

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

Project Name: Change and Release Management Integration

Project ID: DH6181CM

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: Cindy Spencer				
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 adopt ITIL recommended processes so that change and release management including Change Control and Technical Review information is automatically passed among the Service Center, Change Management and Release Management systems.

Business Objective

Determine and implement requirements for integration of Change Control and Technical Reviews with Service Center to decrease the number of incidents, problems, and change orders reported as a result of changes made to the production environment by 50%.

Major Deliverables

- Requirements document
- Change Management and Release Management Process Assessment and ITIL Process Flows
- System set-up for enhanced 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
- Obtain training from vendor about existing capabilities to support desired business objectives. If needed, write CA change order for customizations needed in Service Center to obtain documented business objectives
- Present business case to Steering Committee

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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 and configuration 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

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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 cubicles set aside for vendor staff working on the Service Center and Change Management implementation projects.

Technical

- Additional hardware, software, 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

TBD

Constraints

- None Applicable

Exclusions

- None Applicable

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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 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:

Change and Release Management Integration - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated	Estimated	Estimate Notes
			Hours	Cost	
3	000000	PROJECT MANAGEMENT	300	\$36,600.00	
Phase	030000	BUSINESS AREA REQUIREMENTS	120	\$14,639.98	
Phase	040000	BUSINESS SYSTEM DESIGN	60	\$7,319.99	
Phase	050000	TECHNICAL DESIGN	60	\$6,100.00	
Phase	060000-0	PROGRAMMING	175	\$18,909.99	
Phase	070000	IMPLEMENTATION	175	\$20,130.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	110	\$13,420.00	
			1,000	\$117,119.95	

DH6181CM - Change and Release Management Integration

3.1 - Provide an Enhanced Application Service Offering

- | | |
|---|--|
| 3.1.1 - Increase application integration through web services <input checked="" type="checkbox"/> | 3.1.5 - Improve the quality, reliability and availability of all applications <input checked="" type="checkbox"/> |
| 3.1.2 - Research and develop a Constituent Relationship Management (CRM) strategy <input type="checkbox"/> | 3.1.6 - Increase the agility and responsiveness of business units by expanding customer analytics <input type="checkbox"/> |
| 3.1.3 - Promote mobility and location integration in business applications <input type="checkbox"/> | 3.1.7 - Leverage the County's Internet presence and portal as a branded consolidated point of access to all County information and services through a web browser <input type="checkbox"/> |
| 3.1.4 - Utilize ecommerce platform to offset costs and expand product offerings to customers <input type="checkbox"/> | 3.1.8 - Centralize identity and access management for all applications and content <input type="checkbox"/> |

3.2 - Enhance ability to provide effective and timely customer (County departments and CVTs) service

- | | |
|---|--|
| 3.2.1 - Implement a centralized service center strategy to provide a single point of contact for service delivery <input checked="" type="checkbox"/> | 3.2.4 - Provide a high-quality training program to empower employees through technology <input type="checkbox"/> |
| 3.2.2 - Implement the IT Infrastructure Library (ITIL) best practice framework for IT Service Management <input checked="" type="checkbox"/> | 3.2.5 - Develop a formalized customer communication plan <input type="checkbox"/> |
| 3.2.3 - Define a service and support strategy that clearly identifies the IT service provided <input type="checkbox"/> | 3.2.6 - Build IT Staff expertise through professional development <input type="checkbox"/> |
| | 3.2.7 - Expand capacity through ongoing organizational review and selective outsourcing <input type="checkbox"/> |

3.3 - Implement a Standardized Infrastructure Strategy

- | | |
|---|--|
| 3.3.1 - Deliver services using a shared technology infrastructure wherever possible <input type="checkbox"/> | 3.3.5 - Establish support cost model and SLA for all offerings outside 3.3.4 <input type="checkbox"/> |
| 3.3.2 - Implement a Microsoft infrastructure strategy <input type="checkbox"/> | 3.3.6 - Improve service availability through network design and management strategies <input type="checkbox"/> |
| 3.3.3 - Implement a consolidated security strategy <input type="checkbox"/> | 3.3.7 - Establish enhanced capacity planning and recovery management strategies <input type="checkbox"/> |
| 3.3.4 - Establish a standard personal computing hardware and software product suite, SLA, and replacement schedule for all County personal computers <input type="checkbox"/> | |

Oakland County -- Change and Release Management Integration

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	139,500	139,500	139,500	139,500	139,500	697,500
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	139,500	139,500	139,500	139,500	139,500	697,500
Annual Total Costs	170,460	610	610	610	610	610	173,510
Annual Return on Investment	(170,460)	138,890	138,890	138,890	138,890	138,890	523,990
Annual Costs/Savings Ratio	0.00%	0.44%	0.44%	0.44%	0.44%	0.44%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	139,500	279,000	418,500	558,000	697,500	697,500
Cumulative Total Costs	170,460	171,070	171,680	172,290	172,900	173,510	173,510
Cumulative Return on Investment	(170,460)	(31,570)	107,320	246,210	385,100	523,990	523,990
Cumulative Cost/Savings Ratio	0.00%	122.63%	61.53%	41.17%	30.99%	24.88%	24.88%
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 -- Change and Release Management Integration
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?						
								Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs	Information Technology	ANN	1	117,120	117,120		x						
IT Hours - System Maintenance	Development Svcs	Information Technology	HR	5	122	610			x	x	x	x	x	x
User Hours - NS New Development	Development Svcs	Information Technology	HR	40	41	1,640		x						
User Hours - PTNE/OT	Development Svcs					0								
Contractor Professional Services	Development Svcs		HR	200	250	50,000		x						
Project Staff Training	Training	Information Technology	HR	4	425	1,700		x						

Oakland County -- Change and Release Management Integration
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	117,120					
IT Hours - System Maintenance	Development Svcs		610	610	610	610	610
User Hours - NS New Development	Development Svcs	1,640					
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs	50,000					
Project Staff Training	Training	1,700					

Oakland County -- Change and Release Management Integration
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
User 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

