

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Service Center – Service Expansion

Project ID: DH6181SE

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>New Development</i>	<i>XX 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 XX	Mandate?	Yes No XX
			Mandate Source:	

Project Goal

To add 13 service offerings to the Service Center for support, develop PeopleSoft account code interface and implement advanced workflow for selected service request types so that the Service Center receives all IT service request types by December 2007.

Business Objective

The major objectives for the Service Center – Service Expansion project include adding services that could be requested through the Service Center System, identifying and implementing service requests for which advanced workflow would help reduce cost per resolution and developing a PeopleSoft account code interface in an effort to continue to add the capability of the Service Center analysts triaging more Level 1 requests so as to free up Level 2 analysts for new development and maintenance work.

Major Deliverables

- Inventory of new incident and change order types to be added to the system and service request types for which advanced workflow will reduce cost per resolution
- Requirements, Design, Program, and Test PeopleSoft account code interface to be used in the change order (formerly known as work order) on-line process.
- Service Center enhanced work flow functionality deployed for selected processes
- Addition of 13 service request types to the Service Center system
- Updated Disaster Recovery toolkit
- Updated Knowledge Articles

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Approach

- Create inventory of new incident and change order types by meeting with representatives from teams
- Document characteristics for incident and change order types
- Identify workflow requirements for new change order types
- Build and test a PeopleSoft financial interface to update Service Center account codes.
- Identify and implement processes that will benefit by using the Unicenter Service Desk R11 Enhanced Workflow module.
- Obtain training for Enhanced Workflow module.
- Add the following incident, problem and service request management services to the Service Center:
 - TS&N requests to Netadmin and Networking staff including server build and retirement requests
 - TS&N requests for DBA technical support
 - TS&N requests for firewall rule changes
 - Technical Review scheduling
 - Change Control scheduling
 - JCIQ – attorney technical support questions for JCIQ inquiry access.
 - Webmaster feedback from Access Oakland
 - GIS gishelp@oakgov.com and GIS direct calls
 - Websphere
 - Telecommunications requests for wireless device requests including cell phones, blackberries, and Treo and land line requests for phone lines
 - Project Management Office
 - eGovernment graphic sizing and County marketing material update requests
 - Customer Paper/Form requests

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

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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

- None.

Technical

- The Service Center production database server will be used to house the set-up values for the additional services. Additional hardware and software will not be needed.

Funding

- Information Technology

Other

- Staff will travel to a Computer Associates facility for Enhanced Workflow training.

Priority

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Constraints

- IT Application Services – Financial Services staff will require availability and account code extract knowledge. If knowledge does not exist with current staff, vendor staff may be required to assist.

Exclusions

- None.

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PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	Hours:	Cost:
Total Estimated Technical Systems	Hours: 165	Cost: \$3,782
Total Estimated eGovernment Services	Hours:	Cost:
Total Estimated CLEMIS	Hours:	Cost:
Total Estimated Internal Services	Hours: 2,310	Cost: \$281,820
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: 2,475	Cost: \$285,602
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 2,475	Cost: \$285,602

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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 - Service Expansion - 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	545	\$66,490.	
Phase	020000	FEASIBILITY STUDY	175	\$20,495.	
Phase	040000	BUSINESS SYSTEM DESIGN	350	\$36,844.	
Phase	050000	TECHNICAL DESIGN	175	\$20,496.	
Phase	060000-0	PROGRAMMING	530	\$58,804.	
Phase	070000	IMPLEMENTATION	530	\$61,731.	
Phase	080000	POST IMPLEMENTATION SUPPORT	170	\$20,739.	
			2,475	\$285,601.9	

The interface includes a 'Favorites' sidebar on the left with options like '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 very bottom includes icons for Start, Outlook, Master Plan, Clarity, Excel, and Open Workbench, with the system clock showing 1:35 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	426,146	435,174	435,174	453,108	471,164	2,220,766
Costs:							
Development Services Subtotal:	294,878	1,220	1,220	1,220	1,220	1,220	300,978
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:	5,100	0	0	0	0	0	5,100
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	0	426,146	435,174	435,174	453,108	471,164	2,220,766
Annual Total Costs	299,978	1,220	1,220	1,220	1,220	1,220	306,078
Annual Return on Investment	(299,978)	424,926	433,954	433,954	451,888	469,944	1,914,688
Annual Costs/Savings Ratio	0.00%	0.29%	0.28%	0.28%	0.27%	0.26%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	426,146	861,320	1,296,494	1,749,602	2,220,766	2,220,766
Cumulative Total Costs	299,978	301,198	302,418	303,638	304,858	306,078	306,078
Cumulative Return on Investment	(299,978)	124,948	558,902	992,856	1,444,744	1,914,688	1,914,688
Cumulative Cost/Savings Ratio	0.00%	70.68%	35.11%	23.42%	17.42%	13.78%	13.78%
Year Positive Payback Achieved		Year 2					Year 2
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: _____						

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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				
IT Hours - New Development	Development Svcs	Information Technology	ANN	1	285,602	285,602		x								285,602							
IT Hours - System Maintenance	Development Svcs	Information Technology		10	122	1,220			x	x	x	x	x	x			1,220		1,220		1,220		1,220
IT Hours - New Development DBA	Development Svcs	Information Technology		31	122	3,782		x								3,782							
IT Hours - New Development TS	Development Svcs	Information Technology		134	41	5,494		x								5,494							
Contractor Professional Services	Development Svcs					0																	
Project Staff Training	Training	Information Technology	EA	12	425	5,100		x								5,100							
User Training	Training					0																	
						0																	
						0																	
						0																	
						0																	
						0																	

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Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	285,602						285,602
IT Hours - System Maintenance		1,220	1,220	1,220	1,220	1,220	6,100
IT Hours - New Development DBA	3,782						3,782
IT Hours - New Development TS	5,494						5,494
Contractor Professional Services							
<i>Development Services Subtotal:</i>	294,878	1,220	1,220	1,220	1,220	1,220	300,978
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
Project Staff Training	5,100						5,100
<i>Training Subtotal:</i>	5,100						5,100
Other:							
<i>Other Subtotal:</i>							
Costs Total:	299,978	1,220	1,220	1,220	1,220	1,220	306,078

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Assumptions

Date	Assumption Description
14-Jul-06	Of service requests that are not currently captured in Quetzal, the Webmaster, netadmin, telecommunications, and GIS requests provide the opportunity for Level 1 triaging to take place at the Service Center. If the Service Center resolves more Level 1 calls, then customers will benefit fro Level 2 ability to deliver more desired services. Assumptions to increase Level 2 resource availability include the following:
	** Assume that in YRS 1-2, the Service Center will be able to resolve 25% of the requests
	** Assume that in YRS 3-4, the Service Center will be able to resolve 30% of the requests
	** Assume that in YR 5, the Service Center will be able to resolve 40% of the requests
	** Assume that in YR 6, the Service Center will be able to resolve 50% of the requests
	** The Webmaster receives 300 requests/week and spends an average of 1/2 minute per request to review and evaluate course of action. This equates to (300/wk * 1/1 minute * 52 weeks in a year)/60 minutes in an hour or 130 hours annually
	** The Network Support team receives 10 requests/week and spends an average of 5 minutes per request to review and evaluate course of action. This equates to (10/wk * 5 minutes * 52 weeks in a year)/60 minutes in an hour or approximately 43 hours annually
	** The Telecommunication Team receives 50 requests/week and spends an average of 15 minutes per request to review and evaluate course of action. This equates to (50/wk * 15 minutes * 52 weeks in a year)/60 minutes in an hour or 650 hours annually
	** The GIS team receives 50 requests/week and spends an average of 15 minutes per request to review and evaluate course of action. This equates to (50/wk * 15 minutes * 52 weeks in a year)/60 minutes in an hour or 650 hours annually
	** If the Service Center staff can resolve 25% in YR 1-2, that equates to 671 hours made available for Level 2 resources annually
	** If the Service Center staff can resolve 30% in YR 3-4, that equates to 806 hours made available for Level 2 resources annually
	** If the Service Center staff can resolve 40% in YR 5, that equates to 1,074 hours made available for Level 2 resources annually
	** If the Service Center staff can resolve 50% in YR 6, that equates to 1343 hours made available for Level 2 resources annually
	** The benefit was calculated using the billable rate; due to Information Technology's ability to recover new development hours.
14-Jul-06	By having the account code dynamically updated in the Service Center, 10 minutes of look-up and data entry time can be saved per work order because the information will be in one system (not two). If 25,000 CSAs are written annually and half require account codes, that equates to 12,500 Change Orders annually that will have 10 minutes data entry and lookup time saved or 2,083 hours ((12,500 COs * 10 minutes per change order)/60 minutes per hour equals 2,083 hours).
14-Jul-06	Using enhanced workflow functionality will save 5 minutes of lookup and data entry time per Change Order. If 25,000 CSAs are written annually and half will benefit from enhanced workflow functionality, that equates to 12,500 Change Orders annually that will have 5 minutes data entry time saved or 1,042 hours ((12,500 COs * 5 minutes per change order)/60 minutes per hour equals 1,042 hours).
	** The benefit was calculated using the billable rate; due to Information Technology's ability to recover new development hours.

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Assumptions

Date	Assumption Description