

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Clarity Integration Analysis

Project ID: DH6181CL

Leadership Group: Internal Services				
Department: Information Technology			Division: Internal Services	
Project Sponsor: Phil Bertolini		Date Requested: May 16, 2006		PM Customer No. 181
Request Type: <i>XX New Development</i> <i>Enhancement</i> <i>Customer Support</i> <i>Planned System Maintenance or Upgrade</i>				
IT Team Name: Internal Services			IT Team No: H	
Project Manager/Leader: Norma Miller				
Account Number: 17010	Account Description:	Admin Division Development and Support	Customer Name:	Information Technology
Grant Funded? Yes No <i>XX</i>		Mandate? Yes No <i>XX</i>		
		Mandate Source:		

Project Goal

To implement revised financial management processes so that Clarity is automatically updated with support and maintenance time from the Service Center System and Release Management System by September 2008.

Business Objective

Determine and implement requirements for integration between Clarity, the Service Center System, and the Release Management System to enhance Information Technology's ability to determine total cost of support for configuration items and services.

Major Deliverables

- Requirements document including integration points among Clarity, Service Center, and Release Mgt
- Updated ITIL Process Flows for Incident, Problem, Release, Financial and Service Request Mgt
- System set-up for additional services
- Updated Service Center Operations Handbook and Disaster Recovery Toolkit.
- Tested Customizations
- Trained Staff

Approach

- Conduct requirements discovery sessions with representatives from each Information Technology division documenting desired integration points with the Service Center System, Clarity, and Release Management System.
- Obtain training from vendor on use of existing integration with Clarity, Service Center and Release Management System. If required, write CA Change Order for Clarity and Service Center customizations needed to obtain business objectives.
- Present business case to Steering Committee for approval.

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

Project Name: Clarity Integration Analysis

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- Receive customizations from vendor, apply to development environment and test customizations.
- Update Operations Handbook.
- Update Disaster Recovery Toolkit.
- Migrate tested customizations to production.
- Train staff.

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users	200
Divisions	Information Technology
Leadership Groups	Internal Services

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:	Phil Bertolini	As Needed

Facilities

- The project staff will have access to the Computer Room for the installation and testing of agents and software.

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

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- Vendor project staff will have access to the basement cubicles set aside for vendor staff working on the Service Center and Change Management implementation projects.

Technical

- Additional hardware and storage space will not be required.

Funding

- Information Technology

Other

- The size estimate includes 17% vendor management. Vendor time will not need to be managed throughout entire project, only for customizations.

Priority

Constraints

- None Applicable.

Exclusions

- None Applicable.

Oakland County Department of Information Technology Project Scope and Approach

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Project ID: DH6181CL

PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	Hours:	Cost:
Total Estimated Technical Systems	Hours: 50	Cost: \$ 1,220
Total Estimated eGovernment Services	Hours:	Cost:
Total Estimated CLEMIS	Hours:	Cost:
Total Estimated Internal Services	Hours: 950	Cost: \$ 115,900
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: 1,000	Cost: \$117,120
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 1,000	Cost: \$117,120

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PROJECT COMPLETION AUTHORIZATION

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

Open Workbench - [Service Center - Clarity Integration - Size Estimate (+/- 10% to 50%)]

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	300	\$36,600.	
Phase	030000	BUSINESS AREA REQUIREMENTS	120	\$14,640.	
Phase	040000	BUSINESS SYSTEM DESIGN	60	\$7,320.0	
Phase	050000	TECHNICAL DESIGN	60	\$6,100.0	
Phase	060000-0	PROGRAMMING	175	\$18,910.	
Phase	070000	IMPLEMENTATION	175	\$20,130.	
Phase	080000	POST IMPLEMENTATION SUPPORT	110	\$13,420.	
			1,000	\$117,120.0	

For Help, press F1 | Task Type not equal to Milesto | NUM

Windows Taskbar: Start | Inbox - Microsoft Outlook | 2006-07 Master Plan Proj... | Clarity :: Project Properties... | Open Workbench - [...]

System Tray: 4:10 PM

Oakland County -- Clarity Integration Analysis
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:	168,760	610	610	610	610	610	171,810
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:	1,700	0	0	0	0	0	1,700
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	0	0	0	0	0	0	0
Annual Total Costs	170,460	610	610	610	610	610	173,510
Annual Return on Investment	(170,460)	(610)	(610)	(610)	(610)	(610)	(173,510)
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	170,460	171,070	171,680	172,290	172,900	173,510	173,510
Cumulative Return on Investment	(170,460)	(171,070)	(171,680)	(172,290)	(172,900)	(173,510)	(173,510)
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?							NO
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 -- Clarity Integration Analysis
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?						Potential Cost Extensions										
								Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6					
IT Hours - New Development	Development Svcs	Information Technology	ANN	1	117,120	117,120		x							117,120									
IT Hours - System Maintenance	Development Svcs	Information Technology	HR	5	122	610			x	x	x	x	x			610	610	610	610	610			610	
IT Hours - NS New Development	Development Svcs	Information Technology	HR	40	41	1,640		x							1,640									
User Hours - PTNE/OT	Development Svcs					0																		
Contractor Professional Services	Development Svcs	Information Technology	HR	200	250	50,000		x							50,000									
Project Staff Training	Training	Information Technology	HR	4	425	1,700		x							1,700									

Oakland County -- Clarity Integration Analysis
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	117,120						117,120
IT Hours - System Maintenance		610	610	610	610	610	3,050
IT Hours - NS New Development	1,640						1,640
User Hours - PTNE/OT							
Contractor Professional Services	50,000						50,000
<i>Development Services Subtotal:</i>	168,760	610	610	610	610	610	171,810
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
Project Staff Training	1,700						1,700
<i>Training Subtotal:</i>	1,700						1,700
Other:							
<i>Other Subtotal:</i>							
Costs Total:	170,460	610	610	610	610	610	173,510

