Date: 03/06/2003 IT service assessment 1 of 1

ITsa Cost Model © IBM Corporation 1999

File: ITSACOST.123

Version: 3.1 Updated: 12 July 2000

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## Notes:

- 1 Some required financial information may be outside the IT budget (e.g. Training)
- 2 'Staff' worksheet should be printed in Landscape, all others as Portrait
- 3 on 'Staff' sheet data should be filled in at the detail available, as a minimum to totals for each process group should be completed
- 4 This version updated based on experience of engagements in 1Q99