

CIO INCIGHT® APPENDIX

VERSION 4.0 JANUARY, 2024

CLASSIFICATION DEFINITIONS - ANY SPEND NOT IDENTIFIED AS A TBM CLASSIFICATION WILL DISPLAY AS NON-IT

APPLICATION

Development, operations, maintenance & support. Packaged software cost, purchase, lease, subscription Cloud Apps: Public cloud Software-as-a-Service (SaaS)

COMMUNICATION

Voice and data network circuits. Voice and data usage associated with standard telephone calls, 800 number service, mobility and other data transit based on usage billing.

COMPUTE

Linux & Unix: Physical and virtual servers and OS. Includes hardware, software, labor, and support services. Converged Infrastructure /Purpose-built appliances that provide compute, storage, and network capabilities in one box. Traditional mainframe computers and operations running legacy operating systems. Public cloud Infrastructure-as-a-Service (IaaS) compute offerings running any version of Window Server operating system. Infrastructure-as-a-Service (IaaS) compute offerings. Chips: integrated circuits, electronic circuit.

IT MGMT

IT Mgmt & Strategic Planning: IT management and administration resources; including CIO, senior IT leaders and administrative support. IT Finance: Resources involved in the planning, budgeting, spend management system, chargeback of IT expenditures and the costing of IT products and services. Vendor Mgmt: Resources involved in the selection, contract management, oversight, performance management and general delivery of services by 3rd party vendors and external service providers.

NETWORK

Physical and wireless local area network connecting equipment within the core data centers and connecting end users in office working areas to the company's broader networks. Wide area network equipment, labor and support services directly connecting data centers, offices and third parties. Voice resources which enable or distribute voice services through on-premise equipment including PBX, VoIP, voicemail and Other specialized network equipment, infrastructure and services including: contact center, network security, remote access through VPN/RAS, cabling infrastructure and telepresence (video conferencing services) Cloud Network: Public cloud Infrastructure-as-a-Service (IaaS) network offerings providing ingress/egress, load balancing, intra/inter-data center connectivity and resiliency services.

DATA CENTER

Purpose-built data center facilities that house and protect critical IT equipment including the space, power, environment controls, racks, cabling and "smart hand" support. Facilities: Computer rooms and in office working areas to the company's broader networks. MDF/IDF/telco closets that house IT equipment in corporate headquarters, call centers or other general purpose office buildings.

DELIVERY

Project Mgmt: Resources involved with managing and supporting IT-related projects including business and IT-driven initiatives. Client Mgmt: Resources or account managers aligned with the lines of business to understand business needs, communicate IT products, services, and status of IT projects. Ops Center: Centralized IT Operations Center resources including monitoring and intervention e.g., NOC (network operations center), GOC (global operations center). Cloud Ops: Public cloud centralized service management, operations, and monitoring services.

END USER

Workspace: Client compute physical desktops, portable laptops, thin client machines, peripherals and associated software used by individuals to perform work. Mobile Devices: Client compute tablets, smart phones (iOS, Android, Windows Mobile) and apps used by individuals to perform work. Service Desk: Centralized help desk resources which handle user requests, answer questions Field Support: Local support resources which provide on-site support for moves, adds, changes and hands on issue resolution. Cloud Desktop: Public cloud Infrastructure-as-a-Service (IaaS) virtual desktop offerings.

OUTPUT

Central Print: Services often provided to support customer billing or customer documentation support processes. Post Processing: Centralized post print processing support, customer billing or customer documentation support processes Shipping: Costs associated with shipment, mail, or packaging Lens or Imaging: Barcodes, scanning, Optical character recognition (OCR), etc.

PLATFORM

Middleware: Mainframe & Distributed platform, application and system integration resources enabling cross application development, communications, and information sharing. Cloud Platform: Public cloud Platform-as-a-Service (PaaS) application development offerings. Big Data: Analytics, Data Analysis, Data Visualization

SECURITY & COMPLIANCE

Security Policy: IT Security resources setting policy, establishing process & means, measuring compliance and responding to security breaches. IT Compliance resources setting policy, establishing controls, and measuring compliance to relevant legal and compliance requirements Disaster Recovery: Centralized IT Operations Center resources including monitoring and intervention. Cloud DR:IT resources dedicated to Disaster Recovery including dedicated failover facilities, DR policies and testing.

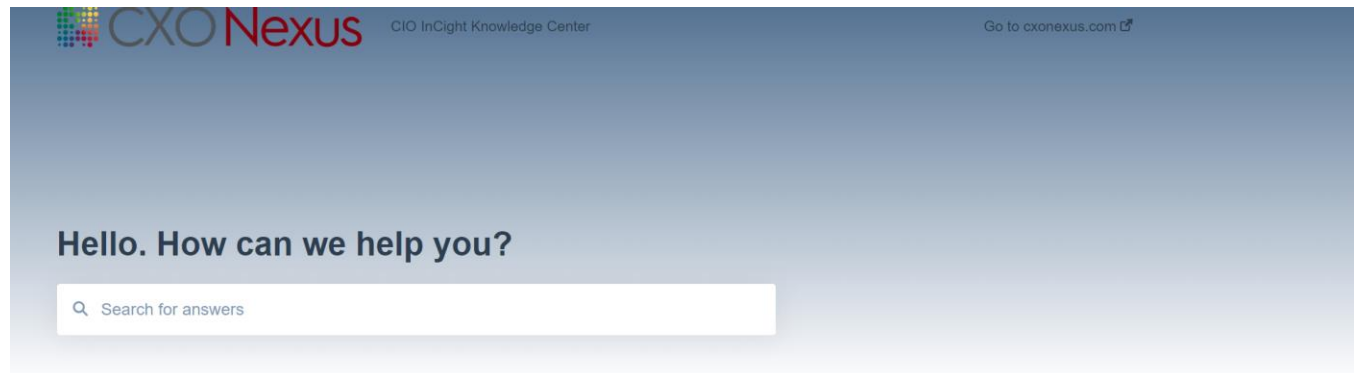
STORAGE

Storage resources which enable mission critical apps data & services. Storage resources which enable essential but non-mission critical apps data & service. Storage resources used for non-essential, historical, and other information where immediate availability is not required. Online and offline storage resources used for archive, backup & recovery to support data loss, data corruption, disaster recovery and compliance requirements. Cloud Storage: Public cloud Infrastructure-as-a-Service (IaaS) storage offerings supporting normal transactional or other operational applications and system. Cloud Archive: Public cloud Infrastructure-as-a-Service (IaaS) storage offerings for backup and archival purposes.

HELP AND SUPPORT

Email customersuccess@cxonexus.com for any assistance.

Visit our [Knowledge Center](#) to access FAQ answers, help guides, quarterly reports and more.



Getting Started

Video Overview of CXO Nexus Dashboard

How to do a Secure Data Transfer with CXO Nexus

See all articles →



FAQ

Adding New Users and Admin Instructions

Does CXO Nexus have SOC 2 Accreditation?

How do I reset or change my password?

How do I set up my CXO Credentials?

See all articles →



InCight Insider

TruSpend® is the Single Source of Truth - Providing Data for Vendor Spend for an Analytics Warehouse

Cost Center Clarity - Finding IT Spend in the Business

Cloud Tru-Incight

M&A: Fast Track Vendor Optimization

C-Suite Collaboration to Improve P&L

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Release Notes

December 2022 InCight Nexus Reporting Module Release Notes

Pluto May 2020 Release Notes

May 2021 Version release

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