

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: Configuration Management Database**

**Project ID: DH6181CI**

<b>Leadership Group: Internal Services</b>				
<b>Department: Information Technology</b>			<b>Division: Internal Services</b>	
<b>Project Sponsor: Phil Bertolini</b>		<b>Date Requested: May 16, 2006</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: Cindy Spencer</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    No XX</b>		<b>Mandate?                    Yes                    No XX</b>		
		<b>Mandate Source:</b>		

## Project Goal

To create a configuration management database (CMDB) that will contain all relevant information about IT assets, components/configurations used for IT services and to manage the relationships between them so that configuration items can be easily identified, data can be controlled ensuring only authorize user access, current maintenance status can be obtained and is consistent, billing is improved and allowing for audits/reviews of the data can be done to ensure accuracy.

## Business Objective

### **Major Deliverables**

- Detail Project Plan
- Identified and inventoried assets
- Identified components/configurations
- Prototype with ITIL process flows
- 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 configuration management database in the production environment.
  - Centralized Asset Repository.

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- Configure software/database for use in the production environment.
- Design, program and test billing interface.
- Create and test the disaster recovery toolkit.
- 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 data to the new 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:

<b><u>Role:</u></b>	<b><u>Name</u></b>	<b><u>Hours per Day</u></b>
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.

**Technical**

- One production application server, one web server, and one database server will be required for production.
- The new configuration management software will run on Microsoft SQL Server.

**Funding**

- Information Technology

**Other**

- The size estimate includes 20% vendor management.

**Priority**

**TBD**

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

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**Exclusions**

- None Applicable

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## PROJECT PHASE AUTHORIZATION

<b>Phase(s): All</b>		
<b>Total Estimated Application Services</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 212</b>	<b>Cost: \$14,030</b>
<b>Total Estimated eGovernment Services</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Total Estimated CLEMIS</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Total Estimated Internal Services</b>	<b>Hours: 2,788</b>	<b>Cost: \$340,136</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: 3,000</b>	<b>Cost: \$354,166</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 3,000</b>	<b>Cost: \$354,166</b>

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## PROJECT COMPLETION AUTHORIZATION

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

### Configuration Management - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated	Estimated	Estimate Notes
			Hours	Cost	
3	000000	PROJECT MANAGEMENT	1,118	\$133,346.00	
Phase	050000	TECHNICAL DESIGN	310	\$33,549.91	
Phase	060000-0	PROGRAMMING	895	\$104,919.96	
Phase	070000	IMPLEMENTATION	397	\$48,190.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	280	\$34,159.95	
			3,000	\$354,165.82	

# Information Technology Strategic Plan Alignment

## DH6181CI - Configuration Management Database

### 3.1 - Provide an Enhanced Application Service Offering

- |   |  |
|---|--|
| 3.1.1 - Increase application integration through web services <input 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 checked="" 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 -- Configuration Management Database**

Return on Investment Analysis

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	0	0	15,150	15,150	15,150	15,150	60,600
<b>Costs:</b>							
Development Services Subtotal:	351,970	6,100	6,100	6,100	6,100	6,100	382,470
Hardware Subtotal:	0	9,700	1,940	1,940	11,640	1,940	27,160
Software Subtotal:	125,000	42,500	26,500	26,500	26,500	26,500	273,500
Infrastructure Subtotal:	0	0	0	0	0	0	0
Training Subtotal:	21,250	0	0	0	0	0	21,250
Other Subtotal:	0	0	0	0	0	0	0
<b>Annual Statistics:</b>							
Annual Total Savings	0	0	15,150	15,150	15,150	15,150	60,600
Annual Total Costs	498,220	58,300	34,540	34,540	44,240	34,540	704,380
Annual Return on Investment	(498,220)	(58,300)	(19,390)	(19,390)	(29,090)	(19,390)	(643,780)
Annual Costs/Savings Ratio	0.00%	0.00%	227.99%	227.99%	292.01%	227.99%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	0	0	15,150	30,300	45,450	60,600	60,600
Cumulative Total Costs	498,220	556,520	591,060	625,600	669,840	704,380	704,380
Cumulative Return on Investment	(498,220)	(556,520)	(575,910)	(595,300)	(624,390)	(643,780)	(643,780)
Cumulative Cost/Savings Ratio	0.00%	0.00%	3901.39%	2064.69%	1473.80%	1162.34%	1162.34%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							
<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 -- Configuration Management Database  
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							
Info Tech New Development	Development Svcs	Information Technology	HR	2,885	122	351,970		x							351,970											
Wkstn Svcs New Development	Development Svcs				39	0																				
Network Specialist New Development	Development Svcs	Information Technology			41	0		x							0											
DBA New Development	Development Svcs		HR	115	122	14,030																				
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	x			6,100	6,100	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		200	0		x							0											
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											
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						
Server Sftwre - Acquisition/Upgrade	Infrastructure	Information Technology	EA		1,200	0		x							0											
Server Sftwre - Maintenance	Infrastructure	Information Technology	EA		240	0		x	x	x	x	x			0	0	0	0	0	0						
Project Staff Training	Training	Fringe Benefit Fund	ANN	50	425	21,250		x							21,250											
User Training	Training	Fringe Benefit Fund	ANN		200	0																				
MS SQL Svr - Enhanced Acquisition	Software	Capital	EA	1	20,000	20,000		x							20,000											
MS SQL Svr - Enhanced Maint	Software	Capital	EA	1	4,000	4,000			x	x	x	x				4,000	4,000	4,000	4,000	4,000						
SSL Certificates	Software	Information Technology	EA		1,600	0		x							0											
Appl. Web Server - Acquisition	Infrastructure	Capital	EA	0	6,500	0			x						0											
Appl. Web Server - Maintenance	Infrastructure	Capital	EA	0	13,000	0				x	x	x	x			0	0	0	0	0						
MS SQL Server - Standard Acquis	Software	Capital	EA	0	5,000	0				x					0											
MS SQL Server - Standard Maint	Software	Capital	EA	0	2,000	0					x	x	x			0	0	0	0	0						

**Oakland County -- Configuration Management Database**  
Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Development Services:</b>							
New Development	351,970						351,970
Support and Maintenance		6,100	6,100	6,100	6,100	6,100	30,500
Contractor Professional Services	0						
<i>Development Services Subtotal:</i>	<b>351,970</b>	<b>6,100</b>	<b>6,100</b>	<b>6,100</b>	<b>6,100</b>	<b>6,100</b>	<b>382,470</b>
<b>Hardware:</b>							
DB Server - Acquisition/Upgrade		9,700	1,940	1,940	11,640	1,940	27,160
Appl, Web Server - Acquisition		0			0		
<i>Hardware Subtotal:</i>		<b>9,700</b>	<b>1,940</b>	<b>1,940</b>	<b>11,640</b>	<b>1,940</b>	<b>27,160</b>
<b>Software:</b>							
Package Software - Acquisition	125,000	22,500	22,500	22,500	22,500	22,500	237,500
Server Sftwre - Acquisition/Upgrade	0	0	0	0	0	0	0
MS SQL Svr - Enhanced Acquisition		20,000	4,000	4,000	4,000	4,000	36,000
SSL Certificates	0						
MS SQL Server - Standard Acquis		0	0	0	0	0	0
<i>Software Subtotal:</i>	<b>125,000</b>	<b>42,500</b>	<b>26,500</b>	<b>26,500</b>	<b>26,500</b>	<b>26,500</b>	<b>273,500</b>
<b>Infrastructure:</b>							
<i>Infrastructure Subtotal</i>							
<b>Training:</b>							
Project Staff Training	21,250						21,250
User Training							
<i>Training Subtotal:</i>	<b>21,250</b>						<b>21,250</b>
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>498,220</b>	<b>58,300</b>	<b>34,540</b>	<b>34,540</b>	<b>44,240</b>	<b>34,540</b>	<b>704,380</b>

Return on Investment Analysis

Assumptions

Date	Assumption Description
28-Aug-08	50 hours of programmer support will be required annually.
	Software maintenance costs were estimated at 18% of software licensing costs.
28-Aug-08	Decrease Quarterly Billing Errors
	- An average of 10 hours is spent reviewing and correcting billing errors annually.
	- 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.
	Decrease Inventory Discrepancies
	- It is estimated that over 100 hours of time is spent annually investigating inventory discrepancies.
28-Aug-08	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).
	- For each shadow system, staff will save 25 hours quarterly
28-Aug-08	Faster/More Reliable Customer Service
	- Staff will save 25 hours per quarter
28-Aug-08	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.