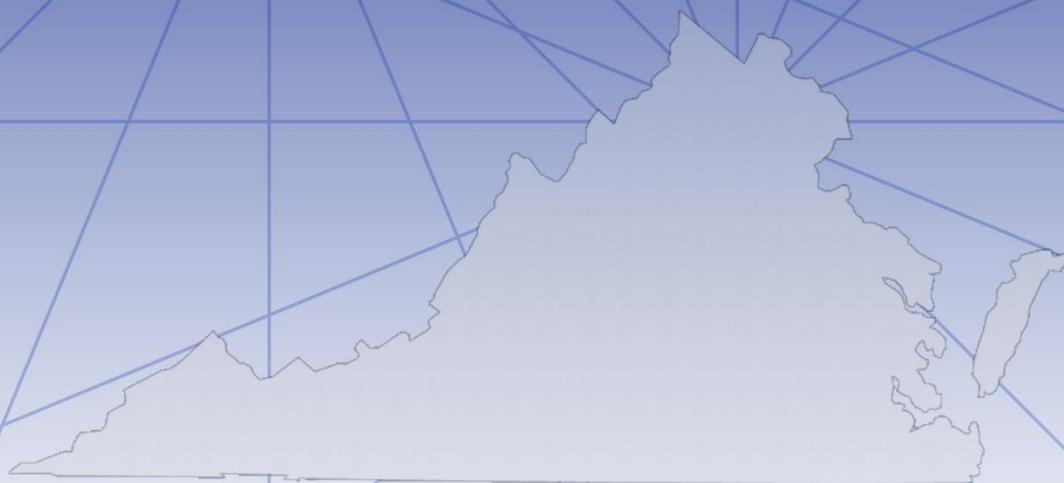


Virginia Information Technologies Agency



# Guide to Validating the VITA Comprehensive IT Goods and Services Bill



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[www.vita.virginia.gov](http://www.vita.virginia.gov)

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# Validating the VITA Comprehensive IT Goods and Services Bill

VITA would like to make the agency review and validation of the monthly bill as simple as possible. This reference tool will provide you with some information to help perform this function. It is the responsibility of the agency to review the bill for accuracy, and identify and report any discrepancies or errors.

## Inventory Billing

Inventory billing is monthly and shows billing for all agency asset-based services; e.g. desktops, laptops, printers, servers, etc. Below are step-by-step guidelines to help validate your inventory billing.

### Step 1 – Log in to billing site

Go to the **Comprehensive IT Goods and Services** website located at [Comprehensive IT Goods & Services Billing - Access](http://vita2.virginia.gov/services/busServe/onlineBilling.cfm) and log in using your COV credentials



Screenshot 1

## Step 2 – Select your billing to review

Select your agency, then select the month for the billing cycle you wish to view. Your view of the agencies will show only your agency or any sub-agencies.

The screenshot shows a web browser window displaying a filtering interface. The 'Accounts' dropdown is open, showing a list of agencies including 'ALCOHOLIC BEVERAGE CONTROL DEPT. (0999)'. The 'Bill Cycle' section is set to 'February - 2012' to 'March - 2012'. Below this, a table displays the following data:

Bill Name	Invoice Number	Invoice Date
fer (IAT)	V013045	3/21/2012
er Recurring Charges	V013045	3/21/2012
er Recurring Charges Detail	V013045	3/21/2012
er Recurring Charges	V013045	3/21/2012
6 Months Summary	V013045	3/21/2012
fer (IAT)	P000804	3/12/2012
vice Invoice Detail Data	P000804	3/12/2012
ices Invoice Detail Report	P000804	3/12/2012
fer (IAT)	W000249	3/9/2012
Miscellaneous Service Invoice Detail Data	W000249	3/9/2012

Screenshot 2

Once logged in you will see the following reports:

The following is a description of the columns as seen in screenshot 3:

1. **View/Download Bill** gives the option to view or download the report.
2. **File Type** shows the format the file has been created in.
  - a. - Unable to view or open PDF files on your computer? [Get the Adobe Acrobat Reader.](#)
  - b. - Unable to view or open CSV files on your computer? [Get Microsoft's Excel File Viewer.](#)
    - i. **Note:** Your system administrator may not allow you to install software. Please check with your system administrator before installing software.
3. **Bill Cycle** is the month the report was created and made available; shows the inventory as of the last day of the previous month. In this example, the billing cycle shows the month of March 2012 and is based on what appeared in the inventory as of the last day in February 2012.
4. **Bill Name** is the name associated with each type of report related to your agency.
  - a. If there are no bills in the bill cycle range you selected, then either no bill was generated for that period or the bill hasn't been generated yet.
5. **Invoice Number** is the number generated by the finance department for the specific billing cycle. The invoice number will begin with a different letter that indicates what type of data is detailed in the billing. Listed below are the letters and description of data billed.
  - **EAD** – project hours and charges provided by the collaborative services group
  - **VBMP** – mapping charges by the Virginia Geographic Information Network (VGIN) group
  - **Time and materials** – any VITA consulting hours provided to agencies; this could come from multiple sources within VITA
  - **MITA** – any Medical Information Technology Architecture (MITA) project charges billed to the Department of Medical Assistance Services (DMAS)
  - **Miscellaneous** – any charges that are not billed under one of the other billing categories
  - **P2P** – Pass-through charges billed through eVA or Northrop Grumman
  - **Work requests** – Actual charges for work requests billed to agencies

6. **Invoice Date** is the date that the invoice was made available to the agency.

Re-Apply Filter    Current Filter: Viewing bills for "MOTOR VEHICLES, DEPT. OF (0154)", between "March - 2012" - "April - 2012".

**Search Results:**

View/Download Bill	File Type	Bill Cycle	Bill Name	Invoice Number	Invoice Date
VIEW DOWNLOAD	PDF	April - 2012 Work Request	Interagency Transfer (IAT)	W000273	4/16/2012
VIEW DOWNLOAD	CSV	April - 2012 Work Request	Miscellaneous Service Invoice Detail Data	W000273	4/16/2012
VIEW DOWNLOAD	PDF	April - 2012 Work Request	Miscellaneous Services Invoice Detail Report	W000273	4/16/2012
VIEW DOWNLOAD	PDF	April - 2012 Pass-Thru Charges	Interagency Transfer (IAT)	P000828	4/10/2012
VIEW DOWNLOAD	CSV	April - 2012 Pass-Thru Charges	Miscellaneous Service Invoice Detail Data	P000828	4/10/2012
VIEW DOWNLOAD	PDF	April - 2012 Pass-Thru Charges	Miscellaneous Services Invoice Detail Report	P000828	4/10/2012
VIEW DOWNLOAD	PDF	April - 2012 Time and Materials	Interagency Transfer (IAT)	E000208	4/10/2012
VIEW DOWNLOAD	CSV	April - 2012 Time and Materials	Miscellaneous Service Invoice Detail Data	E000208	4/10/2012
VIEW DOWNLOAD	PDF	April - 2012 Time and Materials	Miscellaneous Services Invoice Detail Report	E000208	4/10/2012
VIEW DOWNLOAD	PDF	March - 2012	Interagency Transfer (IAT)	V013008	3/21/2012
VIEW DOWNLOAD	CSV	March - 2012	Miscellaneous Service Invoice Detail Data	V013008	3/21/2012
VIEW DOWNLOAD	PDF	March - 2012	Server and End User Recurring Charges Summary	V013008	3/21/2012
VIEW DOWNLOAD	CSV	March - 2012	Server and End User Recurring Charges Detail	V013008	3/21/2012
VIEW DOWNLOAD	CSV	March - 2012	Server and End User Recurring Charges	V013008	3/21/2012

Screenshot 3

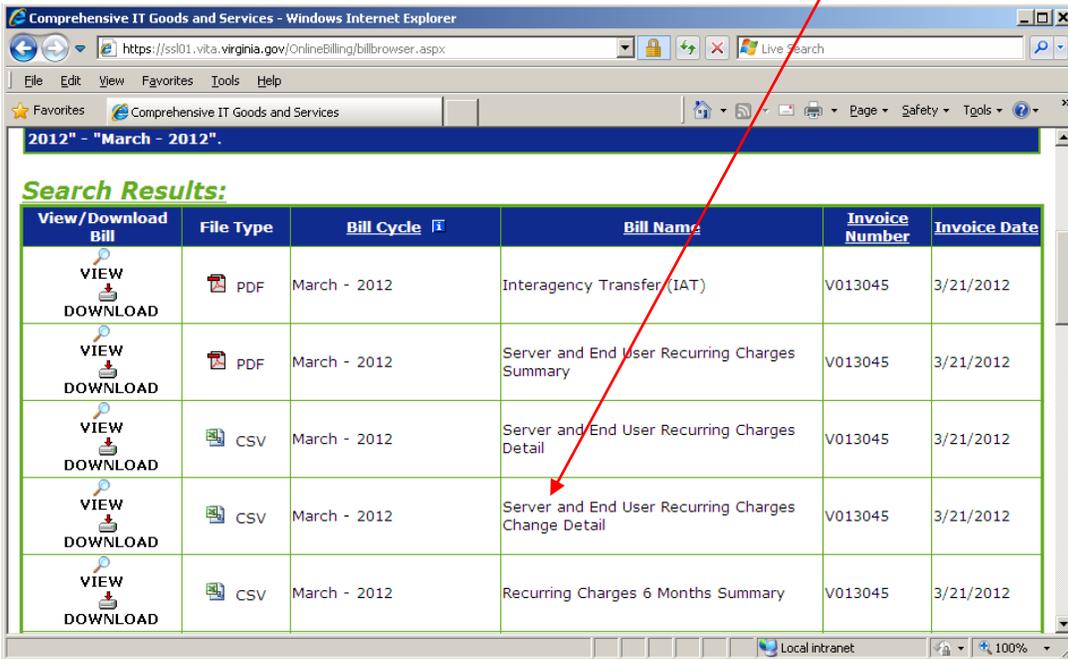
## Description of reports

(Screenshot 3)

1. **Server and End User Recurring Charges Summary** shows the total number and type of service being charged to your agency.
2. **Server and End User Recurring Charges Detail** shows the details of the **Server and End User Recurring Charges Summary**.
3. **Server and End User Recurring Charges Change Detail** shows all additions, deletions and changes to the inventory for the given billing cycle.
  - a. **Example 1:** a laptop replacing a desktop. Here you would see a desktop deleted and a laptop added, for a total of two line items.
  - b. **Example 2:** a server being added. Here you would see a server being added as well as a line item showing storage for that server being added.
  - c. **Example 3:** changing the number of CPUs on a server. If the original server had two CPUs, the old CPU column would show "2" and the new CPU column would show the new number.
4. **Interagency Transfer (IAT)** is the interagency transfer invoice.
5. **Recurring Charges 6 Months Summary** is the same type of report as the **Server and End User Recurring Charges Summary** but allows the agency to view a month over month comparison.

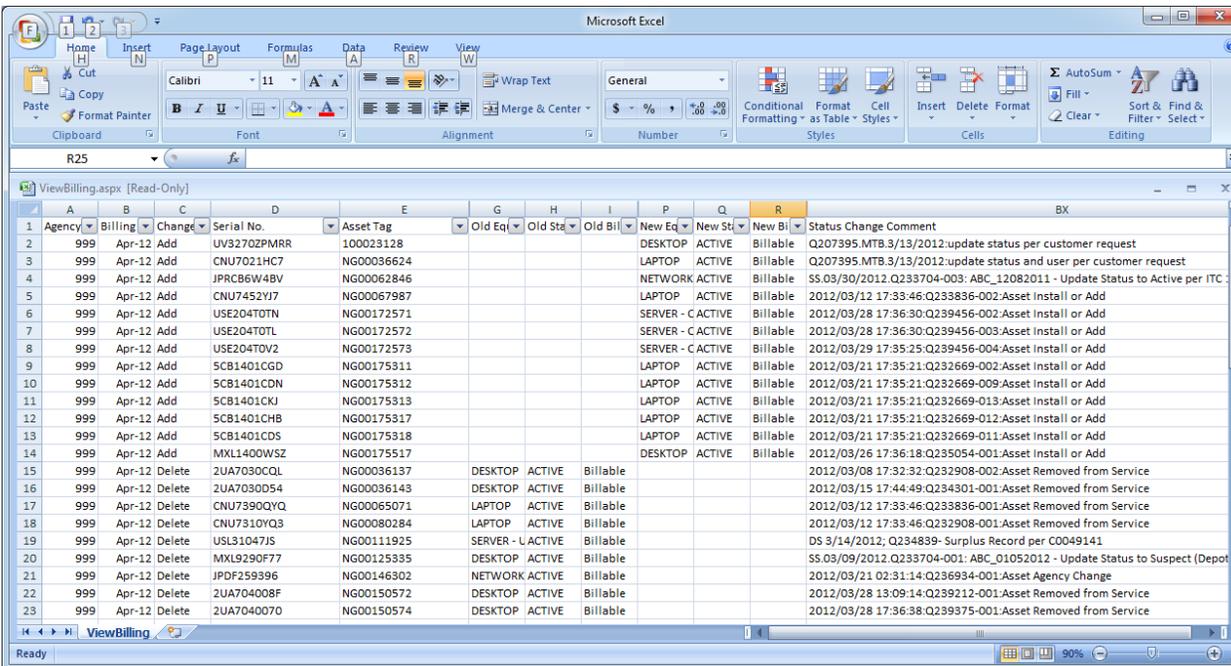
### Step 3 – Select and Review Change Detail report

Select the **Server and End User Recurring Charges Change Detail** report



Screenshot 4

The change report is in spreadsheet format and shows all additions, deletions and changes on the agency bill. Some columns are hidden to show only those needed to validate the change.



Screenshot 5

## How devices are added and deleted

1. **Verification and Validation (V&V):** a proactive process where VITA's IT infrastructure program staff finds and corrects inaccuracies within the inventory
2. **Credit dispute :** the process when the agency finds an inaccuracy within their billing inventory, and it is corrected and/or credited; the credit dispute process can be found here: <http://vita2.virginia.gov/misforms/forms/vitaf.cfm>
3. **IMAC (install, move, add or change) or work request:** a process that acts on a request to have something moved, added or changed
4. **Purchase order** by the agency for new equipment
5. **Personal computer (PC) refresh:** the process where desktops, laptops and tablets have reached end-of-life and are replaced
6. The following are examples where changes to **data attributes** may cause a deletion and corresponding addition for the same device:
  - a. Change or correction of asset tag
  - b. Change or correction of serial number
  - c. Change of agency

**Note:** Administrative changes like user name and address do not appear on the change report.

## What to look for when reviewing the changes within this report

1. Was there a ticket created for the requested IMAC? An IMAC is an install, move, add or change to a piece of hardware that is performed by a service technician or help desk personnel. Ticket numbers are in the comment field. If a ticket number or comment is not in the comment field, please submit a [credit dispute](#) for resolution if you do not agree with the change.
2. Was a change to a server authorized by the agency? This could be an increase of storage space, CPU count or classification of the server type.
3. Was the addition or removal of any hardware approved by the agency?
4. If the agency is going through refresh and 50 desktops were added, were 50 removed?

## Step 4 - Perform a random sample

To perform on-site reconciliation using random sampling, validate the sample by using a book-to-floor or floor-to-book validation process. To do this, randomly select assets in your building and compare with your **Server and End User Recurring Charges Detail**. You also can utilize your **Server and End User Recurring Charges Detail** report and contact users to validate.

The screenshot shows a web browser window with the URL <https://ssl01.vita.virginia.gov/OnlineBilling/billbrowser.aspx>. The page displays search filters for 'Accounts' (0778 - FORENSIC SCIENCE, DEPT. OF) and 'Bill Cycle' (December - 2011 to January - 2012). Below the filters, a table of search results is shown with columns: View/Download Bill, File Type, Bill Cycle, Bill Name, Invoice Number, and Invoice Date. The row for 'Server and End User Recurring Charges Detail' is highlighted.

View/Download Bill	File Type	Bill Cycle	Bill Name	Invoice Number	Invoice Date
VIEW DOWNLOAD	PDF	January - 2012	Interagency Transfer (IAT)	V012890	1/24/2012
VIEW DOWNLOAD	PDF	January - 2012	Server and End User Recurring Charges Summary	V012890	1/24/2012
VIEW DOWNLOAD	CSV	January - 2012	Server and End User Recurring Charges Detail	V012890	1/24/2012
VIEW DOWNLOAD	CSV	January - 2012	Server and End User Recurring Charges Change Detail	V012890	1/24/2012
VIEW DOWNLOAD	CSV	January - 2012	Recurring Charges 6 Months Summary	V012890	1/24/2012
VIEW DOWNLOAD	PDF	January - 2012	Interagency Transfer (IAT) Pass Thru Charges	P000742	1/12/2012
VIEW DOWNLOAD	CSV	January - 2012	Miscellaneous Service Invoice Detail Data	P000742	1/12/2012
VIEW DOWNLOAD	PDF	January - 2012	Miscellaneous Services Invoice Detail Report	P000742	1/12/2012
VIEW DOWNLOAD	PDF	December - 2011	Interagency Transfer (IAT)	V012789	12/21/2011
VIEW DOWNLOAD	PDF	December - 2011	Server and End User Recurring Charges Summary	V012789	12/21/2011

Screenshot 6

The **Server and End User Recurring Charges Detail** report shows the details of all active billable assets for your agency. Screenshot 7 below shows an example of what this looks like.

The screenshot shows a Microsoft Excel spreadsheet with the following data:

	Agency Name	Address	City	Asset Type	Equipment Type	Status	Billable Status	Agency	Ownership Code
1	Your Agency	737 North 5th Street	Richmond	Printer	COPIER	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
2	Your Agency	6600 Northside High School Road	Roanoke	Printer	COPIER	ACTIVE	Billable	OFFICE	Vendor Owned
3	Your Agency	830 Southampton Avenue	NORFOLK	Computer	DESKTOP	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
4	Your Agency	830 Southampton Avenue	NORFOLK	Computer	DESKTOP	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
5	Your Agency	700 North 5th Street	Richmond	Computer	DESKTOP	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
6	Your Agency	700 North Fifth Street	RICHMOND	Computer	LAPTOP	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
7	Your Agency	700 North Fifth Street	RICHMOND	Computer	LAPTOP	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
8	Your Agency	700 North Fifth Street	RICHMOND	Computer	LAPTOP	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
9	Your Agency	700 North Fifth Street	RICHMOND	Computer	LAPTOP	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
10	Your Agency	830 Southampton Avenue	Norfolk	Printer	NETWORK PRINTER	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
11	Your Agency	10850 Pyramid Place	Manassas	Printer	NETWORK PRINTER	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
12	Your Agency	700 North 5th Street	Richmond	Printer	NETWORK PRINTER	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
13	Your Agency	700 North Fifth Street	RICHMOND	Computer	SERVER - OTHER	ACTIVE	Billable	OFFICE	Northrop Grumman Owned
14	Your Agency	700 North 5th Street	Richmond	Computer	SERVER - WINDOWS	ACTIVE	Billable	OFFICE	Other Ownership
15	Your Agency	700 North 5th Street	Richmond	Computer	SERVER - WINDOWS	ACTIVE	Billable	OFFICE	Agency Owned

Screenshot 7

PARS - Partnership Asset Reporting System – The PARS systems allows agencies to review asset information based on the asset tag. It can be very helpful when reconciling billing or trying to determine to whom or where VITA/NG has the asset assigned. Some of the information available in PARS:

1. Who is the asset assigned to
2. What type of asset
3. When was the last usage

PARS is real-time, whereas the VITA bill is monthly, so all information between the two may not always be the same.

From the **Server and End User Recurring Charges Detail**, select and copy a few asset tags, then log into PARS.

<https://covsmices-msq01.cov.virginia.gov/Reports/Pages/Folder.aspx>

If you do not have access to PARS please follow these directions:

You can either contact the VITA Customer Care Center (VCCC) at (866) 637-8482 or submit your request using the online COV account request tool at:

<https://esupport.virginia.gov/accountrequest/COVNetworkAccount.aspx>

If you use the online tool, please follow these directions:

**Request Information** Select the agency for which you want a report. If you want to report on assets for the ABC board then choose ABC, even if you work for another agency. Key in the desired effective date for your request; click New.

**Employee/Contractor Information** Fill in your and your manager's information

**Account Requirements** Check "NO" for all options then proceed to step 4.

**Other Instructions/Comments** Type in the following: Add my COV account to the security group A136-AC-PARS Agency Access

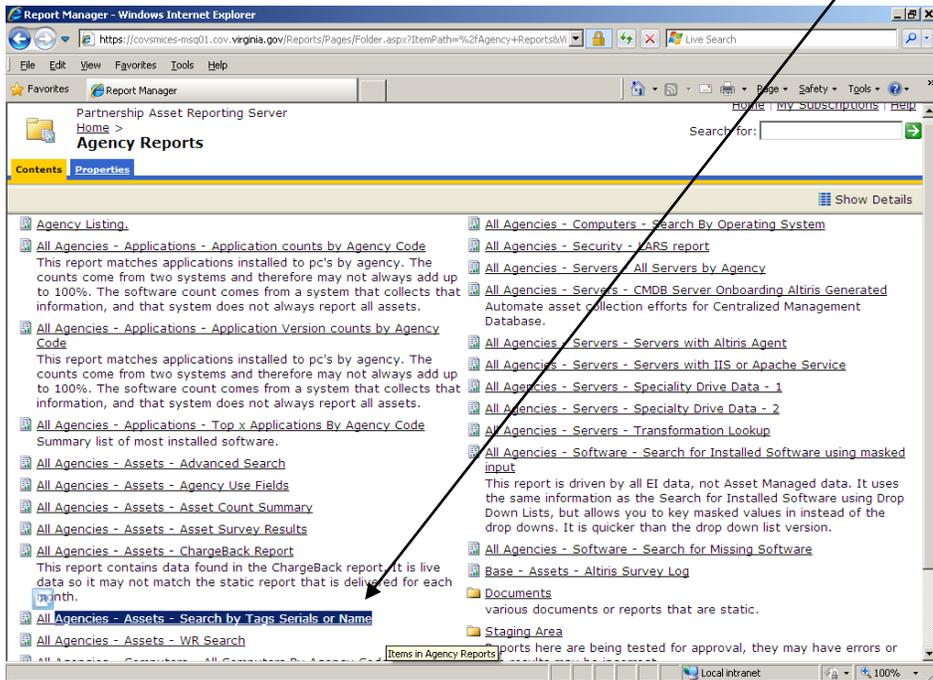
If you are the agency information technology resource (AITR) and you are filling this out for yourself, state that in this section.

**Account Requestor Information** Fill in your information

**Agency Authorized Account Request Approver Information** Enter the e-mail address of the information security officer (ISO) or AITR for the agency for which you have chosen at the top of this form.

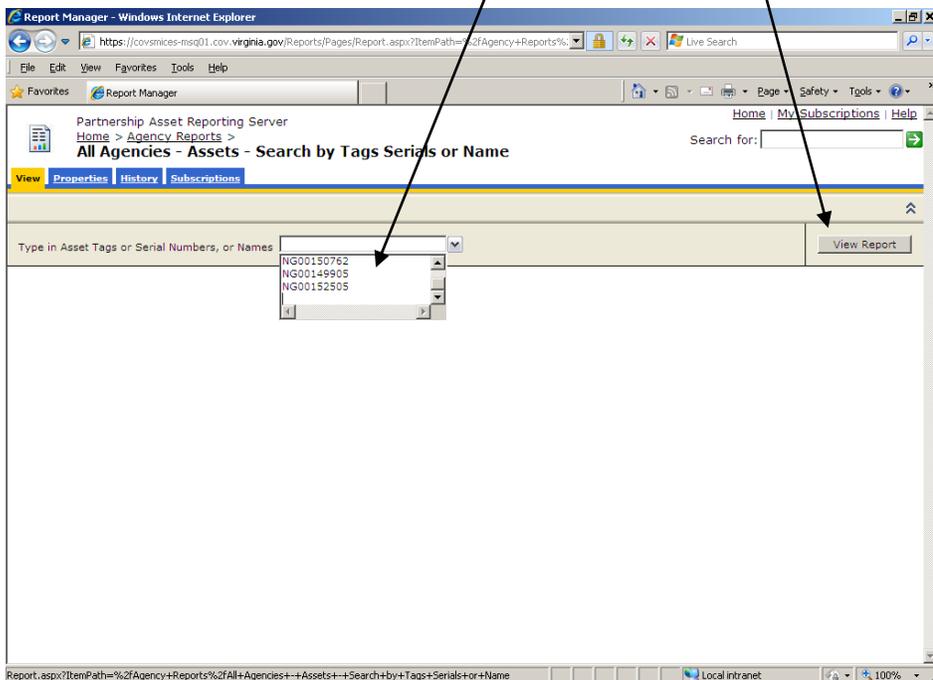
**Click submit**

Once in PARS, select Agency Reports and then select the following report: **All agencies – Assets – Search by Tags, Serials or Name.**



**Screenshot 8**

Paste the selected asset tags or serial numbers into the dropdown and select **“View Report”**



**Screenshot 9**

Note: Users can paste a multiple number of asset tags or serial numbers at the same time.

**Screenshot 10 shows what the report will look like.**

- Columns in blue are billing details from Asset Center, our database of record, as of that day.

- Columns in green are the Altiris survey details that users have submitted.
- The column "days since last check-in" shows when the machine checked into Altiris last.

**NOTE:** if a PC is not used on the network, "days since last check in" may be blank.

agency use field	Last Check in Date	Days Since Last Check in	Install Date	refresh date	Last Checkin Date	ip address	has network printer	Survey Submit Date	Survey Date
	02/02/2012		1 06/07/2011	06/07/2015	02/02/2012	10.184.74.58			
	02/01/2012	2	03/21/2011	03/21/2015	02/01/2012	10.184.74.190			
	02/02/2012	1	02/09/2011	02/09/2016	02/02/2012	10.184.75.243			
	02/01/2012	2	05/05/2011	05/05/2016	02/01/2012	10.184.89.76			
	02/02/2012	1	05/05/2011	05/05/2016	02/02/2012	10.184.89.73			

**Screenshot 10**

**What to look for:**

- Is the agency code correct?
- Is the address correct? Keep in mind that if a user moves their equipment to another location and does not submit an IMAC, the address may not match.
- Is there a user name in the user name field?
- Does the user name in the user name field match with who submitted the survey?
- Is there a recent check-in date?
  - If no check-in date appears, was the asset refreshed?
  - If no check-in date appears, was the asset purchased as a net new (eVA order) and not deployed?
  - If no check-in date appears, asset may be in use but not on the network (e.g. a training PC)

**Notes for agency use field**

- For populating and using the agency use field, please follow the following process located in the procedures manual located here: [https://vashare.virginia.gov/sites/vita1/itppm/PM/Procedure\\_Manual/Forms/AllItems.aspx](https://vashare.virginia.gov/sites/vita1/itppm/PM/Procedure_Manual/Forms/AllItems.aspx)
- By using the agency use field, agencies can assign areas such as finance or accounting to the hardware in the environment.

- During refresh, this field may not be populated automatically on the new machine with data from old machine. Asset management tries to make sure that the data in this field carries over to the new machine but agencies should review the change report to confirm information.

## Non-inventory Billing

For all non-inventory invoices, detailed information is provided in the backup documentation that should allow for easy review and reconciliation of the invoice. For example, Procure to Pay (P2P) and work request billing will list the purchase order or work request number that can be used to match the charges to the billing. The following are the non-inventory billing items agencies may receive, but not necessarily each month:

**EAD** – project hours and charges provided by the collaborative services group

**VBMP** – mapping charges by the Virginia Geographic Information Network (VGIN) group

**Time and materials** – any VITA consulting hours provided to agencies; this could come from multiple sources within VITA

**MITA** – any Medical Information Technology Architecture (MITA) project charges billed to the Department of Medical Assistance Services (DMAS)

**Miscellaneous** – any charges that are not billed under one of the other billing categories

**P2P** – Pass-through charges billed through eVA or Northrop Grumman

**Work requests** – Actual charges for work requests billed to agencies

## Useful Links

Comprehensive IT Goods and Services website

<https://ssl01.vita.virginia.gov/OnlineBilling/billbrowser.aspx>

VITA credit dispute process

<http://vita2.virginia.gov/misforms/forms/vitaf.cfm>

PARS

<https://covsmices-msq01.cov.virginia.gov/Reports/Pages/Folder.aspx>

COV Network Work Account request on-line form

<https://esupport.virginia.gov/accountrequest/COVNetworkAccount.aspx>

Agency use field located in chapter 7 of the procedures manual

[https://vashare.virginia.gov/sites/vita1/itppm/PM/Procedure\\_Manual/Forms/AllItems.aspx](https://vashare.virginia.gov/sites/vita1/itppm/PM/Procedure_Manual/Forms/AllItems.aspx)

VITA website

<http://www.vita.virginia.gov/>