



## CHAPTER

# 2

## Introduction

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## Product Overview

The challenge of a chargeback system is to keep pace with the constantly changing work environment, for example:

- multiple platforms
- new technologies
- distributed applications
- services
- dedicated equipment.

A chargeback system must track and bill for these new resources while supporting production procedures for all the classic chargeback resources. New chargeback methodologies need to be added quickly and without increased staffing.

IT Charge Manager software provides an open architecture to quickly implement accounting for any measurement. With IT Charge Manager's interactive client/server interface, administration is reduced to a fraction of the effort required with traditional chargeback software.

## Open Architecture

IT Charge Manager enables you to implement whatever accounting methodology best fits your environment. Features can be selected individually. Chargeback methodologies

can be mixed. Chargeback items can be selected at your discretion and identified based upon site-specific standards. And if your applications produce measurement data, you can implement activity-based costing.

IT Charge Manager is a usage-based chargeback application that generates charges by applying billing rates to selected resource consumption quantities. IT Charge Manager provides an intuitive and straightforward mechanism for specifying which customers are billed, which resources they will be billed for, and which billing exception conditions (charging qualifications) will be applied. IT Charge Manager lets you audit the origination and calculation of all charges and use a primary currency other than the US dollar.

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## Extensive Data Sources for OS/390

IT Charge Manager for OS/390 functions with IT Service Vision for OS/390. IT Service Vision invokes Merrill Consultants' MXG macros to read mainframe data.

*Note:* MXG currently supports more than 120 sources, essentially every data source available. △

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## Extensive Data Sources for Open Systems

IT Charge Manager uses IT Service Vision for Open Systems to access UNIX and distributed network measurement data from HP OpenView; MeasureWare (formerly PCS); Sun SunNet Manager and Solstice; Cabletron Spectrum; and IBM NetView for AIX.

The IT Service Vision Generate Source Facility and Generic Collector Facility are simple yet flexible mechanisms that can be used to add any other data source to the system.

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## Data Sources for Windows NT

IT Charge Manager uses IT Service Vision for Windows NT to process data from data sources such as NTSMF.

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## Integration with Other SAS Software

IT Charge Manager utilizes a suite of SAS software solutions to provide a seamless multi-platform data warehouse. The integration of IT Charge Manager with IT Service Vision software provides a superior computer measurement repository, which includes an extensive list of data sources. The IT Charge Manager user interface functions as a single point of control for all supported platforms by exploiting the power of SAS/CONNECT software.

The power of SAS/EIS is used by IT Charge Manager AccountView to generate interactive reporting. Several graphs and multidimensional reports are available for exploration. Enterprise Reporter sample reports and data are distributed with IT Charge Manager. The sample reports show how IT Charge Manager data can be used to address data center management and customer needs.

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## Relationships with IT Service Vision Software

IT Charge Manager augments IT Service Vision. IT Charge Manager uses existing IT Service Vision utilities and exit points. IT Charge Manager adds new data tables in existing IT Service Vision Performance Data Warehouse data structures, making it seamlessly integrated into existing IT Service Vision functionality.

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## Client/Server Components

IT Charge Manager has a user interface that significantly reduces system administration time. Software maintenance is simple and straightforward. Tailoring the system is performed through window panels, which link to a relational structure of system tables. Syntax errors are identified immediately upon entry, rather than at some later point in processing.

The installation, maintenance, and administration of IT Charge Manager are handled through a point and click graphical interface located on a personal computer running Microsoft Windows 9x or Windows NT. Server library updates are performed automatically by means of a SAS/CONNECT session.

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### IT Charge Manager for Open Systems

IT Charge Manager for Open Systems utilizes a personal computer running Microsoft Windows 9x or Windows NT as the client and the UNIX host system as the server.

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### IT Charge Manager for OS/390

IT Charge Manager for OS/390 utilizes a personal computer running Microsoft Windows 9x or Windows NT as the client and the OS/390 host system as the server.

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### IT Charge Manager for Windows NT

IT Charge Manager for Windows NT utilizes a personal computer running Microsoft Windows 9x or Windows NT as the client and a Windows NT Server as the server.

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## Target Audience

IT Charge Manager was designed primarily for the chargeback administrator who has to "do it all". This means collect the data, apply the charges, maintain customer information, know who to charge what and how much, generate invoices and reports, enter supplemental charges, administer discounts, and so on. However, at some sites these tasks can be distributed among several individuals. This section describes how these tasks may be broken down and which sections of this User Guide are pertinent to each task group.

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### Installation and Maintenance Person

The tasks involved in this task group are the initial installation of IT Charge Manager, the verification that the client runs properly on the personal computer, and

that batch jobs or scripts run properly on the server. Additionally, the individual or group performing these tasks may be responsible for the application and verification of periodic maintenance.

The IT Charge Manager User Guide sections that are appropriate for these tasks are as follows:

- Introduction. Start with “Product Overview” on page 3
- Getting Started. Start with “Installing IT Charge Manager” on page 7
- Maintenance. Start with “Maintenance - Overview” on page 113.

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## Chargeback Administrator

The chargeback administrator is the primary user of IT Charge Manager. The administrator selects the resources to charge for, defines new resources, implements rates and rate modes, assigns profiles to customers, defines the accounting calendar and invoicing schedule, and verifies the invoice and reports before they are turned over to the end users.

The chargeback administrator should review the entire User Guide.

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## Operator/Data Entry Person

This person or group is responsible for running batch jobs or scripts and for verifying that each job or script completed successfully. Additionally this individual or group may be responsible for entering supplemental charges (debits and credits).

The User Guide sections appropriate for these tasks are as follows:

- Introduction. Start with “Product Overview” on page 3
- Operation. Start with “Operation – Overview” on page 71.

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## End Users

These individuals are usually those being charged (data center customers) or those in control of the resources (data center management). They are interested in exploring the data and reviewing the reports.

Direct the end users to the following sections of the User Guide:

- Introduction. Start with “Product Overview” on page 3
- Data Exploration and Reporting. Start with “Data Exploration and Reporting – Overview” on page 93.