

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Portal Infrastructure Upgrade

Project ID: DE7188PI

Leadership Group: IT Steering Committee			
Department: Information Technology		Division: eGovernment	
Project Sponsor: Ed Poisson	Date Requested: 7/21/2006	PM Customer No. 188	
Request Type:	<u><i>New Development</i></u>	<i>Enhancement</i>	<i>Customer Support</i>
	<i>Planned System Maintenance or Upgrade</i>		
IT Team Name: eGov Program Services		IT Team No: E	
Project Manager/Leader: Jim Taylor			
Account Number: 30004	Account Description: IT - eGovernment	Customer Name:	IT - eGovernment
Grant Funded? Yes <u>No</u>	Mandate? Yes <u>No</u>	Mandate Source:	

Project Goal

Upgrade the OakSource portal so that the portal will provide seamless integration with critical Microsoft business applications, thereby improving communication and collaboration capabilities throughout the County by January 2008.

Business Objective

Upon its implementation, the upgraded OakSource portal will provide significant tangible savings through reduced maintenance costs as well as seamless integration with all Microsoft products. The portal upgrade project will provide employees with a valuable tool that integrates information from various systems into a single solution. Mail services, Instant Messaging, and Applications will be integrated into a user-friendly interface allowing single sign-on access to daily work functions.

Major Deliverables

- Project Plan and Return on Investment
- Risk Management Plan
- Communication Plan
- Issue Logs
- Implemented Portal Solution
- Policies and Procedures
- Support Plan
- Marketing and Promotion Plan

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Approach

- Gather and document OakSource requirements
- Evaluate solution alternatives based on requirements
- Conduct cost/benefit analysis of alternatives and recommend a solution
- Modify ROI projections and documentation
- Revise Project Plan
- Installation and configuration of OakSource environment
- Installation and configuration of database
- Integration with Active Directory for employee authentication
- Integration of existing users
- Design Security Model
- Portal layout and component design and implementation
- Mail integration
- Integration of pilot business applications
- Import and populate content
- Develop a support plan
- Develop and document policies and procedures
- Develop administrator and end-user training materials
- Conduct user and technical training
- Launch the upgraded OakSource system
- Develop Marketing and Promotion Plan.
- Implement Marketing and Promotion Plan

Benefits

See Return on Investment (ROI) Analysis Document

Upon its implementation, the upgraded OakSource portal will provide significant tangible savings through reduced maintenance costs as well as several intangible benefits to employees.

Intangibles

- The solution will integrate with the entire Microsoft suite of products.
- The customizable interface will provide employees with relevant information and services that they need throughout their daily activities. This aggregation of organized information will generate time savings and increase productivity.
- Collaboration and communication tools within the portal will foster information sharing within and between departments.

Impact

Number of Users

All Oakland County Employees (approx 4,500 users).

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Divisions ALL

Leadership Groups ALL

Risk

Business Environment **Medium** project will require some changes to existing business processes.

Technical Environment **Medium** previously implemented technologies with new aspects and/or new requirements.

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:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Ed Poisson	TBD
Project Manager:	Jim Taylor	TBD
Project Lead:	TBD	TBD
Administrator:	TBD	TBD

Facilities

- Current work areas will be used to support the staff required to implement this project.

Technical

- For full email integration within the portal, it is assumed that Microsoft Exchange is implemented.

Funding

- Services: eGovernment program services allocation.
- Software: TBD
- Hardware: Capital Infrastructure

Other

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- None

Priority - To be determined

Constraints

- None

Exclusions

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PROJECT PHASE AUTHORIZATION

Phase(s):			
Total Estimated Application Services	Hours:	Cost:	
Total Estimated Technical Systems	Hours: 145	Cost: \$ 9,760	
Total Estimated eGovernment Services	Hours: 1565	Cost: \$ 190,930	
Total Estimated CLEMIS	Hours:	Cost:	
Total Estimated Internal Services	Hours:	Cost:	
IT Application Services Division Manager Approval:			Date:
IT Technical Systems Division Manager Approval:			Date:
IT eGovernment Services Division Manager Approval:			Date:
IT CLEMIS Division Manager Approval:			Date:
IT Internal Services Division Manager Approval:			Date:
IT Resource Manager Approval:			Date:
IT Resource Manager Approval:			Date:
IT Resource Manager Approval:			Date:
IT Resource Manager Approval:			Date:
IT Resource Manager Approval:			Date:
IT Management Approval:			
Approved: Yes No			Date:
Reason:			
Project Sponsor Approval:			
Title:			Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 1710	Cost: \$ 200,690
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 1710	Cost: \$200,690

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PROJECT COMPLETION AUTHORIZATION

Customer Acceptance of Product:	
Title:	Date:
Project Office Review:	Date:

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Open Workbench - [Portal Infrastructure Upgrade - Size Estimate (+/- 10% to 50%)]

File Edit View Tools Window Help

[All Resources]

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	570	\$69,540.	
Phase	0000001	PROJECT PLANNING AND CONTROL	40	\$4,880.0	
Phase	030000	BUSINESS AREA REQUIREMENTS	120	\$14,640.	
Phase	040000	BUSINESS SYSTEM DESIGN	160	\$19,520.	
Phase	050000	TECHNICAL DESIGN, INSTALL & PROGRAM	545	\$58,560.	
Phase	060000-0	EDUCATION, MARKETING, POLICIES	215	\$26,230.	
Phase	070000	IMPLEMENTATION	20	\$2,440.0	
Phase	080000	POST IMPLEMENTATION SUPPORT	40	\$4,880.0	
			1,710	\$200,690.0	

For Help, press F1

Task Type not equal to Milestone

CAP NUM

Oakland County -- Portal Infrastructure Upgrade
Return on Investment Analysis

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	358,262	60,730	60,730	60,730	60,730	60,730	661,912
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	236,715	31,720	31,720	31,720	33,360	31,720	396,955
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	295,525	58,205	58,205	58,205	58,205	58,205	586,550
Infrastructure Subtotal	42,125	9,625	9,625	9,625	9,625	9,625	90,250
Training Subtotal:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	358,262	60,730	60,730	60,730	60,730	60,730	661,912
Annual Total Costs	574,365	99,550	99,550	99,550	101,190	99,550	1,073,755
Annual Return on Investment	(216,103)	(38,820)	(38,820)	(38,820)	(40,460)	(38,820)	(411,843)
Annual Costs/Savings Ratio	160.32%	163.92%	163.92%	163.92%	166.62%	163.92%	
Project Cumulative Statistics:							
Cumulative Total Savings	358,262	418,992	479,722	540,452	601,182	661,912	661,912
Cumulative Total Costs	574,365	673,915	773,465	873,015	974,205	1,073,755	1,073,755
Cumulative Return on Investment	(216,103)	(254,923)	(293,743)	(332,563)	(373,023)	(411,843)	(411,843)
Cumulative Cost/Savings Ratio	160.32%	160.84%	161.23%	161.53%	162.05%	162.22%	162.22%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Project Sponsor	Date: _____						
Costs (including IT Resources) Reviewed By Information Technology Project Manager	Date: _____						
Costs (including IT Resources) Reviewed By Technical Services Manager	Date: _____						

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Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
IT Hours - New Development	Development Svcs		HR	1,565	122	190,930	
IT Hours - System Maintenance	Development Svcs		HR	260	122	31,720	
IT Hours - Tech Services SA	Development Svcs			65	41	2,665	
IT Hours - Tech Services SA Maint	Development Svcs			40	41	1,640	
IT Hours - Tech Services DB	Development Svcs			80	122	9,760	
User Hours - New Development	Development Svcs					0	
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs				40,000	0	
PC System - Acquisition	Hardware					0	
PC System - Maintenance	Hardware				2,304	0	
Notebook - Acquisition	Hardware					0	
Notebook - Maintenance	Hardware				2,372	0	
Mini Notebook - Acquisition	Hardware					0	
Mini Notebook - Maintenance	Hardware				2,196	0	
Laserprinter 1 - Acquisition	Hardware					0	
Laserprinter 1 - Maintenance	Hardware				1,104	0	
Laserprinter 2 - Acquisition	Hardware					0	
Laserprinter 2 - Maintenance	Hardware				1,208	0	
Laserprinter 3 - Acquisition	Hardware					0	
Laserprinter 3 - Maintenance	Hardware				1,860	0	
Image Workstations - Acquisition	Hardware					0	
Image Workstations - Maintenance	Hardware				3,496	0	
Terminals - Acquisition	Hardware					0	
Terminals - Maintenance	Hardware				644	0	
PRTR w/TERM ID - Acquisition	Hardware					0	
PRTR w/TERM ID - Maintenance	Hardware				1,072	0	
PRTR w/o TERM ID - Acquisition	Hardware					0	
PRTR w/o TERM ID - Maintenance	Hardware				1,072	0	
PC Maintenance User Owned	Hardware				2,304	0	
Printer Maintenance User Owned	Hardware				1,072	0	
Package Software - Acquisition	Software					0	
Package Software - Maintenance	Software					0	
Business Objects Access	Software					0	

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Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure			5	6,500	32,500	
Server - Maintenance	Infrastructure			5	1,925	9,625	
Server Sftwre - Acquisition/Upgrade	Infrastructure		EA	1	237,320	237,320	
Server Sftwre - Maintenance	Infrastructure		ANN	1	58,205	58,205	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
Internet Access	Infrastructure				180	0	
Project Staff Training	Training					0	
User Training	Training					0	
						0	
						0	
						0	
						0	
						0	

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Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions						
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs	x						190,930						
IT Hours - System Maintenance	Development Svcs	x	x	x	x	x	x	31,720	31,720	31,720	31,720	31,720	31,720	
IT Hours - Tech Services SA	Development Svcs	x						2,665						
IT Hours - Tech Services SA Maint	Development Svcs	x				x		1,640				1,640		
IT Hours - Tech Services DB	Development Svcs	x						9,760						
User Hours - New Development	Development Svcs													
User Hours - PTNE/OT	Development Svcs													
Contractor Professional Services	Development Svcs	x						0						
PC System - Acquisition	Hardware													
PC System - Maintenance	Hardware													
Notebook - Acquisition	Hardware													
Notebook - Maintenance	Hardware													
Mini Notebook - Acquisition	Hardware													
Mini Notebook - Maintenance	Hardware													
Laserprinter 1 - Acquisition	Hardware													
Laserprinter 1 - Maintenance	Hardware													
Laserprinter 2 - Acquisition	Hardware													
Laserprinter 2 - Maintenance	Hardware													
Laserprinter 3 - Acquisition	Hardware													
Laserprinter 3 - Maintenance	Hardware													
Image Workstations - Acquisition	Hardware													
Image Workstations - Maintenance	Hardware													
Terminals - Acquisition	Hardware													
Terminals - Maintenance	Hardware													
PRTR w/TERM ID - Acquisition	Hardware													
PRTR w/TERM ID - Maintenance	Hardware													
PRTR w/o TERM ID - Acquisition	Hardware													
PRTR w/o TERM ID - Maintenance	Hardware													
PC Maintenance User Owned	Hardware													
Printer Maintenance User Owned	Hardware													
Package Software - Acquisition	Software													
Package Software - Maintenance	Software													
Business Objects Access	Software													

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Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Term Emulation SFTW-Acquisition	Software												
Term Emulation SFTW-Maintenance	Software												
Server - Acquisition/Upgrade	Infrastructure	x						32,500					
Server - Maintenance	Infrastructure	x	x	x	x	x	x	9,625	9,625	9,625	9,625	9,625	9,625
Server Sftwre - Acquisition/Upgrade	Infrastructure	x						237,320					
Server Sftwre - Maintenance	Infrastructure	x	x	x	x	x	x	58,205	58,205	58,205	58,205	58,205	58,205
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

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Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	190,930						190,930
IT Hours - System Maintenance	31,720	31,720	31,720	31,720	31,720	31,720	190,320
IT Hours - Tech Services SA	2,665						2,665
IT Hours - Tech Services SA Maint	1,640				1,640		3,280
IT Hours - Tech Services DB	9,760						9,760
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services	0						
<i>Development Services Subtotal:</i>	236,715	31,720	31,720	31,720	33,360	31,720	396,955
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
Server Sftwre - Acquisition/Upgrade	237,320						237,320
Server - Maintenance	58,205	58,205	58,205	58,205	58,205	58,205	349,230
<i>Software Subtotal:</i>	295,525	58,205	58,205	58,205	58,205	58,205	586,550
Infrastructure:							
Server - Acquisition/Upgrade	32,500						32,500
Server - Maintenance	9,625	9,625	9,625	9,625	9,625	9,625	57,750
<i>Infrastructure Subtotal</i>	42,125	9,625	9,625	9,625	9,625	9,625	90,250
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	574,365	99,550	99,550	99,550	101,190	99,550	1,073,755

Oakland County -- Portal Infrastructure Upgrade
Return on Investment Analysis

Assumptions

Date	Assumption Description
19-Jul-06	Portal Server costs = \$2,660 +\$665 annual maintenance
19-Jul-06	Database Server costs = \$5000 + \$125 annual maintenance
	4500 Client Access Licenses = \$209,700 (\$46.60 * 4500 users) + \$52,425 (\$11.65 * 4500 users) annual maintenance
	Portal External Connector for non employees = \$19,960 + \$4,990 annual maintenance
24-Jul-06	Individual Server Costs (project requires 5 servers)
	Initial Cost - 13 hours setup new server (13hours * \$122 = \$1586)
	Initial Cost - \$6500 Server hardware
	Annual Cost - 8 hours annual maintenance (8hours * \$122= \$976)
	Annual Cost - \$1500 Annual backup costs
	Annual Cost - \$425 Annual OS Virus Software
24-Jul-06	Pepolesoft Portal Updrade Costs (Cost Savings):
	Planned Maintenance People tools upgrade 500 hours (460 application services + 40 DBAs)
	Upgrade Portal and move to new database 900 Hours (700 application Services + 200 DBAs)
	eGov Professional Services 360 Hours
	DBA Professional Services 16 Hours
	Tech Services Server Builds 130 hours (3 web servers, 3 app servers, 1 web/app server, 3 database servers)
	Hardware costs 10 servers at 6500
	Software Support 1925 annually * 10 servers
	IT maintenance and support: server support 8 hours*10 servers= 80 hours, systems support 5 hours a week =260 total of 340 hours

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Assumptions

Date	Assumption Description