

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Service Center – Service Expansion Enhancements 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: 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 add 19 service offerings and implement enhancements to the Service Center for support so that the Service Center receives all service requests.

Business Objective

Add services that should be requested through the Service Center System which are currently managed outside the application via manual processes. Apply advanced workflow to reduce cost per resolution in an effort to continue to add the capability of the Service Center analysts triaging more Level 1 requests, thus freeing Level 2 analysts for new development, support 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
- Service Center enhanced work flow functionality deployed for selected processes
- Addition of 19 service request types to the Service Center system
- Updated DR toolkit
- Updated Knowledge Articles

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

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Service Center – Service Expansion Enhancements Project ID: DH6181SE

- 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, retirement, restore, backup and special backup 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, Treo and land line requests for phone lines
 - Project Management Office
 - Radio Change Orders and Support
 - eGovernment graphic sizing and County marketing material update requests
 - Customer Paper/Form requests
 - Access Oakland Account Set-up, Name and Email Address Maintenance
 - Requests for Q/A and Development Application Support
 - Review Adding Third Party Vendors to the system
 - Add Peoplesoft Financial (Vendor/Supplier) to Service Center Web Services
 - Review and Implement Archive Purge Criteria
- Update the DR Toolkit

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 Steering Committee - Internal Services

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

Project Name: Service Center – Service Expansion Enhancements Project ID: DH6181SE

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

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

Priority

TBD

Constraints

Exclusions

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Service Center – Service Expansion Enhancements Project ID: DH6181SE

PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	Hours:	Cost:
Total Estimated Technical Systems	Hours:	Cost:
Total Estimated eGovernment Services	Hours:	Cost:
Total Estimated CLEMIS	Hours:	Cost:
Total Estimated Internal Services	Hours: 1,115	Cost: \$136,030
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:	Cost:
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours:	Cost:

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Service Center – Service Expansion Enhancements Project ID: DH6181SE

PROJECT COMPLETION AUTHORIZATION

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

Service Center - Service Expansion & Enhancements - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
3	000000	PROJECT MANAGEMENT	245	\$29,890.00	
Phase	020000	FEASIBILITY STUDY	330	\$40,260.00	
Phase	040000	BUSINESS SYSTEM DESIGN	170	\$20,740.00	
Phase	050000	TECHNICAL DESIGN			
Phase	060000-0	PROGRAMMING			
Phase	070000	IMPLEMENTATION	347	\$42,334.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	23	\$2,806.00	
			1,115	\$136,030.00	

DH6181SE - Service Center - Service Expansion & Enhancements Sizing

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 -- Service Center - Service Expansion Enhancements

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:	136,030	4,880	4,880	4,880	4,880	4,880	160,430
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	426,146	435,174	435,174	453,108	471,164	2,220,766
Annual Total Costs	136,030	4,880	4,880	4,880	4,880	4,880	160,430
Annual Return on Investment	(136,030)	421,266	430,294	430,294	448,228	466,284	2,060,336
Annual Costs/Savings Ratio	0.00%	1.15%	1.12%	1.12%	1.08%	1.04%	
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	136,030	140,910	145,790	150,670	155,550	160,430	160,430
Cumulative Return on Investment	(136,030)	285,236	715,530	1,145,824	1,594,052	2,060,336	2,060,336
Cumulative Cost/Savings Ratio	0.00%	33.07%	16.93%	11.62%	8.89%	7.22%	7.22%
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: _____						

Oakland County -- Service Center - Service Expansion Enhancements

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	136,030	136,030		x						
IT Hours - System Maintenance	Development Svcs	Information Technology		40	122	4,880			x	x	x	x	x	x
IT Hours - New Development DBA	Development Svcs	Information Technology		0	122	0		x						
IT Hours - New Development TS	Development Svcs	Information Technology		0	41	0		x						
Contractor Professional Services	Development Svcs					0								
Project Staff Training	Training	Information Technology	EA	0	0	0		x						
User Training	Training					0								
						0								
						0								
						0								
						0								
						0								

Oakland County -- Service Center - Service Expansion Enhancements
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	136,030					
IT Hours - System Maintenance	Development Svcs		4,880	4,880	4,880	4,880	4,880
IT Hours - New Development DBA	Development Svcs	0					
IT Hours - New Development TS	Development Svcs	0					
Contractor Professional Services	Development Svcs						
Project Staff Training	Training	0					
User Training	Training						

Oakland County -- Service Center - Service Expansion Enhancements
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	136,030						136,030
IT Hours - System Maintenance		4,880	4,880	4,880	4,880	4,880	24,400
IT Hours - New Development DBA	0						
IT Hours - New Development TS	0						
Contractor Professional Services							
<i>Development Services Subtotal:</i>	136,030	4,880	4,880	4,880	4,880	4,880	160,430
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
Project Staff Training	0						
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	136,030	4,880	4,880	4,880	4,880	4,880	160,430

