



## In This Issue

### **Information Technology 2009/2010 Master Plan**

The Information Technology (IT) 2009/2010 Master Plan is complete and available for your review on the IT web site: [http://www.oakgov.com/pmo/master\\_plan/mp\\_2009\\_10\\_index.html](http://www.oakgov.com/pmo/master_plan/mp_2009_10_index.html).

### **Smartphones Now Being Supported by the Service Center**

The IT Master Plan was prepared by the Department of Information Technology with input from the IT Leadership Groups. The Leadership Groups are comprised of a representative from each County department. This individual makes decisions on behalf of the department/division that they represent. In July 2008, each of the Leadership Groups met and evaluated their project requests. The result is a prioritized list of all planned projects for the 2009/2010 Master Planning period, which encompasses the fiscal years of 09/27/2008 through 09/24/2010.

### **Reminder: Service Center Self Service**

The IT Master Plan represents the commitment of the Department of Information Technology to partner with the County's various departments and divisions in an effort to effectively utilize Oakland County's IT development resources.

The goal of the Master Plan is to develop a clear picture of how Information Technology resources can support the County's technology needs. The Master Plan allows the County Business Units (customers) to communicate to IT the direction and priorities of projects. In addition, the Master Plan will:

- Aid IT in allocating appropriate scarce resources to support project requests.
- Provide a framework for IT Leadership Groups and IT management to continually measure and re-evaluate information systems efforts.
- Support IT in its determination of the types of technologies that will be of use to future organizational applications.
- Assist IT in charting strategies and individual project plans to support the business unit's present and future information needs.

This Master Plan provides the availability and allocation of IT resources within the following divisions: Application Services, Technical Systems and Networking, CLEMIS, and Internal Services/Administration.

The Master Plan represents the Customer Support, Maintenance, Planned Maintenance and Upgrades, Enhancements and New Development projects IT is committing to complete during the next two years. Over the past several years, there has been a continuing increase in support, maintenance and planned maintenance and upgrade hours for existing systems. Analysis has determined that this increase is attributed to the County's expanding technology portfolio. Currently 84% of IT hours are spent on fixed labor, while 16% is discretionary for enhancing existing systems or developing new systems. The fixed labor is required simply to maintain the status quo and support existing systems and customers.

On a quarterly basis, the IT Master Plan Quarterly Status Report is presented to the Leadership Group Representatives and the Board of Commissioners General Government Committee. This report includes the resource utilization, project status, project estimated and actual hours variance and estimated and actual start and end date variance. The Leadership Groups meet on a quarterly basis to review project progress and address any project variance which would require re-allocation of resources, reprioritization of approved

projects, as well as any new projects being submitted to the Leadership Group for review.

If you have any questions regarding the IT Master Plan or any specific project, please contact your IT Representative or a member of IT's Project Management Office (PMO) Team.

## Smartphones Now Being Supported by the IT Service Center



Cell phones no longer just provide voice communication. Some have functions that include sending and receiving email, using GPS navigation, scheduling calendar appointments, accessing the Internet, and utilizing various software applications, to name a few. As a result of this evolution, the wireless industry now refers to devices with this additional functionality as smartphones.

Like other mobile computing devices, smartphones play an important role in the County and have become ideal for many County job functions. As part of an ongoing effort to improve services to Information Technology (IT) customers, IT has established standards for smartphone devices and their support.

**E-mail and Calendaring:** Smartphones allow users to send and receive e-mail just like they can from their desktop or notebook PC. Many smartphones come with Outlook Mobile as an e-mail application. This version of Outlook also includes the same basic calendaring/scheduling features found in Outlook. Desktop and smartphone calendars and contacts are kept synchronized with specialized software provided.

**Microsoft Office Applications:** As the smartphone becomes more of an extension of the PC, there will be a growing need for users to create, read and edit Microsoft Office files (e.g. Word, Excel, and PowerPoint). Smartphones support Mobile Microsoft Office which provides the ability to use the Microsoft Office suite of applications to create, read and edit files.

**Internet:** All smartphones provide access to the Internet for those users who need this capability as part of their current job duties and responsibilities.

**Application Development Platform:** Smartphone application development is dependant upon the underlying operating system for its development platform support. Windows Mobile uses MS.NET. Since the County currently develops applications using the .NET platform, Windows Mobile based smartphones allow users to take advantage of applications as they are ported to the .NET platform and architected to work in this environment.

**GPS Navigation:** With GPS enabled smartphones and the appropriate subscription, your phone will know where you are even if you don't! Users are able to receive driving directions, detailed maps, traffic alerts and one-click re-routing when you need them. Some key features include 3D moving maps and recommended routes which provide voice-guided driving directions, the ability to find accurate locations by searching for businesses such as restaurants, hotels, phone numbers or even the lowest gas prices.

**Smartphone Standards:** A specific set of standard smartphone models have been established to meet the needs of County users. These models will easily integrate with the County's network, and provide the most benefit to the user and the County. Standard and periodic updating of model offerings by IT will allow County users to take full advantage of the industry growth in features that meet individual and group needs. For more information on smartphones, including information on selecting the appropriate smartphone device and service provider is available via the Service Center System at [https://sc.oakgov.com/CAisd/pdmweb.exe?OP=SHOW\\_DETAIL+PERSID=KD:401676+HTMPL=kt\\_document\\_view.html+open\\_mode=2](https://sc.oakgov.com/CAisd/pdmweb.exe?OP=SHOW_DETAIL+PERSID=KD:401676+HTMPL=kt_document_view.html+open_mode=2).

**Cellular Services:** Last but not least, smartphones also provide cellular phone capabilities. Information Technology has established standards for the three major cellular service providers. Users can select the best service provider based on the provider's coverage of the user's work location.

**Service and Support:** All smartphone support calls should now be directed to the IT Service Center for incident tracking and resolution. Incorporating smartphone support with the IT Service Center will ensure proper incident tracking, facilitate knowledge sharing, and provide trend analysis that will lead to reduced

incident resolution times and the identification of broader application, device, or service provider problems.

Registered users of the Service Center System are able to send incidents directly to Service Center analysts using the Service Center System at <https://sc.oakgov.com>.

## **Reminder: Service Center Self Service**

As a reminder, all Oakland County employees are able to send service requests (Incidents) directly to Service Center analysts using the Service Center System. The Service Center System enables Incidents to be created and monitored online. It also provides the ability to search a Knowledge Base for technical documents, Frequently Asked Questions (FAQs) and published solutions.

The Service Center System can be accessed by completing the following steps:

1. Through your internet browser, enter **sc.oakgov.com**.
2. Enter your OakSource **username** and **password** when prompted.

Refer to Section 4: Self-Service Procedures of the Service Center Handbook for detailed instructions:

<https://sc.oakgov.com/CAisd/sitemods/html/handbook/handbook.htm>

If you have any questions please contact the IT Service Center at (248) 858-8812 and a Service Center analyst will assist you.

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