

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Inventory Assessment and Improvements

Project ID: DH6181CR

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 XX			Mandate? Yes No XX	
			Mandate Source:	

Project Goal

To assess the current Mainframe Inventory System and IT configuration management processes using the ITIL framework to complete an assessment and recommendations for improvements to the existing IT Inventory system.

Business Objective

Assess and Recommend enhancements to the mainframe inventory system. Consider web-based inventory tracking and asset management software system that integrates with the Service Center system resulting in a decrease of hours spent in manual inventory reconciliation processes.

Major Deliverables

- Detail Project Plan
- Inventory Tracking and Asset Management System Requirements
- Proposed Technical Architecture
- Prototype
- ITIL Process Flows for Configuration Management
- Recommended Implementation Option
- Request for Proposal
- Vendor Selection Notification
- Software License and Professional Services Contract
- Order Required Hardware and Software
- Disaster Recovery Toolkit

Approach

- Conduct ITIL process review meetings with Information Technology to confirm existing processes and document recommended ITIL best practices for Inventory

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- Management.
- From outcome of process reviews, document system requirements.
- Research and evaluate implementation options including purchase of vendor software, using PeopleSoft asset tracking, and porting existing mainframe system to web-based platform.
- Based on implementation approach,
 - Develop plan to implement enhancements or
 - Draft RFP.
 - Conduct qualifying software vendor demonstrations of Help Desk and Work Order processing integration at Oakland County.
 - Select a vendor
 - Negotiate contract.
- Negotiate project timeline and resource commitment requirements.
- Create Prototype work plan.

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:

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Role:

Project Sponsor:

Name

Phil Bertolini

Hours per Day

As Needed

Facilities

- None Applicable

Technical

- None Applicable

Funding

- Information Technology

Other

- None Applicable

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: 179	Cost: \$0
Total Estimated eGovernment Services	Hours:	Cost:
Total Estimated CLEMIS	Hours:	Cost:
Total Estimated Internal Services	Hours: 1,021	Cost: \$124,562
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: 1,200	Cost: \$124,562
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 1,200	Cost: \$124,562

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PROJECT COMPLETION AUTHORIZATION

Customer Acceptance of Product:	
Title:	Date:
Project Office Review:	Date:

Inventory Assessment and Improvements - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
	000000	PROJECT MANAGEMENT	265	\$30,500.00	
Phase	020000	FEASIBILITY STUDY	455	\$45,262.00	
Phase	070000	IMPLEMENTATION	480	\$48,800.00	
			1,200	\$124,561.99	

Information Technology Strategic Plan Alignment

DH6181CR - Inventory Assessment and Improvements

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 -
Inventory Assessment and Improvements**
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	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	133,950	0	0	0	0	0	133,950
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:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	0	0	0	0	0	0	0
Annual Total Costs	133,950	0	0	0	0	0	133,950
Annual Return on Investment	(133,950)						(133,950)
Annual Costs/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	0	0	0	0	0	0
Cumulative Total Costs	133,950	133,950	133,950	133,950	133,950	133,950	133,950
Cumulative Return on Investment	(133,950)	(133,950)	(133,950)	(133,950)	(133,950)	(133,950)	(133,950)
Cumulative Cost/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							
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 -
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Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
New Development	133,950						133,950
Support and Maintenance							
Contractor Professional Services	0	0					
<i>Development Services Subtotal:</i>	133,950						133,950
Hardware:							
DB Server - Acquisition/Upgrade		0	0	0	0	0	
Appl, Web Server - Acquisition		0			0		
<i>Hardware Subtotal:</i>							
Software:							
Package Software - Acquisition	0	0	0	0	0	0	
Server Sftwre - Acquisition/Upgrade	0	0	0	0	0	0	
MS SQL Svr - Enhanced Acquisition		0	0	0	0	0	
SSL Certificates	0	0					
MS SQL Server - Standard Acquis		0	0	0	0	0	
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
Project Staff Training	0						
User Training		0					
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							

Oakland County -
Inventory Assessment and Improvements
Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Costs Total:	<i>133,950</i>						<i>133,950</i>

