



Information Technology 2011/2012 Master Plan

The Information Technology (IT) 2011/2012 Master Plan is complete and available for your review on the IT web site:

http://www.oakgov.com/pmo/assets/docs/master_plan/mp_2011_12.pdf

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 2010, each of the Leadership Groups met and evaluated their project requests. The result is a prioritized list of all planned projects for the 2011/2012 Master Planning period, which encompasses the fiscal years of 09/25/2010 through 09/28/2012.

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 the 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.
- 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. In the 2009-2010 Master Plan, IT expended 74% on fixed labor (Customer Support, Maintenance, Planned Maintenance and Upgrades, Team Management and Non-Project time) and 26% on discretionary (enhancing existing systems or developing new systems). The fixed labor is required simply to maintain the status quo and support existing systems and customers. In the 2011-2012 Master Plan, IT is planning for 70% fixed labor delivery and 30% discretionary.

On a quarterly basis, the IT Master Plan Quarterly Status Report is presented to the Leadership Group Representatives and the Board of Commissioners. 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, re-prioritization 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 at (248) 858-0810.



On-Line Registration for Information Technology Training Classes

The Oakland County Information Technology (IT) Training Center provides instructor-led training services for the County's standard software products such as: Windows XP, Microsoft Word, Excel, Access, PowerPoint, Outlook and Internet Explorer.

On-line registration for IT courses is now available. This new process will allow employees to register for classroom-based courses through HR Self-Service. Supervisors and managers can request training enrollment for their employees as well.

To Register On-Line:

1. From the Human Resources web site <http://my.oakgov.com/sites/hr/Pages/default.aspx>, click the **HR - Access Now!** link.
2. Enter your Oaksourcename and password.
3. Click the **Login** button.
4. Click the **Self Service** link (as an employee) OR the **Manager Self Service** link (as a supervisor or manager).
5. Click the **Learning and Development** link.
6. Click the **Request Training Enrollment** link.
7. Search by **Course Name**, **Location** or **Date** to find available sessions.
8. Click the **View Available Sessions** link to select a new course date/time.
9. Click the **Session Number** link for the desired session.
10. Click the **Continue** button.
11. Click the **Submit** button.
12. Click the **OK** button.

For more detailed, easy to follow procedures:

1. From the Human Resources web site <http://my.oakgov.com/sites/hr/Pages/default.aspx>, click the **Oaksourcename Training Materials** link.
2. For procedures to enroll yourself as an employee, click the **Chapter 7: Learning and Development** link.
3. For procedures to enroll employee(s) as a supervisor or manager, click the **Chapter 11: Learning and Development Manager** link.

Please note that this new functionality in no way supersedes your department policy on how training requests must be made. Employees are required to obtain their supervisor's approval prior to registering for any course.

Please contact the IT Reception Desk at (248) 858-0810 or training@oakgov.com with any questions or concerns you may have.

Introducing Mobile Touch: Oakland County's New Touch Screen Mobile Service

By Peggy Daniels, Information Technology, Application Services-eGovernment Division

In October 2010, Oakland County enhanced its award winning text based Mobile Services with the addition of Mobile Touch. Consistent use of Mobile Services since its launch in November 2006 indicates that citizens are adopting this new way of doing business with the county government. A growing number of web users now depend on mobile phones, smartphones and similar devices to access information and services on-line. To better serve the community's needs, in October 2010, the County enhanced its mobile access service for touch screen navigation and browsing.



Convenient, Accessible Government & Flexible Delivery

Mobile Touch introduces a unique, entirely new open framework for mobile content and application delivery. The Mobile Touch platform is optimized for iPhone 3, 3GS & 4, iTouch, BlackBerry, Droid and more. With nothing to download or install, the Mobile Touch interface is automatically displayed for mobile users visiting the County's public web site <http://www.oakgov.com>. Within the Mobile Touch environment, users can choose to toggle between three access options: touch based navigation, a text only version, or the full web site.

According to industry projections, by 2012 the total shipment of Smartphones will exceed the total shipment of Desktop and Notebook PCs.

Rich Content

Mobile Touch content was created based on citizen responses to a public survey. Citizens ranked the most important features to include, and Mobile Touch was developed to meet those needs while making use of the latest mobile technology.

Key Features:

- One touch direct phone dialing to County offices (for enabled devices).
- Maps and directions to County parks, golf courses and offices.
- News and recreation information.
- Videos and podcasts.
- Popular County social network feeds.

A recent University of Michigan study finds mobile technology users are highly engaged in civic life.

Campbell, et al., Journal of Communication, Sept. 2010

Looking Ahead: Planning to Meet Future Demand

The first phase of Mobile Touch has been fully implemented. Future phases will include additional on-line services, secure payment applications, development of several device-independent applications and seamless compatibility with television based web browsers (e.g. Google TV, PS3, etc.).

More information about Mobile Touch can be found on-line at <http://www.oakgov.com/mobile> including a video tour of the new Mobile Touch environment.

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