Our mission is to be the most efficient and innovative data center in the State of Florida through state-of-the-art technology, leadership and partnerships. We are a dedicated service organization committed to providing a wide range of technology support for primarily public and not-for-profit entities on a cost recovery basis. We fulfill our mission by supporting our customers in accomplishing their goals and missions.
MESSAGE FROM THE Board Chair
Mehran Basiratmand, Ph.D.

On behalf of my colleagues on the Policy Board, I am proud to highlight NWRDC’s outstanding growth this fiscal year.”

"We are pleased to provide you with this comprehensive report outlining the key accomplishments of Fiscal Year 20-21. This is a unique organization in which the board members are also customers, and their input, guidance and recommendations are truly valued. As your elected chair since 2010, I wish to extend my appreciation for the outstanding service the dedicated staff members continue to provide.

The Center experienced tremendous growth in many areas this year. Efforts to mindfully expand services based on customers’ needs are flourishing. The capacity-on-demand model utilizing both on-prem and cloud-based services has enabled our customers to maximize cost efficiency, generating substantial savings over traditional solutions. Our partnership program, through which NWRDC engages in agreements with outside vendors to offer volume purchases and economies of scale to our customers, now includes Mainframe as a Service. Additional partnerships are under development as we look for ways to better serve our customers.

NWRDC remains financially healthy, with our operating budget reflecting a 14% increase over the previous fiscal year. All services continued to operate within their budgets and with efficiency. Accounting procedures remained aligned with best practices, and all budgetary savings were returned to our customers in the form of credits or rate reductions.

In December, NWRDC assumed the administration of the Florida Virtual Campus (FLVC). This exciting collaboration has already provided various opportunities for additional growth. As a result, the Policy Board has begun examining our current governance structure with the goal of incorporating representation from FLVC and their clients into the Policy Board. We have engaged an outside consulting firm to assist us through this process, and our work will continue into Fiscal Year 21-22 to ensure the merit of each input and suggestion is thoroughly examined. As always, our core values and mission will remain focused on the needs of our customers as well as their satisfaction with services while ensuring cost-sensible solutions.

None of these accomplishments would have been possible without NWRDC/FLVC staff members, who remain dedicated to ensuring each interaction with this combined organization is both positive and rewarding. For nearly fifty years, we have kept the customer in the forefront of our goals. We will remain committed to providing the highest level of customer service as we expand.

I wish to express my gratitude to my colleagues on the Policy Board for their commitment to furthering the Center’s mission. I am honored to continue in my service as Chair. I also want to extend my sincere appreciation to board member Henry Martin, who has retired from Walton County Schools. His service as Policy Board Vice Chair and Management Committee Chair was invaluable. He will be greatly missed.

I congratulate both the Policy Board and NWRDC/FLVC staff on the Center’s excellence and look forward to continued success in the upcoming year.

Mehran Basiratmand, Ph.D.
Policy Board Chair

Serving public and not-for-profit entities for over 45 years, NWRDC is one of Florida’s leading IT providers for government and educational communities. We are a dedicated service organization committed to providing a wide range of technology support to our customers on a cost recovery basis. Our status as an auxiliary of Florida State University allows public entities to contract directly with us for a number of IT support solutions without engaging in a lengthy procurement bid process.
NWRDC is governed by a Policy Board comprised of its major customers. Policy Board membership is determined based on the percentage of revenue paid to the Center and reviewed annually. Representatives are also appointed from four cohort groups: K-12, Small-user, City County and Local Governments, and Contract Management Customers.

Dr. Mehran Basiratmand, Chair  
Small-user Representative  
Florida Atlantic University

Henry Martin, Vice Chair  
K-12 Representative  
Walton County Schools

Dr. Jesus Arias  
Affiliate Member  
Florida International University

Rick Burnette  
Florida State University

Paul Charin  
Contract Management Representative  
Florida Department of Health

Ronald Henry  
Charter Member  
Florida A&M University

Gene Kovacs  
State University System of Florida Board of Governors

Damu Kuttikrishnan  
Florida Department of Revenue

Andre Smith  
Florida Department of Education

TBD: University of West Florida, Charter Member

Management Committee:  
Henry Martin, Chair, Gene Kovacs, Andre Smith

Established in 1972 under Florida State University as one of four regional data centers for the State University System of Florida, NWRDC began by offering mainframe services to universities across the state through a community cloud system. Over the past decade, we have expanded to include a wide range of managed services well beyond the traditional footprint of the standard data center.

The flexibility and economy of our on-demand, shared-cost models afford our customers access to enterprise-level services and facilities that would be challenging to implement individually. Through the more recent development of multiple strategic business partnerships, we have positioned ourselves as Florida’s Cloud Broker, providing cybersecurity, cloud, and end-user support solutions at significant discounts.

NWRDC supports 94 customers in over 40 cities throughout Florida.
EXECUTIVE LEADERSHIP

As NWRDC concludes its 49th year, we are excited to share with you the major strides taken in our efforts to serve state and local entities as Florida’s Cloud Broker, and to provide innovative support services for Florida’s educational community.

Welcome to Northwest Regional Data Center’s FY 20-21 Annual Report. Recognized as the premiere provider of computing services to state, local, educational and non-profit institutions, NWRDC has grown significantly over the past year in our ability to support our customers.

In the biggest news for our organization this fiscal year, NWRDC has become the new administrative host for the Florida Virtual Campus (FLVC). Supporting K-adult students, FLVC provides critical educational support services to the State University System, Florida College System, and K-12 school districts. This milestone has resulted in a doubling of our staff, creating opportunities for collaboration and improved efficiencies for both organizations.

Fiscal year 20-21 also marked the completion of our move to Mainframe as a Service. Working with our partner Ensono, we transitioned from a NWRDC-maintained z/10 platform to a new z/15 environment in both our Tallahassee and Atlanta facilities. We were also able to work with Florida Digital Service (FLDS) to incorporate their mainframe customers into the State of Florida Mainframe Cloud. This move has already generated significant savings for the State of Florida and serves as prime example of the success of our growing partnership program.

As we faced another year of the pandemic, I am proud to report the Center’s operations remained seamless throughout an extended period of remote work and reduced on-site presence. NWRDC’s staff has not missed a beat, and I am fortunate to be part of such an outstanding team. We look forward to continuing to serve you as we transition back into the office in the coming year.

As you review this year’s many accomplishments, know they would not have been possible without you. NWRDC greatly values our customers’ input. If you have suggestions for new services, or ideas on how to improve an existing one, we want to know. Please visit our suggestion page via the QR link on the back cover. As always, please feel free to reach out if we can be of service. Thank you!

Prior to joining the NWRDC team in 2013, Dianna served as Marketing and Public Relations Director for Florida State University’s Division of Finance and Administration. Dianna currently manages the administrative services in support of the data center and its customers. Her 35-year career at FSU includes her tenure as Director of the Card Application Technology Center and the FSUCard Center where she coordinated smart card application development for FSU, the higher education industry, business partners, financial institutions and trade associations. Dianna earned her Bachelor of Science degree in Business Communication and Marketing from FSU.

With more than 20 years of hands-on technical and managerial experience in enterprise IT architecture, Matt is responsible for the data center’s open systems support group. While serving as NWRDC’s Windows/Linux Team Manager, Matt led the transition for the Florida Department of Education to full managed services as part of the state’s Data Center Consolidation initiative. He has previously held a number of positions at the Florida Department of Corrections, both as a consultant and full staff member working his way from IT support to team manager prior to joining NWRDC. Matt was named NWRDC’s Chief Technology Officer in 2016.

Julia Cunningham has over ten years of non-profit accounting and financial management experience as a Director of Finance & Administration and Contracts and Grants manager. She was hired in June 2018 by FSU’s University Business Administrators program to serve NWRDC as the Financial Operations Manager. She holds her bachelor’s degree from Florida A&M University.
OUR SERVICES

NWRDC offers a superior infrastructure for system support and application hosting, providing 24 x 7 management support. Over the last decade, we have expanded to include a wide range of managed services well beyond the traditional footprint of the normal data center.

Facilities & Infrastructure
NWRDC’s facilities are staffed and available 24x7x365. We provide environmentally controlled floor space at both our Tallahassee and Atlanta locations, including designated Criminal Justice Information Systems (CJIS) floorspace. Our Cloud Infrastructure Services (CIS) solution provides a fully hosted virtual data center in a resource on-demand model. CIS components are also available at multiple physical locations, allowing customers to perform disaster recovery exercises and conduct workload sharing across sites.

Networking
NWRDC’s 26-mile Tallahassee Fiber Loop (TFL) serves as the onramp to the Florida LambdaRail and Internet 2 for FSU, FAMU, and several other organizations. Firewall services and commodity internet services are also available.

Storage
Storage as a Service (StaaS) provides high performance, fiber channel connected, on-demand block level storage that can be used within a customer’s or NWRDC’s physical or virtual environments. This fully-encrypted platform is available at both Tallahassee and Atlanta sites, making it an ideal solution for disaster recovery needs. Its scalability ensures our customers pay only for the storage allocated to them at any point in time, providing outstanding cost efficiencies over traditional models.

Managed Services
Managed services are offered for both physical and virtual servers. Our staff provide server installations, builds, configurations, patching, maintenance, server hardware/OS troubleshooting, as well as a robust monitoring tool set. NWRDC works to ensure our staff are up-to-date on the latest technologies with an annual 30-hour professional development requirement and a certification bonus reward program.

Networking
NWRDC’s 26-mile Tallahassee Fiber Loop (TFL) serves as the onramp to the Florida LambdaRail and Internet 2 for FSU, FAMU, and several other organizations. Firewall services and commodity internet services are also available.

Mainframe as a Service
NWRDC has established a community cloud solution for mainframe services available through a capacity-on-demand model. This z/15 platform is available in both Tallahassee and Atlanta sites.

Recovery
NWRDC’s cloud-based Backup as a Service (BaaS) is available in a flexible consumption-based model and provides customers with advanced control over their backup and recovery process. This on-demand solution eliminates the need to pay for extra storage customers may have sitting idle and is a key element in many of their disaster recovery plans.

Current Partners

Amazon Web Services
CenturyLink Global Cloud Services
Cyxtera Facility Services
Ensono
Enterprise Security Solutions by Symantec, a Broadcom Company
ForeScout Discovery Tools
Microsoft Cloud Solutions Provider Program
SecureWorks Security Services
TelaForce End-User Support Services

We are pleased to offer a variety of additional services through our many partnerships. Customers can take advantage of competitive rates, discounts, and the ability to purchase directly through NWRDC without engaging in a lengthy bid process.

NWRDC’s partnership program saved its customers over $6.2M in FY 2020-2021.
ORGANIZATIONAL GROWTH

The Florida Virtual Campus Joins NWRDC

On December 1, 2020, NWRDC assumed the administration of the Florida Virtual Campus (FLVC). FLVC provides statewide innovative educational services for Florida’s K-adult students. Working collaboratively with Florida’s 12 public universities, 28 public colleges, K-12 school districts, and other partners, FLVC provides free services to help students go to college, succeed in school, prepare for career success, and in life after graduation.

As part of NWRDC, FLVC will be able to move forward with much of the vital work of providing educational services to Florida’s K-adult students. This new partnership will not only bring stability to FLVC, but will also provide a bright new future to many of their programs.

NWRDC ensured the continuous, uninterrupted availability of FLVC services to institutions and their students before, during, and after the migration. Migration efforts included the seamless on-boarding of 71 FLVC employees to FSU, the facilitation and renewal of critical short-suspense contracts (most notably annual contracts for the statewide portfolio of library e-resources) and the development of short- and long-term budgets that secure FLVC’s continued operation. A focus on identifying operational and fiscal efficiencies have resulted in nearly $500,000 in annual savings for FLVC.

“All of us at the Florida Virtual Campus are excited to join our colleagues at the Northwest Regional Data Center and Florida State University,” said Elijah Scott, director of FLVC Library Services. “NWRDC has a long history as a provider of innovative information technology services in our state, so collaborating with NWRDC and FSU as the new host institution for FLVC will undoubtedly open new avenues for enhancements to the educational resources and services we offer.”

“NWRDC is thrilled to have this new partnership with Florida Virtual Campus. NWRDC and FSU are committed to the important work that FLVC does and through this partnership, our hope is to bring new and innovative tools, resources and services to K-adult students and educators across the state of Florida.” —Rick Burnette, Associate Provost and Interim CIO, Florida State University

About FLVC

FLVC provides critical educational support services utilized by all public postsecondary institutions within the Florida College System (FCS), the State University System (SUS), and K-12 school districts. The FLVC family of services includes Florida Academic Library Services Cooperative, Distance Learning and Student Services, and FloridaShines.

The Florida Academic Library Services Cooperative (FALSC) operates the integrated library system used by all public college and university libraries statewide along with a shared catalog and a statewide collection of online journals, e-books, and other valuable e-resources. In all, FALSC’s products and services are available to assist nearly 1.3 million students, faculty, and staff across Florida.

Distance Learning and Student Services (DLSS) provides an array of innovative educational services for students, educators, and administrators in the sunshine state. DLSS operates several statewide services that impact the success of the state’s students. One of the more popular services is FloridaShines.

FloridaShines works with the state’s public colleges and universities and other partners to help students succeed in school and beyond. From FloridaShines.org, college students can check their transcript, register for an online course, search academic libraries across the state, compare colleges and universities, and much more, all at no cost.
After 10 years on the data center floor, NWRDC’s z/10 processor was removed from the building to make way for the Ensono-maintained z/15 and the launch of Mainframe as a Service.

The culmination of over 15 months of work, Mainframe as a Service (MFaaS) is now utilized by 5 state agencies, 1 municipality, 3 colleges, 4 universities, and 18 K-12 school districts.

In 2020, NWRDC established a cloud solution for mainframe services available through a capacity-on-demand model. This competitively sourced solution replaced the Center’s z/10 platform with a z/15 environment maintained by business partner Ensono.

Ensono installed and now maintains the new z/15 environment in both the Center’s CJIS certified Steve Menard Computing Suite in Tallahassee and in NWRDC’s disaster recovery site in Atlanta. Remote hosted and managed services are provided for both the production and disaster recovery systems of NWRDC and Florida Digital Services (FDS). NWRDC successfully migrated their production on October 3, 2020. Migrations for FDS agencies were completed on February 20, 2021. Disaster recovery testing is ongoing.

Through the work of NWRDC’s Mainframe, Network, Storage and Project Management teams, MFaaS’ successful implementation generated an initial savings of $700,000 for the State of Florida in FY 2020-2021 alone.

Established in 1969, Ensono is a managed service provider that empowers clients in various industries to achieve business outcomes through purpose-built, workload-optimized technology solutions. They specialize in supporting mission critical workloads, reducing total cost of ownership, infrastructure modernization, system migration, and managing business complexity.
SUCCESSFUL PROJECTS

FY 20-21 marked important strides in NWRDC’s project management process, with the implementation of a new project charter review process and the launch of a task/incident/change tracking process in ServiceNow.

FL DOE Application Server Replication

The Server Team, working with the Department of Education’s (DOE) application and database teams, completed implementation and testing for the third phase of the DOE Server Replication project. This project involved the replication and failover configurations for the approximately thirty front-end and application layer servers that connect to the databases that were replicated as part of phase two of the project. As part of the continual operational process, NWRDC and DOE teams will continue testing various application DR scenarios as scheduled by DOE. Kudos to NWRDC’s Wes Northcut and Eilene Wentz, NWRDC’s Network and Storage teams, and DOE’s Meryl Chakola, Gary Evans and Cynthia Suhnewer for completion of this major project.

FL DOR Synergy/SuperDome Installation

NWRDC’s Server Team worked throughout FY 20-21 with DOE’s teams and vendor to modernize DOE’s Active Directory environment. This ongoing project includes upgrading existing domain controllers across multiple domains. The effort also includes the addition of numerous domain controllers for DOE, Vocational Rehab and Division of Blind Services in DOE’s infrastructure, as DOE continues to consolidate these sub-agencies under their umbrella. Completion is anticipated in early FY 21-22. Ann Slappey and Wes Northcut have primary roles in this project.

NWRDC O365 Teams Implementation

In an effort to provide an NWRDC-managed messaging product, the Server Applications Team rolled out the Office 365 Teams product to NWRDC staff in early FY 20-21. This implementation was essential to staff as the world endured the COVID-19 pandemic and remote work became the norm. Server Applications Team members Ishita Saxena, Galen Klein and Ruby Zindler were instrumental in planning the technical rollout, providing staff training, and creating the relevant documentation that made adding this tool possible.

NWRDC LogicMonitor Implementation

The NWRDC Applications team successfully replaced the locally-hosted Nagios enterprise monitoring tool with LogicMonitor, a more robust and updated monitoring solution. Although Nagios has long been an industry stalwart, the SaaS offering LogicMonitor delivers several significant improvements for NWRDC and its customers, including ease of configuration and the ability to add various types of endpoints; assorted direct plugins to environments including vCenter and Avamar; transaction monitoring at the database and application layers; external website monitoring; and minimal upkeep. Wes Northcut served as the technical lead and worked with Ishita Saxena and Drew Roberts as primary staff for this implementation.

DOR Rack Relocation

As a continuation of last fiscal year’s rack consolidation project, the final three Department of Revenue racks were moved to align with the remainder of DOR’s racks on a proper row within the data center. Members of NWRDC’s Server, CIS and Storage teams worked with DOR’s Network and Applications teams to move the three racks consisting of over seventy servers and two virtual environments. Major roles in this relocation effort were filled by NWRDC’s Geoff Burda, Andrew Piaget, Drew Roberts and Brett Simpson, and DOR’s Bryan Harrell and Manish Makhija.

DOE Domain Controller Upgrade/Consolidation

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CIS Infrastructure Refresh and Cloud Management Portal

Throughout the fiscal year, the CIS team has worked towards the implementation of core infrastructure upgrades and the establishment of a new Cloud Management Portal (CMP). Both projects, which should complete in FY 21-22, will provide significant improvements to our current services. The core infrastructure refresh will expand network capabilities to virtual and physical infrastructure services. The CMP will offer a single interface to manage multiple cloud providers and will be capable of leveraging the expanded network capabilities to extend them to public clouds. CIS Team members Stephen Ropes, Taylor Wagner, Will Clark, and Chris Reshard have all been key to the success of these endeavors.
BY THE NUMBERS

Backup Success Rate: 98.49%

In FY 20-21, a total of 1,052,272 backups were performed, with a 98.49% success rate. BaaS team member Julian Bond successfully managed NWRDC’s Restore Testing Program for all BaaS customers, meeting or exceeding the 95% threshold for each of them. The program tested 223 restores across 1,027 servers for 10 separate customers.

Ticket Response and Resolution 2.5 Hours

NWRDC utilizes ServiceNow for IT Service Management. The average ticket response time for FY 20-21 was 2.5 hours. Our median ticket resolution time was 2.9 days, with 69% of all tickets closed within the first 24 hours.

$27.3M Budget

NWRDC’s FY 20-21 Budget increased by 14% over the previous fiscal year, due largely to the addition of Mainframe as a Service. NWRDC is 100% self-funded, receiving no appropriations from the State of Florida or FSU. All surpluses are returned to customers at the fiscal year’s end, either through individual credits or service rate reductions for the following fiscal year.

3 New Customers

Florida Department of Management Services, Palm Beach County Department of Health, and Hernando County Clerk of Circuit Court & Controller all joined NWRDC this fiscal year, adding $12.7M in new business.

94 Total Customers

Over 50% of our employees have been with NWRDC for 5 years or longer. 30% of staff have at least 10 years of service with NWRDC.

65 Staff Members

NWRDC requires 30 hours of professional development for A&P staff, and 20 hours for USPS staff on an annual basis. In FY 20-21, NWRDC’s employees exceeded their requirements by an average of 20%.

2,082 Hours Professional Development

Azure Fundamentals Certifications were earned by 5 employees: Deleon Cannady, William Clark, Chris Reshard, Stephen Ropes, and Ishita Saxena. Chris Reshard also earned his VMware Certified Professional Data Center Virtualization 2020 certificate.

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NWRDC ended its fiscal year with a positive balance. As a cost recovery organization, our budgetary savings of $570,389 was returned to our customers in the form of credits or rate reductions for FY 21-22.

### Balance Sheet

NWRDC ended its fiscal year with a positive balance. As a cost recovery organization, our budgetary savings of $570,389 was returned to our customers in the form of credits or rate reductions for FY 21-22.

#### Financial Report

**Operating Revenue**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>13,670,487</td>
<td>13,265,765</td>
<td>404,722</td>
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**Contract Management Revenue**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>8,456,166</td>
<td>21,896,872</td>
<td>(13,440,706)</td>
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**Intrafund Transfers In**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,064,007</td>
<td>5,079,058</td>
<td>(15,051)</td>
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**Transfer Surplus from Previous FY**

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<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
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<tbody>
<tr>
<td>58,562</td>
<td>0</td>
<td>58,562</td>
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</table>

**TOTAL NET REVENUE**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
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<tbody>
<tr>
<td>$27,249,222</td>
<td>$40,241,695</td>
<td>($12,992,473)</td>
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#### EXPENSES - INCLUDING INDIRECT

**Salaries and Related Benefits**

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<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
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</thead>
<tbody>
<tr>
<td>5,864,904</td>
<td>5,659,437</td>
<td>205,467</td>
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</table>

**Reseller Expenses**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>8,170,209</td>
<td>21,012,202</td>
<td>(12,841,993)</td>
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**General Expenses**

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<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>7,832,960</td>
<td>8,470,476</td>
<td>(637,516)</td>
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</table>

**OCO**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>94,302</td>
<td>138,527</td>
<td>(44,225)</td>
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**Auxiliary Fees**

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<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>836,885</td>
<td>836,885</td>
<td>0</td>
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**External Department Transfer**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>20,000</td>
<td>(20,000)</td>
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**Intrafund Transfers Out**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
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<tbody>
<tr>
<td>4,435,847</td>
<td>4,504,604</td>
<td>(68,757)</td>
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**Deficits from Previous FY**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>(2,424)</td>
<td>0</td>
<td>(2,424)</td>
</tr>
</tbody>
</table>

**TOTAL EXPENSES**

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>$27,296,565</td>
<td>$40,642,131</td>
<td>($13,345,566)</td>
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</tbody>
</table>

#### INDIRECT COST BREAKOUT

Percent of indirect costs to total direct cost. Rate applied to total expenses before indirect for each cost center.

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Actual</th>
<th>(Over)/Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.21%</td>
<td>12.66%</td>
<td></td>
</tr>
</tbody>
</table>

**FY 2020-2021 Net Income:** $570,389*

*Includes pass-through expenses. All surplus revenues are credited back to customers.
## Expense Details

<table>
<thead>
<tr>
<th>Category</th>
<th>Budgeted</th>
<th>Actual</th>
<th>% Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SALARIES AND BENEFITS</strong></td>
<td>$5,864,904</td>
<td>$5,659,437</td>
<td>96%</td>
</tr>
<tr>
<td><strong>RESELLER EXPENSES</strong></td>
<td>$8,770,209</td>
<td>$21,022,202</td>
<td>257%</td>
</tr>
<tr>
<td><strong>GENERAL EXPENSES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consulting Services</td>
<td>3,831</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>3,268,803</td>
<td>4,729,079</td>
<td>145%</td>
</tr>
<tr>
<td>Depreciation Expense</td>
<td>303,204</td>
<td>205,488</td>
<td>68%</td>
</tr>
<tr>
<td>Freight and Postage</td>
<td>500</td>
<td>272</td>
<td>54%</td>
</tr>
<tr>
<td>Hardware Maintenance</td>
<td>582,382</td>
<td>399,317</td>
<td>69%</td>
</tr>
<tr>
<td>Insurance</td>
<td>39,361</td>
<td>22,866</td>
<td>58%</td>
</tr>
<tr>
<td>Memberships &amp; Subscriptions</td>
<td>325</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Non-OCO Hardware</td>
<td>147,613</td>
<td>312,559</td>
<td>212%</td>
</tr>
<tr>
<td>Non-OCO Software</td>
<td>19,422</td>
<td>16,102</td>
<td>83%</td>
</tr>
<tr>
<td>Printing &amp; Duplicating</td>
<td>5,200</td>
<td>2,909</td>
<td>56%</td>
</tr>
<tr>
<td>Rental</td>
<td>63,985</td>
<td>60,084</td>
<td>94%</td>
</tr>
<tr>
<td>Repairs &amp; Maintenance</td>
<td>191,100</td>
<td>219,410</td>
<td>115%</td>
</tr>
<tr>
<td>Repairs &amp; Maintenance - Projects</td>
<td>9,674</td>
<td>14,105</td>
<td>146%</td>
</tr>
<tr>
<td>Software Maintenance</td>
<td>2,285,622</td>
<td>1,552,892</td>
<td>68%</td>
</tr>
<tr>
<td>Supplies</td>
<td>4,300</td>
<td>9,985</td>
<td>232%</td>
</tr>
<tr>
<td>Supplies - IT</td>
<td>48,470</td>
<td>90,150</td>
<td>186%</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>379,191</td>
<td>416,732</td>
<td>110%</td>
</tr>
<tr>
<td>Travel &amp; Training</td>
<td>114,671</td>
<td>65,173</td>
<td>57%</td>
</tr>
<tr>
<td>Utilities</td>
<td>365,306</td>
<td>353,373</td>
<td>97%</td>
</tr>
<tr>
<td><strong>Total General Expenses</strong></td>
<td>$7,832,960</td>
<td>$8,470,476</td>
<td>108%</td>
</tr>
<tr>
<td><strong>AUXILIARY FEES</strong></td>
<td>$836,885</td>
<td>$836,885</td>
<td>100%</td>
</tr>
<tr>
<td><strong>EXTERNAL DEPARTMENT TRANSFER</strong></td>
<td>0</td>
<td>$20,000</td>
<td>0%</td>
</tr>
<tr>
<td><strong>INTRAFUND TRANSFERS OUT</strong></td>
<td>$4,435,847</td>
<td>$4,504,604</td>
<td>102%</td>
</tr>
<tr>
<td><strong>OTHER CAPITAL OUTLAY</strong></td>
<td>$94,302</td>
<td>$138,527</td>
<td>147%</td>
</tr>
<tr>
<td><strong>DEFICITS FROM PREVIOUS FY</strong></td>
<td>($2,424)</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

### FY 20/21 Expenses by Cost Center

![Chart showing expenses by cost center.](attachment:image)

### Expenses by Cost Center - Fiscal Year Comparison

<table>
<thead>
<tr>
<th>Cost Center</th>
<th>FY 19/20</th>
<th>FY 20/21</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managed Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mainframe</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Server Hosting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TPL/Network</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Expenses:** $40.7M
Indirect Costs

Despite tremendous budgetary growth, NWRDC has kept its indirect costs under budget and under 14% for over five years.

16/17 17/18 18/19 19/20 20/21
10.1% 11.4% 13.2% 13.7% 12.6%

FY 20/21 Expenses by Type

$40.7M

52%

22%

14%

11%

Reseller Expenses
General Expenses
Salaries & Benefits
Intrafund Transfers
OGD

FY 20/21 Budget-to-Actual Comparison

Operating Revenue
Contract Management Revenue
Expenses
Indirect

$0M $10M $20M $30M $40M $50M

Budgeted Actual

5-Year Comparison of Indirect to Expenses

Expenses

Indirect Costs
ACCOLADES

NWRDC’s superior customer service would not be possible without our team members. We are proud to recognize their accomplishments.

Ten-Year Service Awards

NWRDC had 7 employees recognized by Florida State University for their sustained years of service to the organization.

- Julian Bond, Backup Team
- Stuart Faison, Server Team
- Denise James, CIS Team
- John McCloskey, Storage Team
- Stephen Ropes, CIS Manager
- Ann Slappey, Server Team Manager
- Reese Harrington, Mainframe Team

Promotions

- Brian Witherington, Promoted to Server Team Manager in October 2020
- Tim Brown, Promoted to Assistant Vice President for ITS, NWRDC & FLVC in December 2020

Joining the Team

- Jay Luedecke, Facilities Specialist

Retirements

- Stuart Faison, January 2021
- Richard Garnett, February 2021

What Our Customers are Saying

After spending almost 40 years in the IT industry working for major corporations including some of the largest government contracting companies in the nation, I can be a tough customer to impress. I know what great technical teams and excellent customer service looks like in the real world. I have worked with NWRDC for the last 8 years and I can say that their technical teams are very good, and the level of customer service that they provide matches anyone I have ever worked with in the industry including those companies who have won flashy industry awards for performance and customer service. As someone who has done facilities management contracts to provide data center services for state and federal government agencies, I can easily say that the level of service NWRDC provides is surprising – pleasantly surprising. Their Backup and Recovery Team is easily the best that I have ever worked with over the years. They go above and beyond every day to exceed expectations. They realize customer service makes the difference. I would recommend NWRDC to anyone without hesitation.”

“Working with the staff at NWRDC has always been a positive experience. We recently had a hardware refresh that needed to be completed which involved replacing old servers. The NWRDC staff worked in a collaborative effort with our staff and took the lead on planning and designing the rack layout and migration for the new hardware. The migration of the hardware and software was seamless thanks to the planning and preparation that went into the project. The NWRDC team’s professionalism, knowledge base and willingness to support our needs has always stood out and will continue to make it a pleasant experience as we move forward.”

Eric Durham
Florida Department of Revenue
Continuity Process Manager
IT Backup & Recovery Service Owner
IT Remote Access Service Owner

Greg Ramsey
IT Director
Florida Statewide Guardian ad Litem Office
Northwest Regional Data Center
*Florida's Cloud Broker*

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Tallahassee, FL 32310

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Suggestions?
Link to our survey below:

![QR Code](image-url)