

Oakland County Department of Information Technology Project Scope and Approach

Project Name: SharePoint Collaborative Services

Project ID: DE8187SC

Leadership Group: Information Technology					
Department: Information Technology			Division: Application Services		
Project Sponsor: Ed Poisson		Date Requested: 07/13/06		PM Customer No. 187	
Request Type: <input checked="" type="checkbox"/> New Development <input type="checkbox"/> Enhancement <input type="checkbox"/> Customer Support <input type="checkbox"/> Planned System Maintenance or Upgrade					
IT Team Name: eGovernment Program Services			IT Team No: E		
Project Manager/Leader: Greg Kwasnik					
Account Number:	30004	Account Description:	IT E-Government	Customer Name:	Information Technology
Grant Funded? Yes <input checked="" type="checkbox"/> No			Mandate? Yes <input checked="" type="checkbox"/> No		
			Mandate Source:		

Project Goal

To pilot a new County service offering of the Microsoft SharePoint solution, so that internal County departments may realize the advantages of group collaboration tools.

Business Objective

To perform project management activities, so that project execution is timely with appropriate quality and cost controls.

Major Deliverables

This Business Objective's deliverables are organized into one project phase: Project Management.

Project Management Phase:

- Updated Project Plan
- Project Issues Log
- Notice of Project Decisions Log
- Project Communications Plan

Approach

To utilize Technical Systems and Networking staff to perform the following activities:

- Develop Initial Project Documents, and
- Develop and Maintain Project Data.

IT management will provide expertise and approval of project documentation requiring management approval.

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Business Objective

To pilot a new County service offering of the Microsoft SharePoint solution, so that County departments may realize the advantages of group collaboration tools.

Major Deliverables

1. Research and Development

Perform research, produce prototype, and develop a document that describes the requirements for implementing a SharePoint solution.

2. Service Definition

Technical Systems and Networking staff will produce an IT Steering Committee approved document that describes the services provided, including: In-Scope and Out-of-Scope Functions, Hours of Operation, Escalation Procedure, Roles and Responsibilities, etc.

3. Technical Design Document

Develop a management approved technical document necessary to ensure project goals and objectives are met.

4. Product(s) Purchased

Perform standard County purchasing activities to obtain and track hardware and software purchases.

5. Policies

Multiple management approved documents formalizing the usage of the services and tools.

6. Implementation Plan

A Technical Systems and Networking management approved document that details the delivery that affects the pilot and production environments.

7. Test Plan

A Technical Systems and Networking management approved document that details the tests and measurements for success of the solution.

8. Standard Operating Procedures (SOPs)

Multiple management approved documents formalizing the usage of the services and tools.

9. Application Standards and Usage

Multiple management approved documents formalizing the tool usage by end users.

10. Administrator Education Program

Education plans and materials to cross-train Server Administrators and train the Distributed Administrators.

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11. Subscription Service Cost Model

A cost model that provides a basis for service chargeback.

12. Production Implementation

Install the hardware and software purchased in the Production Environment.

Approach

To utilize internal Technical Systems and Networking staff supplemented by contracted services to provide project deliverables.

Microsoft will be engaged to assist with Technical Design Document development.

IT management will provide expertise and approval of plans and project documentation requiring management approval as needed.

Benefits

See Return on Investment (ROI) Analysis Document

Intangible

Improved Service

- None identified.

Product/Service Accuracy

- None identified.

Product/Service Productivity

- None identified.

Impact

Number of Users All

Divisions All

Leadership Groups All

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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	As needed.

Facilities

- None identified.

Technical

- None.

Funding

- Information Technology

Other

- 3 County departments will be chosen for the pilot.

Priority **TBD**

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Constraints

-

Exclusions

- This project does not address training for end users.

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PROJECT PHASE AUTHORIZATION

Phase(s): All	
Total Estimated Application Services	Hours: 859 Cost: \$104,798
Total Estimated Technical Systems	Hours: 63 Cost: \$60
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 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:	Cost:
Preliminary Estimated Development for Future Phases	Hours: 922	Cost: \$104,858
Grand Total Estimated Development	Hours: 922	Cost: \$104,858

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PROJECT COMPLETION AUTHORIZATION

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

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SharePoint Collaborative Services - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
3	000000	PROJECT MANAGEMENT	224	\$27,389.00	
Phase	100000	SOLUTION DEVELOPMENT	207	\$20,618.00	
Phase	200000	PRE-IMPLEMENTATION	366	\$44,662.00	
Phase	300000	IMPLEMENTATION	95	\$9,150.00	
Phase	400000	POST IMPLEMENTATION	30	\$3,049.99	
			922	\$104,858.97	

DE8187SC - SharePoint Collaborative Services

3.1 - Provide an Enhanced Application Service Offering

- 3.1.1 - Increase application integration through web services
- 3.1.2 - Research and develop a Constituent Relationship Management (CRM) strategy
- 3.1.3 - Promote mobility and location integration in business applications
- 3.1.4 - Utilize ecommerce platform to offset costs and expand product offerings to customers
- 3.1.5 - Improve the quality, reliability and availability of all applications
- 3.1.6 - Increase the agility and responsiveness of business units by expanding customer analytics
- 3.1.7 - Leverage the County's Internet presence and portal as a branded consolidated point of access to all County information and services through a web browser
- 3.1.8 - Centralize identity and access management for all applications and content

3.2 - Enhance ability to provide effective and timely customer (County departments and CVTs) service

- 3.2.1 - Implement a centralized service center strategy to provide a single point of contact for service delivery
- 3.2.2 - Implement the IT Infrastructure Library (ITIL) best practice framework for IT Service Management
- 3.2.3 - Define a service and support strategy that clearly identifies the IT service provided
- 3.2.4 - Provide a high-quality training program to empower employees through technology
- 3.2.5 - Develop a formalized customer communication plan
- 3.2.6 - Build IT Staff expertise through professional development
- 3.2.7 - Expand capacity through ongoing organizational review and selective outsourcing

3.3 - Implement a Standardized Infrastructure Strategy

- 3.3.1 - Deliver services using a shared technology infrastructure wherever possible
- 3.3.2 - Implement a Microsoft infrastructure strategy
- 3.3.3 - Implement a consolidated security strategy
- 3.3.4 - Establish a standard personal computing hardware and software product suite, SLA, and replacement schedule for all County personal computers
- 3.3.5 - Establish support cost model and SLA for all offerings outside 3.3.4
- 3.3.6 - Improve service availability through network design and management strategies
- 3.3.7 - Establish enhanced capacity planning and recovery management strategies

Oakland County -- Collaborative Services
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:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	112,484	22,497	22,497	22,497	22,497	22,497	224,968
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	0	0	0	0	0	0	0
Annual Total Costs	112,484	22,497	22,497	22,497	22,497	22,497	224,968
Annual Return on Investment	(112,484)	(22,497)	(22,497)	(22,497)	(22,497)	(22,497)	(224,968)
Annual Costs/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Project Cumulative Statistics:							
Cumulative Total Savings	0	0	0	0	0	0	0
Cumulative Total Costs	112,484	134,981	157,478	179,974	202,471	224,968	224,968
Cumulative Return on Investment	(112,484)	(134,981)	(157,478)	(179,974)	(202,471)	(224,968)	(224,968)
Cumulative Cost/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
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: _____						

Oakland County -- Collaborative Services
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	Affects Project ROI?							
								Y1	Y2	Y3	Y4	Y5	Y6		
IT Hours - New Development	Development Svcs		HR	922	122	112,484		x							
IT Hours - System Maintenance	Development Svcs		HR	46	122	5,624			x	x	x	x	x	x	
IT Hours - Customer Support	Development Svcs		HR	138	122	16,873			x	x	x	x	x	x	
IT Hours - Planned Maintenance	Development Svcs				122	0									
User Hours - New Development	Development Svcs					0									
User Hours - PTNE/OT	Development Svcs					0									
Contractor Professional Services	Development Svcs				285	0									
PC System - Acquisition	Hardware				814	0									
PC System - Maintenance	Hardware				2,304	0									
Notebook - Acquisition	Hardware				1,223	0									
Notebook - Maintenance	Hardware				2,372	0									
Tablet Notebook - Acquisition	Hardware				2,012	0									
Tablet Notebook - Maintenance	Hardware					0									
Laserprinter - Acquisition	Hardware				1,432	0									
Laserprinter - Maintenance	Hardware				1,104	0									
Image Workstations - Acquisition	Hardware					0									
Image Workstations - Maintenance	Hardware				3,496	0									
PC Maintenance User Owned	Hardware				2,304	0									
Printer Maintenance User Owned	Hardware				1,072	0									
Package Software - Acquisition	Software				35	0									
Package Software - Maintenance	Software					0									
Business Objects Access	Software					0									
Term Emulation SFTW-Acquisition	Software					0									
Term Emulation SFTW-Maintenance	Software					0									
Server - Acquisition/Upgrade	Infrastructure				8,000	0									
Server - Maintenance	Infrastructure				360	0									
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0									
Server Sftwre - Maintenance	Infrastructure				333	0									
Server Rack Mount	Infrastructure				400	0									
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				21,372	0									
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,432	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	Affects Project ROI?							
								Y1	Y2	Y3	Y4	Y5	Y6		
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure				4,725	0									
MS SQL Server Standard Per Processor - Year 2 and Beyond	Infrastructure				946	0									
MS SQL Server Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				19,693	0									
MS SQL Server Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,939	0									
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,506	0									
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				701	0									
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				13,180	0									
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				2,635	0									
SSL Certificate	Infrastructure				845	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									

Oakland County -- Collaborative Services
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	112,484.00					
IT Hours - System Maintenance	Development Svcs		5,624.20	5,624.20	5,624.20	5,624.20	5,624.20
IT Hours - Customer Support	Development Svcs		16,872.60	16,872.60	16,872.60	16,872.60	16,872.60
IT Hours - Planned Maintenance	Development Svcs						
User Hours - New Development	Development Svcs						
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						
Tablet Notebook - Acquisition	Hardware						
Tablet Notebook - Maintenance	Hardware						
Laserprinter - Acquisition	Hardware						
Laserprinter - Maintenance	Hardware						
Image Workstations - Acquisition	Hardware						
Image Workstations - 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						
Server - Acquisition/Upgrade	Infrastructure						
Server - Maintenance	Infrastructure						
Server Sftwre - Acquisition/Upgrade	Infrastructure						
Server Sftwre - Maintenance	Infrastructure						
Server Rack Mount	Infrastructure						
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure						

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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure						
MS SQL Server Standard Per Processor - Year 2 and Beyond	Infrastructure						
MS SQL Server Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
MS SQL Server Enterprise Per Processor - Year 2 and Beyond	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
SSL Certificate	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
Internet Access	Infrastructure						
Project Staff Training	Training						
User Training	Training						

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Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	112,484						112,484
IT Hours - System Maintenance		5,624	5,624	5,624	5,624	5,624	28,121
IT Hours - Customer Support		16,873	16,873	16,873	16,873	16,873	84,363
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	112,484	22,497	22,497	22,497	22,497	22,497	224,968
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
Package Software - Acquisition							
<i>Software Subtotal:</i>							
Infrastructure:							
Server - Acquisition/Upgrade							
Server - Maintenance							
Server Sftwre - Acquisition/Upgrade							
Server Sftwre - Maintenance							
Server Rack Mount	0	0	0		0	0	
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	112,484	22,497	22,497	22,497	22,497	22,497	224,968

