

**Oakland County  
Department of Information Technology  
Project Scope and Approach**

**Project Name: Wireless Mobile Management System**

**Project ID: DG6183WM**

<b>Leadership Group: CLEMIS</b>			
<b>Department: Information Technology</b>		<b>Division: CLEMIS</b>	
<b>Project Sponsor: Joe Sullivan</b>	<b>Date Requested: 06/05/06</b>	<b>PM Customer No. 183</b>	
<b>Request Type:</b>	<i>New Development</i>	<i>Enhancement</i>	<i>Customer Support</i>
	<i>Planned System Maintenance or Upgrade</i>		
<b>IT Team Name: CLEMIS Technical Support</b>		<b>IT Team No: G</b>	
<b>Project Manager/Leader: Tim McRae</b>			
<b>Account Number:</b> 17080	<b>Account Description:</b> CLEMIS Team Non-Billable	<b>Customer Name:</b>	CLEMIS
<b>Grant Funded?</b> Yes <u>No</u>	<b>Mandate?</b> Yes <u>No</u>	<b>Mandate Source:</b>	

**Project Goal**

To improve management and support of remote workstations and wireless devices (MDC's) so that support time will be reduced, routine maintenance will be performed in a timely manner and provide the capability to execute critical maintenance tasks that previously have not been performed due to time and resource constraints by November 2006.

**Business Objective**

To increase productivity of all CLEMIS staff by as much as 75%, by automating and improving the efficiency of delivering critical and non-critical updates, application upgrades, new applications, perform repairs, provide user support, and inventory services on remote workstations and mobile devices.

To improve customer satisfaction by resolving issues and responding to support requests 4 to 5 times faster than previously and by providing new services to the customer.

To slow the growth in the number of support staff and professional services by at least 50% over a 5 year period.

**Major Deliverables**

A server based software system fully installed and operational.

Support staff trained in how to operate the system.

Documentation for help desk and support staff.

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**Approach**

Vendor will provide a turn key software solution comprising client/server components.

Vendor will provide training for CLEMIS staff to operate the system with a minimum of resources.

Clemis staff will develop operational procedures and provide documentation for other support staff and the help desk.

**Benefits**

**Impact**

**Number of Users**

4800

**Divisions**

CLEMIS and 100+ CLEMIS Member Agencies

**Leadership Groups**

CLEMIS

**Risk**

**Business Environment**

LOW

**Technical Environment**

LOW

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**Assumptions**

**Staffing** IT Staffing: resources will be available for the hours indicated per the attached project plan.

Other Staffing: additional staffing will be available as follows:

<b><u>Role:</u></b>	<b><u>Name</u></b>
Project Sponsor:	Joe Sullivan

**Facilities**

- I.T. will provide space to accommodate the servers required for this project.
- Project staff of vendors will have access to the computer room.
- Space will be available in I.T. building for the development team to work

**Technical**

- The application uses industry standards that are already accepted as Oakland County Information Technology standards in all aspects.

**Funding**

- CLEMIS General Fund

**Other**

- 
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**Priority**

03

**Constraints**

- None

**Exclusions**

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s):</b> All	
<b>Total Estimated Application Services</b>	<b>Hours:</b> <b>Cost:</b>
<b>Total Estimated Technical Systems</b>	<b>Hours:</b> 17 <b>Cost:</b> \$2,074
<b>Total Estimated eGovernment Services</b>	<b>Hours:</b> <b>Cost:</b>
<b>Total Estimated CLEMIS</b>	<b>Hours:</b> 267 <b>Cost:</b> \$8,947.98
<b>Total Estimated Internal Services</b>	<b>Hours:</b> <b>Cost:</b>
<b>IT Application Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Technical Systems Division Manager Approval:</b>	<b>Date:</b>
<b>IT eGovernment Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT CLEMIS Division Manager Approval:</b>	<b>Date:</b>
<b>IT Internal Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Resource Manager Approval:</b>	<b>Date:</b>
<b>IT Resource Manager Approval:</b>	<b>Date:</b>
<b>IT Resource Manager Approval:</b>	<b>Date:</b>
<b>IT Resource Manager Approval:</b>	<b>Date:</b>
<b>IT Resource Manager Approval:</b>	<b>Date:</b>
<b>IT Management Approval:</b>	
Approved: Yes No	<b>Date:</b>
Reason:	
<b>Project Sponsor Approval:</b>	
Title:	<b>Date:</b>

**PROJECT SUMMARY**

<b>Authorized Development (see above)</b>	<b>Hours:</b> 284	<b>Cost:</b> \$11,022
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Grand Total Estimated Development</b>	<b>Hours:</b> 284	<b>Cost:</b> \$11,022

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**PROJECT COMPLETION AUTHORIZATION**

<b>Customer Acceptance of Product:</b>	
Title:	Date:
<b>Project Office Review:</b>	Date: