

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: TeamSite to SharePoint Conversion**

**Project ID: DE8187TC**

<b>Leadership Group: IT Steering Committee</b>			
<b>Department: Information Technology</b>		<b>Division: eGovernment</b>	
<b>Project Sponsor: Ed Poisson</b>	<b>Date Requested:</b>	<b>PM Customer No. 187</b>	
<b>Request Type:</b>	<i>New Development</i>	<i>Enhancement</i>	<i>Customer Support</i>
	<i><u>Planned System Maintenance or Upgrade</u></i>		
<b>IT Team Name: eGovernment Program Services</b>		<b>IT Team No: E</b>	
<b>Project Manager/Leader: Greg Kwasnik</b>			
<b>Account Number:</b> 19010	<b>Account Description:</b> IT - eGovernmnt Planned Maint	<b>Customer Name:</b>	IT - eGovernment
<b>Grant Funded?</b> Yes <u>No</u>	<b>Mandate?</b> Yes <u>No</u>	<b>Mandate Source:</b>	

## **Project Goal**

To convert of all TeamSite supported internet content to SharePoint so that the County can maintain all content using a single content management platform.

## **Business Objective**

Migrating off TeamSite and onto the SharePoint platform will provide a single, robust platform for the County to maintain internal and external content. SharePoint document management and in-context web page editing will allow internet content management to be more efficient.

## **Major Deliverables**

- Detailed Project Plan and Return on Investment
- Risk Management Plan
- Communication Plan
- Issues Logs
- Architecture Diagram
- Web-enabled Television Service
- Disaster Recovery, Policies and Procedures Documentation
- Support Plan
- Training
- Marketing and Promotion Plan
- Metrics Measurement Document
- Successful migration all internet web content from TeamSite to SharePoint
- Decommission of TeamSite.

## **Approach**

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- Create and review architecture diagram
- Ensure all required hardware and software is in place.
- Create and update webpage templates and graphics.
- Migrate all public facing web pages to SharePoint including:
  - Top-Level Web Sites
  - Department and Agency Sites
  - Project and Event Sites (Schrauger House, Brooksie Way, etc)
  - Police Sites (Ferndale, Pontiac, South Lyon, etc)
  - eCommerce and Service Sites
- Document the new content management, disaster recovery and procedural changes with using SharePoint.
- Conduct SharePoint Content Management Training.
- Conduct Change Control
- Go live into production with Sharepoint
- Decommission TeamSite.

## **Benefits**

*See Return on Investment (ROI) Analysis Document*

## **Impact**

**Number of Users**      Approximately 2.6 million unique visitors (FY 2007 Figures)

**Divisions**              All divisions that support and maintain internet content

**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.

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

**Facilities**

- No additional space or facility resources are required.

**Technical**

- Existing technology will be utilized.

**Funding**

- Information Technology

**Other**

- N/A

**Priority** TBD

**Constraints**

- Resource Availability

**Exclusions**

- N/A

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s):</b>	
<b>Total Estimated Application Services</b>	<b>Hours: Cost:</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 315 Cost: \$12,810</b>
<b>Total Estimated eGovernment Services</b>	<b>Hours: 1655 Cost: \$201,910</b>
<b>Total Estimated CLEMIS</b>	<b>Hours: Cost:</b>
<b>Total Estimated Internal Services</b>	<b>Hours: 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 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>	<b>Cost:</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours: 1970</b>	<b>Cost: \$214,720</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 1970</b>	<b>Cost: \$214,720</b>

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**PROJECT COMPLETION AUTHORIZATION**

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

# Oakland County Department of Information Technology Project Scope and Approach

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TeamSite to SharePoint Conversion - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
3	000000	PROJECT MANAGEMENT	510	\$62,220.00	
Phase	100001	PLANNING & DESIGN	215	\$22,570.00	
Phase	050000	TECHNICAL DESIGN	110	\$9,760.00	
Phase	1060000	BUILD & CONFIGURE	405	\$40,870.00	
Phase	1061000	SYSTEM TESTING & DOCUMENTATION	205	\$22,570.00	
Phase	070000	IMPLEMENTATION	290	\$31,110.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	235	\$25,620.00	
			1,970	\$214,720.00	

## DE8187TC - TeamSite to SharePoint Conversion

### 3.1 - Provide an Enhanced Application Service Offering

- |   |   |
|---|---|
| 3.1.1 - Increase application integration through web services <input checked="" type="checkbox"/>                     | 3.1.5 - Improve the quality, reliability and availability of all applications <input checked="" type="checkbox"/>   |
| 3.1.2 - Research and develop a Constituent Relationship Management (CRM) strategy <input type="checkbox"/>            | 3.1.6 - Increase the agility and responsiveness of business units by expanding customer analytics <input type="checkbox"/>  |
| 3.1.3 - Promote mobility and location integration in business applications <input type="checkbox"/>                   | 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 <input checked="" type="checkbox"/> |
| 3.1.4 - Utilize ecommerce platform to offset costs and expand product offerings to customers <input type="checkbox"/> | 3.1.8 - Centralize identity and access management for all applications and content <input checked="" type="checkbox"/>  |

### 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 <input type="checkbox"/> | 3.2.4 - Provide a high-quality training program to empower employees through technology <input type="checkbox"/> |
| 3.2.2 - Implement the IT Infrastructure Library (ITIL) best practice framework for IT Service Management <input type="checkbox"/>          | 3.2.5 - Develop a formalized customer communication plan <input type="checkbox"/>                                |
| 3.2.3 - Define a service and support strategy that clearly identifies the IT service provided <input type="checkbox"/>                     | 3.2.6 - Build IT Staff expertise through professional development <input type="checkbox"/>                       |
|  | 3.2.7 - Expand capacity through ongoing organizational review and selective outsourcing <input type="checkbox"/> |

### 3.3 - Implement a Standardized Infrastructure Strategy

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

**Oakland County -- TeamSite to SharePoint Conversion**

Return on Investment Analysis

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:	158,333	105,833	105,833	105,833	158,333	105,833	739,998
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
<b>Costs:</b>							
Development Services Subtotal:	240,340	0	0	0	0	0	240,340
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	0	0	0	0	0	0	0
Infrastructure Subtotal:	202,353	26,016	26,016	26,016	26,016	26,016	332,433
Training Subtotal:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
<b>Annual Statistics:</b>							
Annual Total Savings	158,333	105,833	105,833	105,833	158,333	105,833	739,998
Annual Total Costs	442,693	26,016	26,016	26,016	26,016	26,016	572,773
Annual Return on Investment	(284,360)	79,817	79,817	79,817	132,317	79,817	167,225
Annual Costs/Savings Ratio	279.60%	24.58%	24.58%	24.58%	16.43%	24.58%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	158,333	264,166	369,999	475,832	634,165	739,998	739,998
Cumulative Total Costs	442,693	468,709	494,725	520,741	546,757	572,773	572,773
Cumulative Return on Investment	(284,360)	(204,543)	(124,726)	(44,909)	87,408	167,225	167,225
Cumulative Cost/Savings Ratio	279.60%	177.43%	133.71%	109.44%	86.22%	77.40%	77.40%
Year Positive Payback Achieved					Year 5		Year 5
State or Federal Mandate?							
<b>Signatures:</b>							
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 -- TeamSite to SharePoint Conversion**

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					0									
IT Hours - System Maintenance	Development Svcs				122	0									
IT Hours - Customer Support	Development Svcs				122	0									
IT Hours - Planned Maintenance	Development Svcs		EA	1,970	122	240,340		x							
User Hours - New Development	Development Svcs					0									
User Hours - PTNE/OT	Development Svcs					0									
Contractor Professional Services	Development Svcs					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					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		ANN	3	360	1,080			x	x	x	x	x	x	
Server Sftwre - Acquisition/Upgrade	Infrastructure		ANN	3	335	1,005		x	x	x	x	x	x	x	
Server Sftwre - Maintenance	Infrastructure					0									
Server Rack Mount	Infrastructure		EA	3	400	1,200		x							
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				21,372	0									
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,432	0									

## Oakland County -- TeamSite to SharePoint Conversion

## 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		
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									
Server - Acquisition/Upgrade	Infrastructure		EA	3	6,780	20,340		x							
Server Sftwre - Acquisition/Upgrade	Infrastructure		EA	3	51,959	155,877		x							
Server Sftwre - Maintenance	Infrastructure		ANN	3	7,797	23,391		x	x	x	x	x	x	x	
TBD	Infrastructure					0									
Internet Access	Infrastructure		ANN	3	180	540		x	x	x	x	x	x	x	
Project Staff Training	Training					0									
User Training	Training					0									

## Oakland County -- TeamSite to SharePoint Conversion

## 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						
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs						
IT Hours - Planned Maintenance	Development Svcs	240,340.00					
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		1,080.00	1,080.00	1,080.00	1,080.00	1,080.00
Server Sftwre - Acquisition/Upgrade	Infrastructure	1,005.00	1,005.00	1,005.00	1,005.00	1,005.00	1,005.00
Server Sftwre - Maintenance	Infrastructure						
Server Rack Mount	Infrastructure	1,200.00					
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure						

**Oakland County -- TeamSite to SharePoint Conversion**  
Return on Investment Analysis

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						
Server - Acquisition/Upgrade	Infrastructure	20,340.00					
Server Sftwre - Acquisition/Upgrade	Infrastructure	155,877.00					
Server Sftwre - Maintenance	Infrastructure	23,391.00	23,391.00	23,391.00	23,391.00	23,391.00	23,391.00
TBD	Infrastructure						
Internet Access	Infrastructure	540.00	540.00	540.00	540.00	540.00	540.00
Project Staff Training	Training						
User Training	Training						

**Oakland County -- TeamSite to SharePoint Conversion**  
Return on Investment Analysis

## Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Development Services:</b>							
IT Hours - New Development							
IT Hours - System Maintenance							
IT Hours - Customer Support							
IT Hours - Planned Maintenance	240,340						240,340
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	<b>240,340</b>						<b>240,340</b>
<b>Hardware:</b>							
<i>Hardware Subtotal:</i>							
<b>Software:</b>							
<i>Software Subtotal:</i>							
<b>Infrastructure:</b>							
Server - Maintenance		1,080.00	1,080.00	1,080.00	1,080.00	1,080.00	5,400
Server Sftwre - Acquisition/Upgrade	1,005.00	1,005.00	1,005.00	1,005.00	1,005.00	1,005.00	6,030
Server Rack Mount	1,200.00	0.00	0.00	0.00	0.00	0.00	1,200
Server - Acquisition/Upgrade	20,340.00						20,340
Server Sftwre - Acquisition/Upgrade	155,877.00						155,877
Server Sftwre - Maintenance	23,391.00	23,391.00	23,391.00	23,391.00	23,391.00	23,391.00	140,346
Internet Access	540.00	540.00	540.00	540.00	540.00	540.00	3,240
<i>Infrastructure Subtotal</i>	<b>202,353</b>	<b>26,016</b>	<b>26,016</b>	<b>26,016</b>	<b>26,016</b>	<b>26,016</b>	<b>332,433</b>
<b>Training:</b>							
<i>Training Subtotal:</i>							
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>442,693</b>	<b>26,016</b>	<b>26,016</b>	<b>26,016</b>	<b>26,016</b>	<b>26,016</b>	<b>572,773</b>

## Oakland County -- TeamSite to SharePoint Conversion

## Return on Investment Analysis

## Assumptions

Date	Assumption Description
06-May-08	<u>Server Cost Assumptions</u>
	1 Server \$7,695 Annual Maintence begin year 2 \$875
	Dell 2950III Physical Server w/ 300 GB disk, 8 GB RAM \$6,780 (one time)
	Server - Maintenance \$360 beginning year 2
	Server Sftwre - Acquisition/Upgrade \$335 annually
	Server Rack Mount \$400 (one time)
	Internet Access \$180 (annually)
	<u>Software Cost Assumptions</u>
	Software Costs = \$51,979
	Software Support = \$7,797
	- Microsoft Office SharePoint Server 2007 for Internet sites \$49,839 + \$7,476 maintenance (assume 15%)
	- Windows External Connector license \$2,140 + \$321 maintenance (assume 15%)
	- SQL Project will utilize the same SQL database that supports portal/intranet \$0
	- ISA Project will utilize the same ISA server that supports portal/intranet \$0
06-May-08	3 servers with software (1 Dev/QA and 2 Prod) are estimated for this project
06-May-08	The following servers (including software and maintenance) will be decommissioned as a result of this project:
	<u>TeamSite Servers</u>
	TeamSite/OpenDeploy QA Server
	TeamSite/OpenDeploy Prod Server
	<u>Public Web Servers</u>
	DEVHTTP5
	QAHTTP4
	QAHTTP5
	OAKHTTP4
	OAKHTTP5
06-May-08	Time Efficiency Savings Assumptions: 51 hour savings (assumption of 5 secure web sites per year: 255 hours/year)
	<u>TeamSite/Netegrity: 56 hours</u>