



Governor's Office of Information Technology 601 E. 18th Avenue
Suite 130
Denver, CO 80203

Invoice Period
November 2022

Due Date
February 3, 2023

Greetings!

There are a few items we would like to direct your attention to related to your November 2022 Common Policy Invoice:

* If there is a FY21 True-up balance impacting your agency, 1/12th of the true-up balance will be included in the ITI (line 2).

*Service Code 3154 update: after final review, it was determined that security groups should not be included as part of the final monthly reported counts. OIT has processed an adjustment for all agencies to remove the security groups reported year-to-date. Impacted agencies will see the credit reflected as part of their total cost for service 3154 in the Period 5 data. This final update ensures only user identities are included in the billable counts. [Here](#) is a summary of the adjustments.

All year-to-date disputes related to service 3154 have been resolved in our system. If after reviewing your November billing you have additional concerns please reach out to your IT Director to discuss and then submit a new dispute if needed.

*Service Code 2261 update: Period 5 billing includes a correction for year-to-date totals for Service 2261 Compute. Several agencies were impacted by incorrect server units previously reported for certain operating systems, and a credit has been applied in period 5 to correct year-to-date totals. All server details for this adjustment can be found in the dashboard for 2261 as well as in your agency data repository detail file.

*Specialist Resource services are billable hours recorded in Service Hub as FTE and/or contract resources, requested by an agency, that cost more than the rate established in the OIT Service Catalog or Rate Card for similar roles who are providing support to agencies on projects. These resources are currently billed separately outside of the RtB Common Policy monthly invoice process and will not appear on the RtB website and not on the monthly RtB ITI. Please contact OIT_Interagency@state.co.us for more information or if you have any questions.

Please note:

Billing Disputes - As a best practice, are encouraged. All period 5 disputes should be submitted within 90 days of receiving your invoice or by COB 4/3/23. Please work with your IT Director if you identify a discrepancy prior to submitting a dispute.

Please let us know if you have any questions.



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Thank you!

OIT CFO Team