

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Microsoft Exchange

Project ID: T66186ME

Leadership Group: Information Technology Steering Committee				
Department: Information Technology			Division: Technical Systems and Networking	
Project Sponsor: Ed Poisson		Date Requested: 7/26/06		PM Customer No. 186
Request Type: <i>New Development</i> Enhancement <i>Customer Support</i> <i>Planned System Maintenance or Upgrade</i>				
IT Team Name: Server Administration			IT Team No: 6	
Project Manager/Leader: Darrell Kirby				
Account Number: 17030	Account Description:	Technical Systems and Networking	Customer Name:	Information Technology
Grant Funded? Yes No		Mandate? Yes No		
Mandate Source:				

Project Goal

To implement Microsoft Exchange as the County's primary email system so that integration of Calendaring and the Microsoft office suite can be obtained by September 2008.

Business Objective

To perform project management activities so that the project is executed in a timely manner with appropriate quality and cost controls.

Major Deliverables

- Updated Project Plan
- Project Issues Log
- Notice of Project Decisions Log
- Project Communications Plan

Approach

- Project Manager will develop the project's communications plan.
- Utilize Clarity suite for project planning and issues management.

Business Objective

To implement Microsoft Exchange as the County's primary email system so that integration of Calendaring and the Microsoft office suite can be obtained.

Major Deliverables

1. **Requirements Document**

Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: Microsoft Exchange

Project ID: T66186ME

Perform research and develop a document that describes the requirements for migrating from Mirapoint to MS Exchange, and selecting product(s), along with other technical and project needs.

2. Service Definition

Technical Systems and Networking staff will produce an IT Steering Committee approved document that describes the services provided, including: In-Scope and Out-of-Scope Functions, Hours of Operation, Escalation Procedure, Roles and Responsibilities, etc.

3. Technical Design Document

Develop a management approved technical document necessary to ensure project goals and objectives are met.

4. Product(s) Purchased

Perform standard County purchasing activities to obtain and track hardware and software purchases.

5. Policies

Management approved documents formalizing the usage of the services and tools, Generic Mailbox policy and other specified polices such as Broadcast Policies and calendaring.

6. Pre-Implementation Plan / Migration Plan

A Technical Systems and Networking management approved document that details the delivery of the production Email System.

The Technology Management Plan and Maintenance plan will include documents which include a schedule for the software/hardware SLA and maintenance.

7. Technical Training

Class room instruction for Technical Systems training which will be at a remote location.

8. Test Plan

A Technical Systems and Networking management approved document that details the tests and measurements for success of the solution. Building a test environment and executing the test for the project.

9. Standard Operating Procedures (SOPs)

Multiple management approved documents formalizing the usage of the services and tools. Example: Termination messaging procedures for employees leaving the County.

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

Project Name: Microsoft Exchange

Project ID: T66186ME

10. End-User Documentation

A set of education materials to assist end-users with performing functions in the system.

11. Server Administrator Education Program

Education plan and materials to cross train Administrators.

12. Production Implementation / Migration

Install new hardware and software purchased to provide coverage in the Production Environment and creation of Disaster Recovery Documentation.

13. Post Implementation Support (not a deliverable in the final S&A, but will be in the WBS)

Work effort to support / stabilize the system immediately after Production Implementation / Migration.

Benefits

See Return on Investment (ROI) Analysis Document

Intangible

Improved Service

The use of Integration points between the Office suite and the MS Exchange service to utilize calendaring features.

Accuracy

Product/Service

Productivity

Impact

Divisions

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

Project Name: Microsoft Exchange

Project ID: T66186ME

All

Leadership Groups

All

Risk

Business Environment Medium - Project will require some changes to existing business processes

Technical Environment High – Previously implemented technologies with new aspects and/or new requirements

Assumptions

Staffing IT Staffing:

Other Staffing: additional staffing will be available as follows:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Ed Poisson	As needed

Facilities

- All work will be performed at the Bldg 49 facility.

Technical

- Encompasses the migration of the email application from Mirapoint to Microsoft Exchange.
- Existing Mirapoint environment will be utilized for Anti-Spam and Anti-Virus capabilities.
- Active Directory will have to be configured for MS Exchange capabilities.
- Will make use of dedicated backup server.
- Will make use of existing Outlook functionality.
- User Email will not be converted From Mirapoint to MS Exchange

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

Project Name: Microsoft Exchange

Project ID: T66186ME

- Test servers will remain in environment
- Will use Account lockout, password expiration and State Account Policies

Funding

- IT

Other

- Will include only the Oakland County Employees in our domain

Priority

Constraints

-

Exclusions

- There will be no end user training on new technology.
- Solution will not include a Pilot group.
- Solution will not include CVT's or PD's.
- Solution will not include Calendaring training.

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Microsoft Exchange

Project ID: T66186ME

PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Implementation, Post Implementation		
Total Estimated Application Services	Hours:	Cost: \$
Total Estimated Technical Systems	Hours: 2567	Cost: \$ 108,580
Total Estimated eGovernment Services	Hours:	Cost: \$
Total Estimated CLEMIS	Hours:	Cost: \$
Total Estimated Internal Services	Hours:	Cost: \$
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: 2567	Cost: \$108,580
Preliminary Estimated Development for Future Phases	Hours:	Cost: \$
Grand Total Estimated Development	Hours: 2567	Cost: \$108,580

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

Project Name: Microsoft Exchange

Project ID: T66186ME

PROJECT COMPLETION AUTHORIZATION

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

Oakland County Department of Information Technology Project Scope and Approach

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Open Workbench - [Microsoft Exchange - Size Estimate (+/- 10% to 50%)]

File Edit View Tools Window Help

[All Resources]

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	620	\$61,000.	
Phase		SOLUTION DEVELOPMENT	358	\$15,005.	
Phase	200000	PRE-IMPLEMENTATION	1,012	\$13,786.	
Phase	300000	IMPLEMENTATION	410	\$8,174.0	
Phase	400000-16	POST IMPLEMENTATION	167	\$10,614.	
			2,567	\$108,579.9	

For Help, press F1

Task Type not equal to Milestone

NUM

Oakland County -- MS Exchange
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:	145,103	2,365	2,436	2,509	2,584	2,662	157,658
Hardware Subtotal:	70,041	2,071	0	79,195	2,071	0	153,377
Software Subtotal:	245	0	0	0	0	0	245
Infrastructure Subtotal:	81,938	590	696	822	969	1,144	86,159
Training Subtotal:	12,000	0	0	0	0	0	12,000
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	0	0	0	0	0	0	0
Annual Total Costs	309,327	5,026	3,132	82,525	5,624	3,806	409,440
Annual Return on Investment	(309,327)	(5,026)	(3,132)	(82,525)	(5,624)	(3,806)	(409,440)
Annual Costs/Savings Ratio	0.00%	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	309,327	314,353	317,485	400,010	405,634	409,440	409,440
Cumulative Return on Investment	(309,327)	(314,353)	(317,485)	(400,010)	(405,634)	(409,440)	(409,440)
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 -- MS Exchange

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
IT Hours - New Development	Development Svcs	IT - Information Technology / 17030	HR	2,567	41	105,247	
IT Hours - System Maintenance	Development Svcs	IT - Information Technology / 17030	HR	56	41	2,296	1.030
IT Hours - Application Services	Development Svcs	IT - Information Technology / 17030	HR		61	0	
IT Hours - Tech Consultant	Development Svcs	IT - Information Technology / 17030	HR	0	0	0	
Contractor Professional Services	Development Svcs	IT - Information Technology / 17030	EA	1	37,560	37,560	
Networker Module	Software	IT - Information Technology / 17030	EA		0	0	
PC System - Maintenance	Hardware				2,304	0	
Notebook - Acquisition	Hardware					0	
Notebook - Maintenance	Hardware				2,372	0	
Mini Notebook - Acquisition	Hardware					0	
Mini Notebook - Maintenance	Hardware				2,196	0	
Laserprinter 1 - Acquisition	Hardware					0	
Laserprinter 1 - Maintenance	Hardware				1,104	0	
Laserprinter 2 - Acquisition	Hardware					0	
Laserprinter 2 - Maintenance	Hardware				1,208	0	
Laserprinter 3 - Acquisition	Hardware					0	
Laserprinter 3 - Maintenance	Hardware				1,860	0	
Image Workstations - Acquisition	Hardware					0	
Image Workstations - Maintenance	Hardware				3,496	0	
Terminals - Acquisition	Hardware					0	
Terminals - Maintenance	Hardware				644	0	
PRTR w/TERM ID - Acquisition	Hardware					0	
PRTR w/TERM ID - Maintenance	Hardware				1,072	0	
PRTR w/o TERM ID - Acquisition	Hardware					0	
PRTR w/o TERM ID - Maintenance	Hardware				1,072	0	
PC Maintenance User Owned	Hardware				2,304	0	
Printer Maintenance User Owned	Hardware				1,072	0	
McAfee Anti-virus Software - Acquisition	Software	IT - Information Technology / 17030	EA	7	35	245	
MS Exchange User License	Software		EA		15	0	
Networker Module	Software	IT - Information Technology / 17030	EA		1,400	0	
Windows Connector License	Software			5	1,700	8,500	

Oakland County -- MS Exchange
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	105,247						105,247
IT Hours - System Maintenance	2,296	2,365	2,436	2,509	2,584	2,662	14,851
IT Hours - Application Services	0						
IT Hours - Tech Consultant	0						
Contractor Professional Services	37,560						37,560
<i>Development Services Subtotal:</i>	145,103	2,365	2,436	2,509	2,584	2,662	157,658
Hardware:							
Imation Tape (LTO-3) - Acquisition	1,800						1,800
Imation Tape - Acquisition/Replacement	0						
Rack Mount and Server	59,500			79,195			138,695
HP MSL2024 Ultrium 960 Tape Library (Tape Unit Price - includes SCSI Card, Rack Mount and 12ft VHDCI Cable)	8,741						8,741
HP MSL2024 Ultrium 960 Tape Library Warranty (Tape Unit Service 13x5 next day for 3 years on HW DLT/LTO Autoloader)		2,071			2,071		4,142
Server - Hardware Maintenance		0	0	0	0	0	
<i>Hardware Subtotal:</i>	70,041	2,071		79,195	2,071		153,377
Software:							
Networker Module	0						
McAfee Anti-virus Software - Acquisition	245						245
MS Exchange User License	0						
Networker Module	0						
OS - Acquisition	3,500						
Server OS Sftwre - Maintenance		0	0	0	0	0	
<i>Software Subtotal:</i>	245						245
Infrastructure:							
SAN Includes: Dell/EMC Clarion CX300 300 GB Fibre Channel and Fiber Patch and Fiber Card	80,565						80,565
Backup Server Sftwre - Acquisition/Upgrade	873						873
Backup Server Sftwre - Annual Support - Maintenance	500	590	696	822	969	1,144	4,721
<i>Infrastructure Subtotal</i>	81,938	590	696	822	969	1,144	86,159
Training:							
Project Staff Training	12,000						12,000
<i>Training Subtotal:</i>	12,000						12,000
Other:							
<i>Other Subtotal:</i>							
Costs Total:	309,327	5,026	3,132	82,525	5,624	3,806	409,440

Oakland County -- MS Exchange
Return on Investment Analysis

Assumptions

Date	Assumption Description
7-Jul-05	Migration of email from Mirapoint to Microsoft Exchange
7-Jul-05	Existing Mirapoint Environment will be utilized for Anti-Spam and Anti-Virus capabilities
7-Jul-05	Active Directory will have to be configured for MS Exchange
7-Jul-05	The solution will have a dedicated backup server
7-Jul-05	The solution will make use of the current Outlook functionality
7-Jul-05	The solution will only include the users in our domain
11-Jul-05	This solution will also include PDA functionality
11-Jul-05	