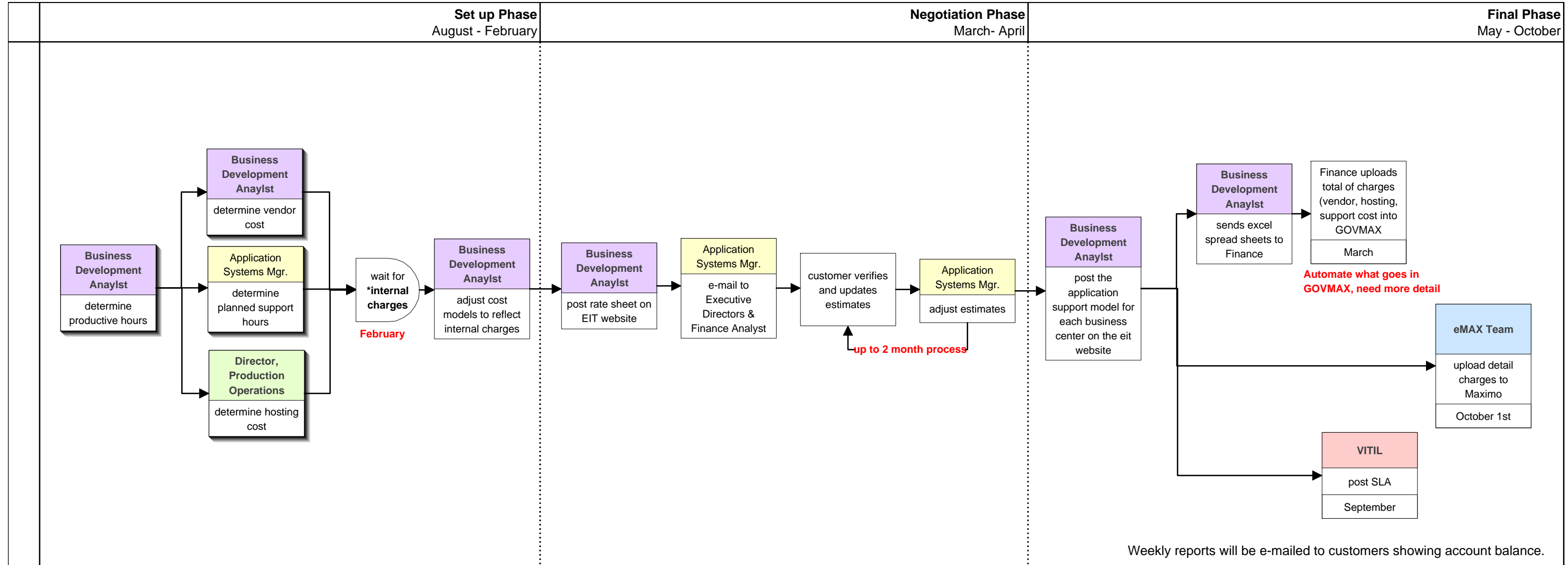


# Annual Charge Back Process for Applications

Process Owner: Amelia Coates



**Vendor Cost** are estimated costs from vendor.

**Support Hourly Rate** is based on the Annual Application Rate Cost Model ( Salary + Benefits + Employee Expense + 2-3% increase + Tech Management + Internal Service Charge) / Productive Hour

**Support Cost** are estimated by seeing previous years number of hours used. By getting 2 years history average of hours spent supporting the application

**Hosting Cost** is based on the Annual Hosting Cost Model (salary + Benefits + Employee Expense + 2-3% increase + Tech Management + Internal Service Charge) / Productive Hours

**\*internal charges:** consist of TPM, Resource Management, Central Services