

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: Service Center Implementation**

**Project ID: DH4010H2**

<b>Leadership Group: IT Steering Committee – Internal Services</b>				
<b>Department: Information Technology</b>			<b>Division: Internal Services</b>	
<b>Project Sponsor: Phil Bertolini</b>		<b>Date Requested: 03/16/07</b>		<b>PM Customer No. 181</b>
<b>Request Type:</b> <i>XX New Development</i> <i>Enhancement</i> <i>Customer Support</i> <i>Planned System Maintenance or Upgrade</i>				
<b>IT Team Name: Internal Services</b>			<b>IT Team No: H</b>	
<b>Project Manager/Leader: Norma Miller</b>				
<b>Account Number:</b>	17010	<b>Account Description:</b>	Admin Division Development and Support	<b>Customer Name:</b> Information Technology
<b>Grant Funded? Yes</b> <b>No XX</b>			<b>Mandate? Yes</b> <b>No XX</b>	
			<b>Mandate Source:</b>	

## Project Goal

To implement the Service Desk purchased software so that Quetzal can be retired.

Note: The Unicenter Service Desk, Knowledge Tools, and Dashboard purchased software components will henceforth be known and referred to as the Service Center System.

## Business Objective

A major objective for the Service Center Implementation Project includes establishing the Service Center as the central point of contact for customers to request support services from Information Technology. To accomplish this, project staff will support the Computer Associates team to complete the installation and configuration of the Service Center System in a quality assurance technical environment. Staff will also build a proof-of-concept, web-services engine, reusable with other applications, to populate the LDAP and contact information in the Service Center System. The proof-of-concept will be developed using the PeopleSoft HR system as the source for contact information.

### **Major Deliverables**

- Installed and configured Service Center System in the quality assurance technical environment.
- PeopleSoft, CLEMIS, and Access Oakland integration with the Service Center System.
- Service Desk integration with OakSource.
- Up to 20 customized Service Desk reports.
- Up to 20 default reports.
- Up to 10 screen adaptations of Service Desk self-service views.
- Up to 50 knowledge documents loaded into the Knowledge Tools component of the Service Center System.
- Documented Backup/Recovery and Disaster Recovery procedures.

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- Tested Backup/Recovery and Disaster Recovery procedures.
- Service Center Handbook.

#### **Approach**

- Oakland County project manager to work closely with Computer Associates project manager to monitor project status using project governance documentation created in Design Analysis and Prototype phase.
- Oakland County to provide subject matter experts (SMEs) to work closely with Computer Associates consultants to provide, review and analyze system configuration settings, customized reports, screen adaptations, Service Center Handbook drafts, etc.
- Oakland County to provide infrastructure and administrator SMEs to work closely with Computer Associates consultants to install and configure quality assurance technical environment.

#### **Business Objective**

A major objective for the Service Center Implementation Project includes supporting the Computer Associates team to complete the installation and configuration of the Service Center System in a production technical environment. The complete configuration of the production technical environment will mirror the quality assurance technical environment as agreed to and installed and configured in the first phase of this project.

The web-services engine, built in phase 1 of this project, will be adapted for other sources including CLEMIS, Access Oakland, and PeopleSoft Financial systems. Account codes will be extracted for use with the change order (a.k.a., work orders) module in Service Desk and asset and asset classes will be extracted from the mainframe inventory system to Service Desk. Future projects will include web-services real-time updates of account codes in Service Desk.

In addition, Oakland County Information Technology staff and Information Technology Liaisons will be trained in the in the use and conduct a user acceptance test of the new Service Center System. After 45 days of production usage, the existing system, Quetzal, will be retired.

#### **Major Deliverables**

- Installed and configured Service Center System in the production technical environment.
- PeopleSoft Financial, CLEMIS, Access Oakland, and Self-Registration web-services integration with the Service Center System.
- Service Desk integration with OakSource.
- Up to 20 customized Service Desk reports.
- Up to 10 screen adaptations of Service Desk self-service views.
- Up to 50 knowledge documents loaded into the Knowledge Tools component of the Service Center System.
- Trained Oakland County Information Technology staff.
- Trained Information Technology Liaisons.
- Documented user acceptance test results.

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## **Approach**

- Oakland County project manager to work closely with Computer Associates project manager to monitor project status using project governance documentation created in Design Analysis and Prototype phase.
- Oakland County to provide technical resources to build web services for contact information loading. CA will provide technical resource to help Oakland County team build web services that comply with Service Desk Web Services specifications.
- Oakland County to provide subject matter experts (SMEs) to work closely with Computer Associates consultants to conduct a user acceptance test.
- Computer Associates to provide technical consultants to work closely with Oakland County infrastructure and administrator SMEs to build the production technical environment.
- Oakland County to coordinate the training schedule for Computer Associates staff responsible for end-user training of Information Technology staff.

## **Benefits**

*See Return on Investment (ROI) Analysis Document*

## **Impact**

**Number of Users** 175 Oakland County Information Technology Staff and Contractors and 70 IT Liaisons (primary and secondary contacts) will use analyst access.  
4,000 Oakland County employees, 300-400 CVT and CLEMIS users, and Access Oakland business customers will use self-service.

**Divisions** Department of Information Technology, Internal Services Division

**Leadership Groups** IT Steering Committee – Internal Services

## **Risk**

**Business Environment** HIGH - Project will dramatically change existing business processes or will negatively effect the business environment if implementation is unsuccessful.

**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>
Sponsor	Phil Bertolini	As Needed

**Facilities**

- The Service Center Implementation Project requires securing office space (desks, PCs, telephones) and computer equipment for team of two vendor staff. Vendor team has ID badges and after hours building access to implement project and will use two, identified, eGovernment cubicles in the IT Building basement.
- The Service Center Implementation Project requires use of Information Technology training rooms to conduct software training for Information Technology staff and contractors.

**Technical**

- None anticipated

**Funding**

- Information Technology

**Other**

- Coordination with the eGovernment Division will be required to ensure the design accuracy of the Service Center System integration with OakSource. It is intended that the Service Center System will be web-enabled and secured through Netegrity as well as potentially accessible through OakSource.
- Coordination with the eGovernment, Application Services PeopleSoft, and CLEMIS divisions will be required to ensure the design accuracy of the Service Center web-

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services contact information integration. It is intended that the Service Center System will obtain employee contact information from each of the source systems through the web-services engine that will be built.

## **Priority**

2C in 2005/2006 Master Plan; 3 in 2006/2007 Master Plan

## **Constraints**

- None Applicable

## **Exclusions**

- Replacement and integration of the Help Desk (Incident and Problem Management) and Work Order (Request and Change Order Management) processes are included within scope of this project. Inventory and Asset Management will be considered in the future as a different project.

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s): Additional Project Management, Production Implementation, and Post-Production Support</b>		
<b>Total Estimated Application Services</b>	<b>Hours: 17.5</b>	<b>Cost: \$ 1,660</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 5.75</b>	<b>Cost: \$ 1,645</b>
<b>Total Estimated eGovernment Services</b>	<b>Hours: 20</b>	<b>Cost: \$ 367</b>
<b>Total Estimated CLEMIS</b>	<b>Hours: (-1)</b>	<b>Cost: (\$ 1,037)</b>
<b>Total Estimated Internal Services</b>	<b>Hours: 1,011</b>	<b>Cost: \$ 84,447</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 Resource Manager Approval:</b>		<b>Date:</b>
<b>IT Resource Manager Approval:</b>		<b>Date:</b>
<b>IT Resource Manager Approval:</b>		<b>Date:</b>
<b>IT Resource Manager Approval:</b>		<b>Date:</b>
<b>IT Resource 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: 1,053</b>	<b>Cost: \$ 87,082</b>
<b>Previously Approved</b>	<b>Hours: 5,473</b>	<b>Cost: \$421,459</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 6,526</b>	<b>Cost: \$508,541</b>

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**PROJECT COMPLETION AUTHORIZATION**

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

**Oakland County --Service Center Implementation Project**  
Return on Investment - Service Center Program

*Project Summary*

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:	0	25,501	26,521	27,582	28,685	29,832	138,121
Cost Avoidance Subtotal:	0	405,481	416,820	428,613	440,877	453,632	2,145,422
<b>Costs:</b>							
Development Services Subtotal:	667,534	694,917	188,526	12,418	12,418	12,418	1,588,231
Hardware Subtotal:	56,862	9,301	12,874	10,060	13,663	10,881	113,642
Software Subtotal:	122,825	79,832	44,865	44,900	44,936	44,973	382,331
Infrastructure Subtotal	0	0	0	0	0	0	0
Training Subtotal:	22,525	34,525	0	0	0	0	57,050
Other Subtotal:	0	0	0	0	0	0	0
<b>Annual Statistics:</b>							
Annual Total Savings	0	430,981	443,341	456,194	469,562	483,465	2,283,543
Annual Total Costs	869,746	818,575	246,265	67,378	71,017	68,273	2,141,254
Annual Return on Investment	(869,746)	(387,594)	197,076	388,816	398,545	415,192	142,289
Annual Costs/Savings Ratio	0.00%	189.93%	55.55%	14.77%	15.12%	14.12%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	0	430,981	874,322	1,330,516	1,800,078	2,283,543	2,283,543
Cumulative Total Costs	869,746	1,688,322	1,934,586	2,001,965	2,072,981	2,141,254	2,141,254
Cumulative Return on Investment	(869,746)	(1,257,340)	(1,060,264)	(671,448)	(272,903)	142,289	142,289
Cumulative Cost/Savings Ratio	0.00%	391.74%	221.27%	150.47%	115.16%	93.77%	93.77%
Year Positive Payback Achieved						Year 6	Year 6
State or Federal Mandate?							NO
<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 --Service Center Implementation Project  
Return on Investment - Service Center Program

Benefits Detail

Benefits Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier	Affects Project ROI?						Potential Savings Extensions						
								Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
Eliminate need to make multiple copies of work order.	Tangible Benefit	Information Technology	EA	40,000	0.07	2,800	1.040	x	x	x	x	x				2,912	3,028	3,150	3,276	3,407
Eliminate maintenance of shadow work order and work order support systems.	Cost Avoidance	Information Technology	HR	260	41.00	10,660	1.040	x	x	x	x	x				11,086	11,530	11,991	12,471	12,970
Eliminate need for work order Access database.	Tangible Benefit	Information Technology	HR	520	41.00	21,320	1.040	x	x	x	x	x				22,173	23,060	23,982	24,941	25,939
Eliminate need for hard copy service request forms (firewall, jack activation, server build and removal, etc.)	Cost Avoidance	Information Technology	EA	7,500	0.04	263	1.040	x	x	x	x	x				273	284	295	307	319
Eliminate need for colored, annual hard copy work order forms.	Tangible Benefit	Information Technology	ANN	1	400.00	400	1.040	x	x	x	x	x				416	433	450	468	487
Eliminate need for order status spreadsheet.	Cost Avoidance	Information Technology	ANN	0	0.00	0	1.040													
Timely and automatic notification of management and staff during service request processes.	Cost Avoidance	Information Technology	ANN	520	41.00	21,320	1.040	x	x	x	x	x				22,173	23,060	23,982	24,941	25,939
Proactive troubleshooting based on enhanced reporting capabilities.	Cost Avoidance	Information Technology	ANN	1,000	41.00	41,000	1.040	x	x	x	x	x				42,640	44,346	46,119	47,964	49,883
One queue for technicians to check for work orders and help desk requests.	Cost Avoidance	Information Technology	ANN	104	41.00	4,264	1.040	x	x	x	x	x				4,435	4,612	4,796	4,988	5,188
Create and enhance central work order and help desk repository.	Tangible Benefit	Information Technology	EA			0	1.040													
Maintenance of Quetzal	Tangible Benefit	Information Technology				0	1.040													
Enhance accuracy of and confidence in service request data.	Cost Avoidance	Information Technology	HR	450	41.00	18,450	1.040	x	x	x	x	x				19,188	19,956	20,754	21,584	22,447
Eliminate maintenance of shadow help desk and help desk support systems.	Cost Avoidance	Information Technology	HR	2,500	41.00	102,500	1.040	x	x	x	x	x				106,600	110,864	115,299	119,911	124,707
Automatic work flow and approval of work orders.	Cost Avoidance	Information Technology	HR	156	41.00	6,396	1.040	x	x	x	x	x				6,652	6,918	7,195	7,482	7,782
Eliminate 10 Binders for Master Binders	Cost Avoidance	Information Technology	EA	10	7.50	75	1.040	x	x	x	x	x				78	81	84	88	91
Save time writing work orders and looking up	Cost Avoidance	Information Technology	HR	1,300	41.00	53,300	1.040	x	x	x	x	x				55,432	57,649	59,955	62,353	64,848
Save time for OCA/PCA lookup and automatically generate rebill sheet	Cost Avoidance	Information Technology	HR	350	41.00	14,350	1.040	x	x	x	x	x				14,924	15,521	16,142	16,787	17,459
Save Netegrity Admin for Account Set-Up	Cost Avoidance	Information Technology	HR	1,000	122.00	122,000		x	x	x	x	x				122,000	122,000	122,000	122,000	122,000
Meet Access Oakland PCI Compliance	Cost Avoidance	Information Technology				0														
						0														
						0														
						0														
						0														

**Oakland County --Service Center Implementation Project**  
Return on Investment - Service Center Program

*Benefits Summary*

<b>Benefit/Savings Description</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>	<b>Total</b>
<b>Tangible Benefit:</b>							
Eliminate need to make multiple copies of work order.		2,912	3,028	3,150	3,276	3,407	15,772
Eliminate need for work order Access database.		22,173	23,060	23,982	24,941	25,939	120,095
Create and enhance central work order and help desk repository.							
Maintenance of Quetzal							
Eliminate need for colored, annual hard copy work order forms.		416	433	450	468	487	2,253
<i>Tangible Benefits Subtotal:</i>		<b>25,501</b>	<b>26,521</b>	<b>27,582</b>	<b>28,685</b>	<b>29,832</b>	<b>138,121</b>
<b>Cost Avoidance:</b>							
Eliminate maintenance of shadow work order and work order support systems.		11,086	11,530	11,991	12,471	12,970	60,048
Eliminate need for hard copy service request forms (firewall, jack activation, server build and removal, etc.)		273	284	295	307	319	1,479
Save Netegrity Admin for Account Set-Up		122,000	122,000	122,000	122,000	122,000	610,000
Eliminate need for order status spreadsheet.							
Timely and automatic notification of management and staff during service request processes.		22,173	23,060	23,982	24,941	25,939	120,095
Proactive troubleshooting based on enhanced reporting capabilities.		42,640	44,346	46,119	47,964	49,883	230,952
One queue for technicians to check for work orders and help desk requests.		4,435	4,612	4,796	4,988	5,188	24,019
Enhance accuracy of and confidence in service request data.		19,188	19,956	20,754	21,584	22,447	103,928
Eliminate maintenance of shadow help desk and help desk support systems.		106,600	110,864	115,299	119,911	124,707	577,380
Automatic work flow and approval of work orders.		6,652	6,918	7,195	7,482	7,782	36,029
Eliminate 10 Binders for Master Binders		78	81	84	88	91	422
Save time writing work orders and looking up		55,432	57,649	59,955	62,353	64,848	300,238
Save time for OCA/PCA lookup and automatically generate rebill sheet		14,924	15,521	16,142	16,787	17,459	80,833
<i>Cost Avoidance Subtotal:</i>		<b>405,481</b>	<b>416,820</b>	<b>428,613</b>	<b>440,877</b>	<b>453,632</b>	<b>2,145,422</b>

**Oakland County --Service Center Implementation Project**  
Return on Investment - Service Center Program

*Benefits Summary*

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Savings Total:</b>		<b>430,981</b>	<b>443,341</b>	<b>456,194</b>	<b>469,562</b>	<b>483,465</b>	<b>2,283,543</b>

**Oakland County --Service Center Implementation Project**  
Return on Investment - Service Center Program

*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	Leadership Group Allocation	HR	1	491,426	491,426		x	x							491,426	491,426						
IT Hours - System Maintenance	Development Svcs	Leadership Group Allocation	HR	50	122	6,100		x	x	x	x	x					6,100		6,100		6,100		6,100
Professional Services	Development Svcs		ANN	1	176,108	176,108		x	x	x						176,108	176,108	176,108					
IT Hours - Server Admin	Development Svcs	Leadership Group Allocation	HR	365	41	14,965		x									14,965						
IT Hours - Workstation Services	Development Svcs	Leadership Group Allocation	HR	162	39	6,318		x	x	x	x	x					6,318	6,318	6,318	6,318	6,318	6,318	6,318
Package Software - Acquisition	Software	IT	EA	1	62,500	62,500		x								62,500							
Package Software - Maintenance	Software	IT	ANN	1	33,000	33,000		x	x	x	x	x				33,000	33,000	33,000	33,000	33,000	33,000	33,000	33,000
App/Web Server - Acquisition	Hardware	IT	EA	4	6,373	25,493		x	x	x	x	x				25,493							
App/Web Server - Maintenance	Hardware	IT	EA	4	1,275	5,099	1.040	x	x	x	x	x				5,099	5,303	5,515	5,735	5,965	6,203	6,203	6,203
App/Web Server Sftwre - Acq/Upd	Software	IT	EA	4	1,000	4,000		x								4,000							
App/Web Server Sftwre - Mnt	Software	IT	EA	4	200	800	1.040	x	x	x	x	x				800	832	865	900	936	973	973	973
SQL Server Entrprs Sftwre - Acquisition	Software	IT	EA	0	20,000	0		x								0							
SQL Server Entrprs Sftwre - Maintenance	software	IT	ANN	0	4,000	0	1.040	x	x	x	x	x				0	0	0	0	0	0	0	0
SQL Server Standard Sftwre - Acquisition	Software	IT	EA	3	5,000	15,000		x								15,000							
SQL Server Standard Sftwre - Maintenance	Software	IT	ANN	3	2,000	6,000	1.040	x	x	x	x	x					6,240	6,490	6,749	7,019	7,300	7,300	7,300
Project Staff Training	Training	IT	EA	53	425	22,525		x	x							22,525	22,525						
Project Staff Training - Reporting	Training	IT	EA	0	1,850	0		x								0							
SSL Certificates	Hardware	IT	EA	2	1,600	3,200		x	x	x						3,200		3,200		3,200			
KB/DB/File Server - Acquisition	Hardware	IT	EA	2	9,613	19,225		x								19,225							
KB/DB/File Server - Maintenance	Hardware	IT	EA	2	1,923	3,845	1.040	x	x	x	x	x				3,845	3,999	4,159	4,325	4,498	4,678	4,678	4,678
KB/DB/File Server Software - Acq	Software	IT	EA	0	1,200	0		x								0							
KB/DB/File Server Software - Mnt	Software	IT	EA	0	240	0	1.040	x	x	x	x	x				0	0	0	0	0	0	0	0
Brightstore Failover Sftwre - Acq	Software	IT	EA	0	1,996	0		x								0							
Brightstore Failover Sftwre - Mnt	Software	IT	EA	0	499	0		x	x	x	x	x				0	0	0	0	0	0	0	0
Apollo 13 Training	Training	IT	EA	2	6,000	12,000		x								12,000							
Additional SD Analyst Licenses	Software	IT	EA	20	1,500	30,000		x								30,000							
Additional Maintenance - SD Lic	Software	IT	EA	20	500	10,000		x	x	x	x	x				10,000		10,000	10,000	10,000	10,000	10,000	10,000
Additional Dashboard Licenses	Software	IT	EA	20	250	5,000		x								5,000							
Additional Maintenance - DB Lic	Software	IT	EA	20	50	1,000		x	x	x	x	x				1,000		1,000	1,000	1,000	1,000	1,000	1,000

## Oakland County --Service Center Implementation Project

Return on Investment - Service Center Program

## 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	491,426	491,426					982,852
IT Hours - System Maintenance		6,100	6,100	6,100	6,100	6,100	30,500
Professional Services	176,108	176,108	176,108				528,324
IT Hours - Server Admin		14,965					14,965
IT Hours - Workstation Services		6,318	6,318	6,318	6,318	6,318	31,590
<i>Development Services Subtotal:</i>	<b>667,534</b>	<b>694,917</b>	<b>188,526</b>	<b>12,418</b>	<b>12,418</b>	<b>12,418</b>	<b>1,588,231</b>
<b>Hardware:</b>							
App/Web Server - Acquisition	30,592	5,303	5,515	5,735	5,965	6,203	59,313
SSL Certificates	3,200		3,200		3,200		9,600
KB/DB/File Server - Acquisition	23,070	3,999	4,159	4,325	4,498	4,678	44,729
<i>Hardware Subtotal:</i>	<b>56,862</b>	<b>9,301</b>	<b>12,874</b>	<b>10,060</b>	<b>13,663</b>	<b>10,881</b>	<b>113,642</b>
<b>Software:</b>							
App/Web Server Sftwre - Acq/Upg	4,800	832	865	900	936	973	9,306
Package Software - Acquisition	95,500	33,000	33,000	33,000	33,000	33,000	260,500
Additional SD Analyst Licenses		30,000					30,000
Additional Maintenance - SD Lic		10,000	10,000	10,000	10,000	10,000	50,000
Additional Dashboard Licenses		5,000					5,000
Project Staff Training	22,525	0					22,525
Additional Maintenance - DB Lic		1,000	1,000	1,000	1,000	1,000	5,000
KB/DB/File Server Software - Acq	0	0	0	0	0	0	0
<i>Software Subtotal:</i>	<b>122,825</b>	<b>79,832</b>	<b>44,865</b>	<b>44,900</b>	<b>44,936</b>	<b>44,973</b>	<b>382,331</b>
<b>Infrastructure:</b>							
<i>Infrastructure Subtotal</i>							
<b>Training:</b>							
Project Staff Training	22,525	22,525					45,050
Apollo 13 Training		12,000					12,000
Project Staff Training - Reporting		0					0
<i>Training Subtotal:</i>	<b>22,525</b>	<b>34,525</b>					<b>57,050</b>
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>869,746</b>	<b>818,575</b>	<b>246,265</b>	<b>67,378</b>	<b>71,017</b>	<b>68,273</b>	<b>2,141,254</b>

### *Assumptions*

Date	Assumption Description
<b>03-Jan-05</b>	IT Hours - New Development reflect estimates as of January 3, 2005 at time of Business Requirements Phase 2 renegotiation.
<b>20-Jul-05</b>	IT Hours - System Maintenance reflect 150 annual hours of support and maintenance to be budgeted to coordinate support from vendor, perform system administration functions, and write ad hoc queries using SQL Server Reporting Tool.
<b>20-Jul-05</b>	Professional Services - Mandatory reflect cost of vendor implementation services for mandatory requirements per RFP response. Per response to letter dated 7/1/05, total includes travel costs of \$35,500 (\$1,775 per week/20 weeks).
<b>20-Jul-05</b>	Professional Services - desirable reflect cost of vendor implementation services for desirable requirements per RFP response. Per response to letter dated 7/1/05, total includes travel costs of \$8,875 (\$1,775 per week/5 weeks).
<b>20-Jul-05</b>	Professional Services - ongoing reflect cost of vendor consulting services post implementation per RFP response. Per response to letter dated 7/1/05, total includes travel costs of \$7,100 (\$1,775 per week/1 week 4 times a year).
<b>20-Jul-05</b>	Per RFP response, a total of 8 servers will be required for Phase 1 implementation. Seven of the servers will be Dell servers, Dual Xeon, 3.6 Ghz, 4 GB RAM, Raid 5, 3 x 146 GB Internal Disk Storage (292 GB). These servers cost \$5,500 plus \$500 each for RAC and server mounting for a total of \$6,000. One server will be Dell servers, Dual Xeon, 3.6 Ghz, 4 GB RAM, Raid 5, 6 x 300 GB Internal Disk Storage (1.5 terabytes). These servers cost \$9,500 plus \$500 each for RAC and server mounting for a total of \$10,000.
<b>20-Jul-05</b>	Per infrastructure requirements, two SSL certificates will be required, one for the test/qa environment and one for the production environment. Each SSL certificate costs \$1,600 for two years. During six year analysis period, certificates will need to be purchased three times: year 1, year 3, and year 5.
<b>20-Jul-05</b>	Per RFP response, a total of 8 services will be required for Phase 1 implementation. Seven of the servers require the following server software Windows 2003 standard software (\$600), Back-Up Agent (\$130), MacAfee anti-virus (\$35). One server requires the Windows 2003 Enterprise software (\$800), Back-Up Agent (\$130), MacAfee anti-virus (\$35).
<b>20-Jul-05</b>	Package Software Acquisition and Maintenance costs reflect vendor response to RFP for software license and maintenance costs. Based on vendor's reply to 7/1/05 letter, maintenance costs were assumed to not increase if a P3 contract signed.
<b>20-Jul-05</b>	One of the 8 identified servers will be a database server. The database server requires SQL Server at \$20,000 per processor. Since the servers are dual processors, 2 licenses will be required. Annual maintenance is figured at an average of 10 calls a year at \$200 per call.
<b>20-Jul-05</b>	Information Technology designated Service Center administrators (5 including contractors) will require Java Runtime on desktops. Java runtime client has no associated costs to install on the client.
<b>20-Jul-05</b>	Per RFP response, IT staff project team training will cost \$12,750.

## Assumptions

Date	Assumption Description
20-Jul-05	Staff will require Crystal Reports or SQL Server Reporting Tool training. New Horizons (NH) offers course for both. NH offers two Crystal reports courses for \$690 each (\$1,380 for both classes) per student plus mileage and per diem. 10 IT staff will attend (4 from Internal Services, 1 from each of the divisions, and 2 to be identified) Crystal Reports training with a budget of \$1,500 per class. NH offers two SQL Server Reporting Tool training courses for \$850 each (\$1,700 for both classes) per student plus mileage and per diem. 10 It staff will attend with a budget of \$1,850 per class (including mileage and per diem). Oakland County can decide later which reporting mechanism to use, for these purposes, the more SQL Server option will be used to reflect worst case scenario.
20-Jul-05	Multiple Copies of Work Orders: Average 10 copies being made per work order entered in system; 2,000 annual work orders; 2 pages per work order; price per double-sided copy \$0.07; Total Savings Benefit: 40,000 pages * \$0.07 = \$2,800 annually.
20-Jul-05	WO Shadow Systems that can be eliminated: CLEMIS, Mainframe ID, 3 IP addresses maintenance systems, Business Objects licenses, TeamSite licenses, Websphere licenses, GIS software users. Save 1 hour per week per system; 5 systems (combine 3 IP systems to 1 system; BO, TeamSite, and Websphere to 1 system); 5 hours per week, 52 weeks. Total Savings Benefit: 260 hours per year * \$41 per hour (User Support II) = \$10,660 annually.
20-Jul-05	Eliminate work order Access database. Data entry will need to be made regardless of system, so no savings in data entry time has been estimated. However, given that work orders will be maintained online, research time has been estimated to save one hour a week for each of the IT divisions. 1 hour savings; 5 divisions (IS, TSN, AS, eGov, CLEMIS); 52 weeks. Total Savings Benefit: 260 hours per year * \$41 per hour (use salary of User Support II as average staff researching work orders) = \$10,660 annually. In addition, the manual writing of work orders will be eliminated. Save 1 hour per day. Total Benefit Savings: 260 hours per year * 41 per hour (User Support II)= \$10,660.
20-Jul-05	Eliminate need for SR form hard copy attachments. Save printing 1 email and 1.5 attachments per work order. Average email and attachment 1.5 pages. 2,000 annual work orders total 7,500 hard copy savings a year; price for single-sided copy \$0.035. Total Benefit Savings 7,500 pages * \$0.035 = \$263 annually.
20-Jul-05	Eliminate ordering colored work order paper annually. Oakland County spends approximately \$400 annually on CSA paper.
20-Jul-05	Eliminate order status spreadsheet. Data entry will need to be made regardless of system, so no data entry savings has been estimated.
20-Jul-05	Timely and automatic notification throughout service request process. Save 2 hours per week for each of the IT divisions. Total Savings Benefit: 520 hours per year * \$41 per hour (use salary of User Support II as average) = \$21,320 annually.
20-Jul-05	Enhanced Reporting. Reporting capabilities in the existing systems are practically non-existent. With system and ad hoc reports, staff will be able to be more proactive in identifying customer service issues and responding proactively. Save 20 incidents requiring 50 hours to resolve annually. Total Savings Benefit: 1,000 hours * \$41 (User Support II) = \$41,000 annually.
20-Jul-05	4% annual increases in benefits and maintenance costs.
20-Jul-05	One queue for PC Techs. Save 2 hours a week of Joe Tabor's and Jim Burton's time monitoring the Quetzal queue and work orders. Total Savings Benefit: 104 hours per year * \$41 per hour (user Support II as average) = \$4,264 annually.

## Assumptions

Date	Assumption Description
20-Jul-05	Enhance accuracy and confidence. Save 450 hours per year for PC Techs resolving issues (Issues Mgt in team plan) regarding work order processing. Total Savings Benefit: 450 hours * 41 per hour (user Support II average) = \$18,450 annually.
20-Jul-05	Eliminate help desk support and shadow systems. Current help desk volume being addressed by direct support; therefore not getting logged in standardized system. By eliminating shadow systems, analysts will save 10 minutes per help desk request being able to use one system to log all calls. 2,500 calls a month, 30,000 calls a year; save 5 minutes per call = 2,500 annually. Total Benefit Savings: 2,500 hours * \$41 per call (User Support II average) = \$102,500 annually.
20-Jul-05	Automatic work flow and approval. Save 3 hours per week of PC tech supervisor and staff time. Total Savings Benefit: 156 hours * \$41 per hour = 6,396 annually.
20-Jul-05	Customer Self-Service and Knowledge Base Inquiry benefits are not estimated for Phase 1 implementation. They will be included in future project phases.
20-Jul-05	No savings estimated for maintenance of Quetzal. Vendor no longer supports and no payments are made. Maintenance charges not associated with server that hosts Quetzal.
26-Aug-05	Changes to Technical Architecture as a Result of Contract Negotiations: A total of 8 servers will be required for Phase 1 implementation. Six of the servers will be Dell servers, Dual Xeon, 3.6 Ghz, 4 GB RAM, Raid 5, 3 x 146 GB Internal Disk Storage (292 GB). These servers cost \$5,873.32 plus \$500 each for RAC and server mounting for a total of \$6,373.32. Two servers will be Dell servers, Dual Xeon, 3.6 Ghz, 4 GB RAM, Raid 5, 6 x 300 GB Internal Disk Storage (1.5 terabytes). These servers cost \$9,112.60 plus \$500 each for RAC and server mounting for a total of \$9,612.60.
26-Aug-05	Changes to Technical Architecture as Result of Contract Negotiations: A total of 8 services will be required for Phase 1 implementation. Six of the servers require the following server software Windows 2003 standard software (\$600), Back-Up Agent (\$130), MacAfee anti-virus (\$35). Two of the servers require the Windows 2003 Enterprise software (\$800), Back-Up Agent (\$130), MacAfee anti-virus (\$35).
26-Aug-05	Changes to Technical Architecture as Result of Contract Negotiations: Purchase Brightstor, CA's failover software, as part of Service Desk implementation for failover of production web servers, application servers, database servers and QA application server cost 1,996 per server. In addition, a three year maintenance cost of \$499 per server applies.
26-Aug-05	Save 1,300 hours annually writing work orders and time saved in looking up in central repository. Total Benefit Savings 1,300 hours * \$41 (USS II) = \$53,300 annually.
26-Aug-05	Save 350 hours annually writing work orders and time saved in looking up in central repository. Total Benefit Savings 350 hours * \$41 (USS II) = \$14350 annually.
26-Aug-05	Eliminate need for 10 3" binders annually to Master CSA Binder. Total Benefits Savings: 10 binders * \$7.50 each = \$75 annually
07-Sep-05	Changes to Technical Architecture as Result of Contract Negotiations: Two of the 8 identified servers will be database servers. The database server requires an Enterprise Edition of SQL Server at \$20,000 per processor. Since the servers are dual processors, 2 licenses will be required per server. Annual maintenance is figured at an average of 20 calls a year at \$200 per call.

## Assumptions

Date	Assumption Description
<b>07-Sep-05</b>	Changes to Technical Architecture as Result of Contract Negotiations: Two of the servers will be used for development and quality assurance application servers. These servers will require a standard edition of SQL Server at \$5,000 per processor. Since the servers are dual processors, 2 licenses will be required per server. Annual maintenance is figured at an average of 10 calls a year at \$200 per call.
<b>07-Sep-06</b>	<b>IT Development Hours Breakdowns for Assurance and Compliance at Program Level for Each Plan in Program</b>
	*** Service Center Requirements and Software Selection
	2,397 Actual Hours with Clarity Bill Rate Costs of \$196,397
	168 Actual Hours at \$41 Bill Rate for Server Admin and Network Services Employees (ET6 and ETP)
	59 Actual Hours @ \$39 Bill Rate for Workstation Services Employees (ETN)
	2,624 Total Actual Hours
	*** Service Center Design Analysis and Prototype
	1,838 Actual Hours with Clarity Bill Rate Cost of \$150,675
	76 Actual Hours at \$41 Bill Rate for Server Admin and Network Services Employees (ET6 and ETP)
	40 Actual Hours @ \$39 Bill Rate for Workstation Services Employees (ETN)
	1,954 Total Actual Hours
	*** Service Center Implementation
	5,246 Actual Hours with Clarity Bill Rate Costs of \$421,459
	103 Actual Hours at \$41 Bill Rate for Server Admin and Network Services Employees (ET6 and ETP)
	58 Actual Hours at \$39 Bill Rate for Workstation Services Employees (ETN)
<b>16-Mar-07</b>	*** Service Center Implementation Renegotiation - Additional Hours
	1047.25 Hours with Clarity Bill Rate Costs of \$87,082
	2.75 Hours at \$41 Bill Rate for Server Admin and Network Services Employees (ET6 and ETP)
	3 Hours at \$39 Bill Rate for Workstation Services Employees (ETN)
<b>10-Jun-07</b>	*** Service Center Implementation Renegotiation - Scope Request
	244 Hours with Bill Rate \$122 Equals \$29,768
<b>10-Jun-07</b>	*** Service Center Implementation - Reporting
	166 Hours with Clarity Bill Rate Costs of \$13,968
	1 Hours at \$39 Bill Rate for Workstation Services Employees (ETN)
<b>13-Jul-07</b>	Add 55 TCUs Programmer to attend UR395 - Implementation Course at \$425 per TCU and Onsite Knowledge Tools Class.
<b>13-Jul-07</b>	*** Service Center Implementation - Foundation Knowledge Base
	1,405 Hours with Clarity Bill Rate Costs of \$99,657
	14 Hours at \$41 Bill Rate for Server Admin and Network Services Employees (ET6 and ETP)
	7 Hours @ \$39 Bill Rate for Workstation Services Employees (ETN)
<b>17-Aug-07</b>	*** Service Center Implementation - Foundation Knowledge Base Renegotiation

**Oakland County --Service Center Implementation Project**  
Return on Investment - Service Center Program

*Assumptions*

Date	Assumption Description
	(325) Hours with Clarity Bill Rate Costs of (\$29,004).
	(1) Hours @ \$39 Bill Rate for Workstation Services Employees (ETN)
19-Sep-07	*** Service Center Implementation - Reporting Renegotiation
	116 Additional Hours with Clarity Bill Rate Costs Increase of \$12,850