

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Configuration Management Implementation

Project ID: DH6181CI

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 configuration management processes so that new inventory and asset management software can be replaced by April 2009.

Business Objective

Retire and convert the mainframe inventory system and replace with web-based inventory tracking and asset management package software system that integrates with the Service Center system resulting in up to a 70% decrease in hours spent in manual inventory reconciliation processes by the end of the 6 year payback period.

Major Deliverables

- Updated Project Communications Plan
- Production Environment Installation and Configuration
- Revised billing interface
- Integration with Service Center
- Disaster Recovery Toolkit
- Updated Knowledge Base
- Trained Staff
- Operations Handbook

Approach

- Work with selected software vendor's staff to do the following:
 - Install the web-based inventory tracking and asset management software in the production environment.
 - Configure the software for use in the production environment.
 - Design, program and test billing interface.
 - Create and test the disaster recovery toolkit.

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- Create knowledge articles for the knowledge base.
- Create and operations handbook based on prototype ITIL process flows.
- Train staff.
- Create and test conversion programs to convert existing inventory data to the new inventory and asset tracking system.

Benefits

See Return on Investment (ROI) Analysis Document (ROI completed for program that includes Requirements & RFP project, Prototype Project, and Implementation project).

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

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Facilities

- The project staff will have access to the Computer Room for the installation and testing of agents and software.
- Vendor project staff will have access to the basement cubicles set aside for vendor staff that worked on the Service Center and Change Management implementation projects.

Technical

- The new inventory tracking and asset management software will be web-based and available through a secured URL and/or OakSource.
- One production application server, one web server, and one database server will be required for production.
- The new inventory tracking and asset management software will run on MicroSoft SQL Server or Oracle.

Funding

- Information Technology

Other

- The size estimate includes 20% vendor management.

Priority

Constraints

- For an automated conversion of the existing inventory and asset management system to be successful, a reconciliation of the current inventory system should be completed. If reconciliation does not occur, discussion should take place regarding whether or not an automated conversion will be beneficial.
- Source system expert (Bill Shurkey) time will be required when designing and testing the automated conversion and the billing interface.
- Sizing estimates based on Service Center system experience with purchasing package software. If the Requirements and RFP phase recommends a different approach, the

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Configuration Management Prototype estimates could be more than 50% inaccurate.

Exclusions

- None Applicable

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PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	Hours:	Cost:
Total Estimated Technical Systems	Hours: 440	Cost: \$ 25,620
Total Estimated eGovernment Services	Hours:	Cost:
Total Estimated CLEMIS	Hours:	Cost:
Total Estimated Internal Services	Hours: 3,130	Cost: \$ 381,860
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: 3,570	Cost: \$ 407,480
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 3,570	Cost: \$ 407,480

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PROJECT COMPLETION AUTHORIZATION

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

The screenshot shows the 'Open Workbench' application window. The title bar reads 'Open Workbench - [Service Center - Configuration Mgt Implementation - Size Estimate (+/- 10% to 50%)]'. The main window displays a table with the following data:

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	1,130	\$132,369	
Phase	050000	TECHNICAL DESIGN	310	\$33,549	
Phase	060000-0	PROGRAMMING	925	\$106,749	
Phase	070000	IMPLEMENTATION	925	\$100,649	
Phase	080000	POST IMPLEMENTATION SUPPORT	280	\$34,159	
			3,570	\$407,479.8	

The interface includes a sidebar with 'Favorites' and 'Size Estimates' sections. The 'Size Estimates' section contains three items: 'Size Estimate - Scope Change Management', 'Size Estimate (+/- 10% to 50%)', and 'Size Estimates - Tech Resource Hours/\$'. The bottom status bar shows 'Task Type not equal to Milesto' and 'NUM'. The taskbar at the bottom includes icons for Start, Outlook, Project Properties, Master Plan Proj, and Open Workbench, with a system clock showing 1:44 PM.

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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:	0	0	440,426	440,426	440,426	440,426	1,761,704
Costs:							
Development Services Subtotal:	601,428	601,428	6,100	6,100	6,100	6,100	1,227,255
Hardware Subtotal:	0	35,700	1,940	1,940	37,640	1,940	79,160
Software Subtotal:	133,800	75,540	35,940	35,940	35,940	35,940	353,100
Infrastructure Subtotal:	0	0	0	0	0	0	0
Training Subtotal:	21,250	30,000	0	0	0	0	51,250
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	0	0	440,426	440,426	440,426	440,426	1,761,704
Annual Total Costs	756,478	742,668	43,980	43,980	79,680	43,980	1,710,765
Annual Return on Investment	(756,478)	(742,668)	396,446	396,446	360,746	396,446	50,939
Annual Costs/Savings Ratio	0.00%	0.00%	9.99%	9.99%	18.09%	9.99%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	0	440,426	880,852	1,321,278	1,761,704	1,761,704
Cumulative Total Costs	756,478	1,499,145	1,543,125	1,587,105	1,666,785	1,710,765	1,710,765
Cumulative Return on Investment	(756,478)	(1,499,145)	(1,102,699)	(706,253)	(345,507)	50,939	50,939
Cumulative Cost/Savings Ratio	0.00%	0.00%	350.37%	180.18%	126.15%	97.11%	97.11%
Year Positive Payback Achieved						Year 6	Year 6
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	Affects Project ROI?						Potential Cost Extensions									
								Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6				
Info Tech New Development	Development Svcs	Information Technology	EA	1	409,310	409,310		x	x						409,310	409,310							
Wkstn Svcs New Development	Development Svcs				39	0																	
Network Specialist New Development	Development Svcs	Information Technology	HR	418	41	17,118		x	x						17,118	17,118							
Training Specialist New Development	Development Svcs				41	0																	
Telecom Support New Development	Development Svcs				41	0																	
Info Tech Support & Maint	Development Svcs	Information Technology	HR	50	122	6,100			x	x	x	x					6,100	6,100	6,100	6,100			
Wkstn Svcs Support & Maint	Development Svcs				39	0																	
Network Specialist Support & Maint	Development Svcs				41	0																	
Training Specialist Support & Maint	Development Svcs				41	0																	
Telecom Support & Maint	Development Svcs				41	0																	
Contractor Professional Services	Development Svcs	Information Technology	HR	875	200	175,000		x	x						175,000	175,000							
Package Software - Acquisition	Software	Information Technology	EA	1	125,000	125,000		x							125,000								
Package Software - Maintenance	Software	Information Technology	EA	1	22,500	22,500			x	x	x	x	x			22,500	22,500	22,500	22,500	22,500	22,500		
DB Server - Acquisition/Upgrade	Infrastructure	Capital	EA	1	9,700	9,700			x							9,700					9,700		
DB Server - Maintenance	Infrastructure	Capital	EA	1	1,940	1,940				x	x	x	x				1,940	1,940	1,940	1,940	1,940	1,940	
Server Sftwre - Acquisition/Upgrade	Infrastructure	Information Technology	EA	6	1,200	7,200		x							7,200								
Server Sftwre - Maintenance	Infrastructure	Information Technology	EA	6	240	1,440			x	x	x	x	x				1,440	1,440	1,440	1,440	1,440	1,440	
Project Staff Training	Training	Fringe Benefit Fund	ANN	50	425	21,250		x							21,250								
User Training	Training	Fringe Benefit Fund	ANN	150	200	30,000										30,000							
MS SQL Svr - Enhanced Acquisition	Software	Capital	EA	2	20,000	40,000			x							40,000							
MS SQL Svr - Enhanced Maint	Software	Capital	EA	2	4,000	8,000				x	x	x	x				8,000	8,000	8,000	8,000	8,000		
SSL Certificates	Software	Information Technology	EA	1	1,600	1,600		x	x						1,600	1,600					26,000		
Appl. Web Server - Acquisition	Infrastructure	Capital	EA	4	6,500	26,000			x							26,000							
Appl. Web Server - Maintenance	Infrastructure	Capital	EA	4	13,000	52,000				x	x	x	x				52,000	52,000	52,000	52,000	52,000		
MS SQL Server - Standard Acquis	Software	Capital	EA	2	5,000	10,000				x						10,000							
MS SQL Server - Standard Maint	Software	Capital	EA	2	2,000	4,000					x	x	x				4,000	4,000	4,000	4,000	4,000		

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Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
New Development	426,428	426,428					852,855
Support and Maintenance			6,100	6,100	6,100	6,100	24,400
Contractor Professional Services	175,000	175,000					350,000
<i>Development Services Subtotal:</i>	601,428	601,428	6,100	6,100	6,100	6,100	1,227,255
Hardware:							
DB Server - Acquisition/Upgrade		9,700	1,940	1,940	11,640	1,940	27,160
Appl, Web Server - Acquisition		26,000			26,000		52,000
<i>Hardware Subtotal:</i>		35,700	1,940	1,940	37,640	1,940	79,160
Software:							
Package Software - Acquisition	125,000	22,500	22,500	22,500	22,500	22,500	237,500
Server Sftwre - Acquisition/Upgrade	7,200	1,440	1,440	1,440	1,440	1,440	14,400
MS SQL Svr - Enhanced Acquisition		40,000	8,000	8,000	8,000	8,000	72,000
SSL Certificates	1,600	1,600					3,200
MS SQL Server - Standard Acquis		10,000	4,000	4,000	4,000	4,000	26,000
<i>Software Subtotal:</i>	133,800	75,540	35,940	35,940	35,940	35,940	353,100
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
Project Staff Training	21,250						21,250
User Training		30,000					30,000
<i>Training Subtotal:</i>	21,250	30,000					51,250
Other:							
<i>Other Subtotal:</i>							
Costs Total:	756,478	742,668	43,980	43,980	79,680	43,980	1,710,765

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Assumptions

Date	Assumption Description
14-Jul-06	The development and quality assurance environments will share servers through use of VMWare. Therefore, a total of 5 Dell servers, Dual Xeon, 3.6 Ghz, 4 GB RAM, Raid 5, 3 x 146 GB storage will be purchased. Three will be used in the dev/qa shared environment as the web server, application server, and db server. Two will be used as the production web and application server. The cost of these servers will be \$6,000 for the server plus \$500 for the RAC and server mount for a total of \$6,500 a server.
	The production database server will consist of one Dell server, Dual Xeon, 3.6 Ghz, 4 GB RAM, Raid 5, 6 x 300 GB storage. The cost of this server will be \$9,200 for the server plus \$500 for the RAC and server mount for a total of \$9,700.
28-Jul-06	Development hours and professional services will be split evenly across the first two years of the project.
28-Jul-06	50 hours of programmer support will be required annually.
28-Jul-06	Software maintenance costs were estimated at 18% of software licensing costs.
28-Jul-06	Project staff training was estimated to be very close to the number of units required by the Service Center Project at the Service Center contract discounted rate of \$425 per day.
28-Jul-06	User training was estimated using 150 hours of training time needed to prepare for and conduct training for IT staff.
28-Jul-06	Decrease Quarterly Billing Errors
	- An average of 10 hours is spent reviewing and correcting billing errors per billing cycle.
	- IT will reduce time spent reviewing and correcting billings to 2 hours per billing cycle; thereby saving 8 hours 4 times a year or 32 annual hours.
	- Payroll billing rate plus fringes for a User Support was used in calculations or \$ 41 per hour.
28-Jul-06	Decrease Inventory Discrepancies
	- It is estimated that over 1,000 hours of time is spent annually investigating inventory discrepancies.
	- IT will be able to reduce that 75% or a savings of 750 hours annually.
	- Payroll billing rate plus fringes for a User Support was used in calculations or \$ 41 per hour.
28-Jul-06	Elimination of Shadow Systems
	- Currently, staff maintain shadow systems because not all components are stored in the existing inventory system (like IP addresses; multiple staff maintain lists). It is estimated that 15 shadow systems will be able to be eliminated.
	- For each shadow system, staff will save 2 hours a month by not having to maintain shadow systems or 360 hours annually.
	- Payroll billing rate plus fringes for a User Support was used in calculations or \$ 41 per hour.
28-Jul-06	Faster/More Reliable Customer Service
	- Staff will save a combined 75% of a normal work year (2,080 hours) or 1,560 hours getting equipment delivered, installed, and retired more quickly to customer locations.
	- Payroll billing rate plus fringes for a User Support was used in calculations or \$ 41 per hour.
28-Jul-06	Increase Level 2 Availability
	- It was assumed that for every hour saved in decreasing billing errors and inventory discrepancies, eliminating shadow systems, and delivering faster/more reliable customer services, those savings would translated directly into additional master plan delivery.
	- The annual benefit was calculated using the IT billing rate.
28-Jul-06	Servers will need to be replaced every three years (Years 2 and 5).