

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

Project Name: Service Center – Knowledge Base

Project ID: DH6181KB

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 confirm integration requirements for enhancing the Service Center knowledge base and to procure and implement vendor knowledge bases for package systems like Microsoft Office products so that self-service resolutions may increase 25% by July 2007.

Business Objective

The major objective for the Service Center – Knowledge Base project is to research and implement available commercial knowledge base packages that integrate with Unicenter Service Desk. By augmenting the knowledge base with available commercial packages for office products such as the Microsoft Office suite, the percentage of self-service resolutions should increase (goal 80% according to ITIL standards) thereby allowing service center analysts to spend more time triaging level 1 calls.

Major Deliverables

- Knowledge base requirements
- List of commercially available packages and vendor contact information
- RFP
- Contract
- Installed and tested software
- Updated Disaster Recovery toolkit
- Customized knowledge articles

Oakland County Department of Information Technology Project Scope and Approach

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Approach

- Determine requirements for, issue and evaluate RFP for vendors that supply knowledge bases for Microsoft Office and other software used at Oakland County for which commercial knowledge bases are available.
- Negotiate contract and implementation timeline with selected vendor.
- Work with vendor to install commercial packages and build customized knowledge articles for selected internal applications.

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users over 10,000

Divisions Includes all county executive departments and elected official office staff and Access Oakland business customers and county website users.

Leadership Groups 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.

Assumptions

Staffing IT Staffing: resources will be available for the hours indicated per the attached project plan.

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

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Project ID: DH6181KB

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.
- 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

- The Service Center production database server will be used to store knowledge base data. Additional hardware and storage space will not be required.

Funding

- Information technology.

Other

- The size estimate includes 20% vendor management.

Priority

Constraints

- None applicable.

Exclusions

- None applicable.

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Service Center – Knowledge Base

Project ID: DH6181KB

PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	Hours:	Cost:
Total Estimated Technical Systems	Hours: 28	Cost: \$ 0
Total Estimated eGovernment Services	Hours:	Cost:
Total Estimated CLEMIS	Hours:	Cost:
Total Estimated Internal Services	Hours: 737	Cost: \$ 89,914
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: 765	Cost: \$89,914
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 765	Cost: \$89,914

Oakland County Department of Information Technology Project Scope and Approach

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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 with a table of size estimates. The table has columns for Type, ID, Task Name, Estimated Hours, Estimated Cost, and Estimate Notes. The data is as follows:

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	240	\$29,279.	
Phase	030000	BUSINESS AREA REQUIREMENTS	215	\$26,229.	
Phase	140000	DESIGN	70	\$8,539.9	
Phase	060000-0	PROGRAMMING	70	\$6,831.9	
Phase	070000	IMPLEMENTATION	115	\$12,322.	
Phase	080000	POST IMPLEMENTATION SUPPORT	55	\$6,709.9	
			765	\$89,913.92	

The software interface includes a menu bar (File, Edit, View, Tools, Window, Help), a toolbar, and a sidebar with various project management tools like 'Size Estimate - Scope Change Management', 'Size Estimate (+/- 10% to 50%)', and 'Size Estimates - Tech Resource Hours/\$'. The status bar at the bottom shows 'Task Type not equal to Milesto' and 'NUM'.

Oakland County -- Service Center - Knowledge Base

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	78,000	78,000
Cost Avoidance Subtotal:	0	137,600	165,120	165,120	220,160	275,200	963,200
Costs:							
Development Services Subtotal:	101,062	16,100	16,100	16,100	16,100	16,100	181,562
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	71,500	6,500	6,500	6,500	6,500	6,500	104,000
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	137,600	165,120	165,120	220,160	353,200	1,041,200
Annual Total Costs	172,562	22,600	22,600	22,600	22,600	22,600	285,562
Annual Return on Investment	(172,562)	115,000	142,520	142,520	197,560	330,600	755,638
Annual Costs/Savings Ratio	0.00%	16.42%	13.69%	13.69%	10.27%	6.40%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	137,600	302,720	467,840	688,000	1,041,200	1,041,200
Cumulative Total Costs	172,562	195,162	217,762	240,362	262,962	285,562	285,562
Cumulative Return on Investment	(172,562)	(57,562)	84,958	227,478	425,038	755,638	755,638
Cumulative Cost/Savings Ratio	0.00%	141.83%	71.94%	51.38%	38.22%	27.43%	27.43%
Year Positive Payback Achieved			Year 3				Year 3
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 -- Service Center - Knowledge Base

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	HR	1	89,914	89,914		x								89,914							
IT Hours - System Maintenance	Development Svcs			50	122	6,100		x	x	x	x	x	x				6,100		6,100		6,100		6,100
IT Hours - Tech NS	Development Svcs			28	41	1,148		x								1,148							
User Hours - PTNE/OT	Development Svcs					0																	
Contractor Professional Services	Development Svcs		ANN	1	10,000	10,000		x	x	x	x	x	x			10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000
Package Software - Acquisition	Software	Information Technology	EA	1	65,000	65,000		x								65,000							
Package Software - Maintenance	Software	Information Technology	EA	1	6,500	6,500		x	x	x	x	x	x			6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500
						0																	
						0																	
						0																	
						0																	
						0																	

Oakland County -- Service Center - Knowledge Base
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	89,914						89,914
IT Hours - System Maintenance		6,100	6,100	6,100	6,100	6,100	30,500
IT Hours - Tech NS	1,148						1,148
User Hours - PTNE/OT							
Contractor Professional Services	10,000	10,000	10,000	10,000	10,000	10,000	60,000
<i>Development Services Subtotal:</i>	101,062	16,100	16,100	16,100	16,100	16,100	181,562
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
Package Software - Acquisition	65,000						65,000
Package Software - Maintenance	6,500	6,500	6,500	6,500	6,500	6,500	39,000
<i>Software Subtotal:</i>	71,500	6,500	6,500	6,500	6,500	6,500	104,000
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	172,562	22,600	22,600	22,600	22,600	22,600	285,562

