

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Visa PCI Audit - Assessment

Project ID: DE5188PI

Leadership Group: IT Steering Committee			
Department: Information Technology		Division: eGovernment	
Project Sponsor: Ed Poisson	Date Requested: 12/01/2005	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: Salina Rivera			
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

To identify areas of the IT infrastructure and eCommerce applications that are and are not in compliance with the mandated Payment Card Industry (PCI) data security standards (as listed in the audit requirements documentation) prior to the initial audit review meeting with the vendor (Security Metrics), so that the impacted divisions may identify resources, and estimate hours and costs associated with fulfilling requirements by October 2006.

Business Objective 1

Select a Visa certified Cardholder Information Security Program (CISP) assessor and negotiate a contract.

Major Deliverables

- Oakland County Professional Services Contract Signed by Vendor.
- Oakland County agrees to Vendor's Terms and Conditions.
- Non-Disclosure agreements accepted and in place.

Approach

- Coordinate contract negotiations between Corporation Counsel and Vendor.
- Finalize purchase order through purchasing.

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Business Objective 2

Determine Security Audit Requirements.

Major Deliverables

- Security Requirements Audit Matrix.
- Documented List of Alternate Solutions to meet Visa PCI requirements.
- Revise Scope & Approach, Project Sizing and ROI for outstanding requirements.
- Project Plan, ROI and Scope for next phase.

Approach

- Review Security Audit Procedure documentation to compile list of requirements.
- Consolidate list of requirements from each member of the review team to create a master requirements audit matrix.
- Meet with impacted divisions to review master requirements audit matrix.
- Identify requirements already met and those that can be addressed prior to initial audit review phone conference.
- Identify costs (hardware, software, resources, etc.) associated with fulfilling requirements.
- Conduct conference calls with vendor to ensure understanding of requirements.
- Submit sizing and prepare a project plan and ROI documentation for the next phase of the program.

Benefits

See Return on Investment (ROI) Analyses Document

The Oakland County Website supported over 2 million online transactions and generated \$4.2 million in gross revenue for fiscal year 2005. Without PCI compliance, the County will not be able to accept online payments for products and services.

If online business data is compromised, fines and fees in excess of \$1,000,000 could be levied by Visa against the County and its merchant bank. By undergoing certification, the County will strengthen its internal network and increase security for online customers and transactions.

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Impact

Number of Users

- This will impact approximately 20 technical and managerial Information Technology staff.

Divisions

- Information Technology's eGovernment team will lead this project and provide support and coordination throughout the audit process. eGovernment will also be responsible for making programming changes to the shopping cart and @ccess Oakland applications. Any application or web server configurations will be the responsibility of eGovernment.
- Tech Services will provide network and infrastructure support and configuration assistance.
- Information Technology's Application Services Division **may** be involved in making modifications to their individual eCommerce applications.

Leadership Groups

- Information Technology Steering Committee.

Risk

Business Environment

Medium Project requires some changes to existing business processes.

Exact impact is unknown to existing business processes until it is identified what changes and updates need to be made in order to conform with PCI compliance requirements.

Technical Environment

Medium Proven or previously implemented technologies.

Exact impact is unknown to existing technical environment until it is identified what changes and updates need to be made in order to conform with PCI compliance requirements.

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Assumptions

Staffing Resources will be available for the hours indicated per the attached project plan.
The following roles and resources' availability will be as follows:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Ed Poisson	N/A

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Facilities

- No additional space or facility resources are necessary.

Technical

- All existing technology will be utilized.

Funding

- Information Technology.

Other

- N/A

Priority

- 05A

Constraints

- Resource Availability

Exclusions

- N/A

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PROJECT PHASE AUTHORIZATION

Phase(s): ALL		
Total Estimated Application Services	Hours: 20	Cost: \$2,440
Total Estimated Technical Systems	Hours: 102	Cost: \$0
Total Estimated eGovernment Services	Hours: 842	Cost: \$87,216
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: 964	Cost: \$89,656
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 964	Cost: \$89,656

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PROJECT COMPLETION AUTHORIZATION

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

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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:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	1,000,000	0	0	0	0	0	1,000,000
Costs:							
Development Services Subtotal:	156,375	0	0	0	0	0	156,375
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	0	0	0	0	0	0	0
Infrastructure Subtotal:	0	0	0	0	0	0	0
Training Subtotal:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	1,000,000	0	0	0	0	0	1,000,000
Annual Total Costs	156,375	0	0	0	0	0	156,375
Annual Return on Investment	843,625						843,625
Annual Costs/Savings Ratio	15.64%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
Cumulative Total Costs	156,375	156,375	156,375	156,375	156,375	156,375	156,375
Cumulative Return on Investment	843,625	843,625	843,625	843,625	843,625	843,625	843,625
Cumulative Cost/Savings Ratio	15.64%	15.64%	15.64%	15.64%	15.64%	15.64%	15.64%
Year Positive Payback Achieved	Year 1						Year 1
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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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			1,063	122	129,680	
IT Hours - Technical Systems & Network	Development Svcs			234	41	9,580	
Vendor Audit Costs	Development Svcs			1	17,115	17,115	
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs					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	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	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
Server - Acquisition/Upgrade	Infrastructure					0	
Server - Maintenance	Infrastructure					0	
Server Sftwre - Acquisition/Upgrade	Infrastructure					0	
Server Sftwre - Maintenance	Infrastructure					0	
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	

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						129,680					
IT Hours - Technical Systems & Network	Development Svcs	X						9,580					
Vendor Audit Costs	Development Svcs	X						17,115					
User Hours - PTNE/OT	Development Svcs												
Contractor Professional Services	Development Svcs												
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												
Term Emulation SFTW-Acquisition	Software												
Term Emulation SFTW-Maintenance	Software												

Return on Investment Analysis

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
Server - Acquisition/Upgrade	Infrastructure												
Server - Maintenance	Infrastructure												
Server Sftwre - Acquisition/Upgrade	Infrastructure												
Server Sftwre - Maintenance	Infrastructure												
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	129,680						129,680
IT Hours - Technical Systems & Network	9,580						9,580
Vendor Audit Costs	17,115						17,115
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	156,375						156,375
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	156,375						156,375

