

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Outbound Internet Access Management

Project ID: TP51860B

Information Technology Steering Committee Leadership Group:		
Department: Information Technology		Division: Technical Systems & Networking
Project Sponsor: TBD	Date Requested: TBD	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: Network Services		IT Team No: P
Project Manager/Leader:		
Account Number: 17030	Account Description: IT – Information Technology	Customer Name:
Grant Funded? Yes <input type="checkbox"/> No	Mandate? Yes <input type="checkbox"/> No	Mandate Source:

Project Goal

To implement an outbound Internet access management tool, so that Oakland County departments may authorize or restrict public Internet access by workstation IP address by December 2005.

Business Objective

Increase employee productivity by implementing controlled public Internet access at the department level by designated managers for all County departments, and minimize the entrance of SpyWare and other virus contamination from entering the County network.

Major Deliverables

The project's deliverables are organized into five project phases: Project Management, Solution Development, Pre-Implementation, Implementation, and Post Implementation.

Project Management Phase:

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

Solution Development Phase:

- Product Selection Criteria Established
- RFP
- Vendor Selected

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- Security Design
- Architecture Diagram
- Technology Management Plan
- Maintenance Plan and Schedule
- County-wide Internet network communications policy and Departmental guidelines governing Internet access

Pre-Implementation Phase:

- Test Environment Ready
- Test Plan
- Test Results Sign-off/Ready for Pilot or Production
- Approved Implementation Plan
- DR Tool Kit
- Approved Change Control
- IT Support Staff Technically Trained

Implementation Phase

- Pilot Implementation according to the Implementation Plan, Security Design and Approved Architecture
- Pilot Successful Sign-Off
- Full Implementation according to the Implementation Plan and Security Design
- Approved Service level Agreement (SLA)
- Approved Technology Review Document

Post Implementation Phase

- Post Implementation Review
 - Implementation Successful Sign-Off

Approach

- Perform Build versus Buy Analysis
- Determine administration approach
- Develop RFP and execute vendor selection process,
- Develop project plans and other project technical documentation
- Execute testing and implementation according to plans, and
- Ensure Security Design is in accordance to existing Security Policies & Procedures, and
- Develop and Maintain Project Data

Using the RFP Process, select a vendor to provide:

- Experts to deliver design consulting, testing, implementation, training services and project documentation, as required.
 - To include development of technical documentation (Test Plans, Test Cases, etc.),

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- Includes provisioning of IT Staff training on new system support requirements
- Includes provisioning of technical manuals and hardware/software guides to IT Staff as part of training,
- Perform actual test scenarios, document and analyze test results,
- Design, implement and conduct Pilot,
- Provide functional software, and if necessary hardware as specified in the terms of the final contract.

IT management will provide expertise and approval of policies, plans and project documentation requiring management approval.

Benefits

See Return on Investment (ROI) Analysis Document

Velocity Networks (Southern California's Leading Provider of Managed Technology Services) article, "Is Your Business at Risk?" suggests that 37% of at-work Internet users in the U.S. have visited an X-rated site, and over 72% of Internet users utilize high bandwidth applications, including instant messaging, downloading music, and watching video clips.

Internet misuse at work costs American Organizations more than \$85 billion annually in lost productivity.

Impact

Number of Users

Approximately 3,600 Countywide users (includes about 200 Pilot users in the Pilot Department for the initial implementation)

Divisions

All

Leadership Groups

All

Risk

Business Environment

Low Proven and previously implemented technologies

- Currently, there is just one customer identified and there is a slight risk that not all Divisions will accept this rollout as essential to their operations.

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Technical Environment

- Medium** Previously implemented technologies with new aspects and/or new requirements
- Uncertainty about how the system will interact with other systems and applications already in use for outbound Internet access.

Assumptions

Staffing Resources will be available for the hours indicated per the attached project plan. The identified roles and estimated resource availability is anticipated to be as follows:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:		
Project Manager:		
Deliverable Approver:		
Source System Expert		
Technical Architect		
Network Services		
DP Auditor (Data Security Specialist)		
User Staff		
Workstation Services Technician		

Facilities

- Initial work to be performed will require team member access to the Pilot Department's facilities
- The project staff requires Data Center access to install and test of the solution for the duration of the project. This may include external vendors.
- External vendors will need office space for approximately 10 days for two people during the pilot period (Desk, phone, and modem line).
- Space for hardware/software setup for the test environment
- Existing power, hardware and infrastructure will be utilized

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Technical

- Network availability is 8am – 5pm/daily with Thursday as the specified day for the application rollout
- Hardware/software availability for the test environment

Funding

- Information Technology is the funding source for procurement of software and other resources necessary to complete the project.

Other

- The Pilot completed with the Pilot Department resources will demonstrate functionality, and provide acceptance of the application.

Priority Priority is determined by County Leadership Groups

Constraints

- Corporate Disaster Recovery and Security guidelines
- Non-acceptance of solution by the various Divisions will affect the ROI
- Existing workstation and infrastructure support guidelines
- Training is limited to IT Staff supporting this system, and is the responsibility of the selected Supplier and will not be provided by the implementation team members.
- The rollout includes all County workstations, however the decision to accept this implementation is on a Department basis, and each participating Department selecting an administrator for training and centralized management of identified IP addresses for lock-down.
- The software runs on a County firewall utility to provide access to existing servers.

Exclusions

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- Hardware and software upgrades are out of the scope of this effort.
- Lock-down of Internet Access for City Villages, Townships and Clemis Agencies is out of the scope of this effort (Oakland County Sheriff's Department is 'in scope'), and Internet Access will continue to be provided by the County.
- The project excludes anything that is not identified in the scope of this effort.

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PROJECT PHASE AUTHORIZATION

Phase(s): Entire Project		
Total Estimated Systems Development	Hours:	Cost:
Total Estimated Technical Systems	Hours: 661	Cost: \$27,101
Total Estimated DISC	Hours:	Cost:
Total Estimated CLEMIS	Hours:	Cost:
IT Systems Development Division Manager Approval:	Date:	
IT Technical Systems Division Manager Approval:	Date:	
IT DISC Division Manager Approval:	Date:	
IT CLEMIS 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:

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PROJECT COMPLETION AUTHORIZATION

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

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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:	1,632,960	1,681,949	1,732,407	1,784,379	1,837,911	1,893,048	10,562,655
Costs:							
Development Services Subtotal:	40,351	1,689	1,740	1,792	1,846	1,901	49,319
Hardware Subtotal:	12,000	3,960	4,356	4,792	5,271	5,798	36,176
Software Subtotal:	92,000	30,360	33,396	36,736	40,409	44,450	277,351
Infrastructure Subtotal:	0	0	0	0	0	0	0
Training Subtotal:	5,000	0	0	0	0	0	5,000
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	1,632,960	1,681,949	1,732,407	1,784,379	1,837,911	1,893,048	10,562,655
Annual Total Costs	149,351	36,009	39,492	43,319	47,526	52,149	367,846
Annual Return on Investment	1,483,609	1,645,940	1,692,915	1,741,060	1,790,385	1,840,899	10,194,808
Annual Costs/Savings Ratio	9.15%	2.14%	2.28%	2.43%	2.59%	2.75%	
Project Cumulative Statistics:							
Cumulative Total Savings	1,632,960	3,314,909	5,047,316	6,831,696	8,669,606	10,562,655	10,562,655
Cumulative Total Costs	149,351	185,360	224,852	268,171	315,697	367,846	367,846
Cumulative Return on Investment	1,483,609	3,129,549	4,822,464	6,563,524	8,353,909	10,194,808	10,194,808
Cumulative Cost/Savings Ratio	9.15%	5.59%	4.45%	3.93%	3.64%	3.48%	3.48%
Year Positive Payback Achieved	Year 1						Year 1
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: _____						

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Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier

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Savings Detail

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions						
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	

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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	Information Technology / 17030	HR	661	41	27,101	
IT Hours - System Maintenance	Development Svcs	Information Technology / 17030	HR	40	41	1,640	1.030
User Support Hours - New Development	Development Svcs	Information Technology / 17030	HR	10	41	410	
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs	Information Technology / 17030	EA	1	11,200	11,200	
PC System - Acquisition	Hardware					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	
Package Software - Acquisition	Software					0	
Package Software - Maintenance	Software					0	
Business Objects Access	Software					0	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	

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Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
Server - Acquisition/Upgrade (SiteManager-1)	Infrastructure	Information Technology / 17030	EA	2	6,000	12,000	
Server - Maintenance	Infrastructure	Information Technology / 17030	EA	2	1,800	3,600	1.100
Server Sftwre - Acquisition/Upgrade	Infrastructure	Information Technology / 17030	EA	2	46,000	92,000	
Server Sftwre - Maintenance	Infrastructure	Information Technology / 17030	EA	2	13,800	27,600	1.100
TBD	Infrastructure					0	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
Internet Access	Infrastructure				180	0	
Project Staff Training	Training	Information Technology / 17030	EA	1	5,000	5,000	
User Training	Training					0	
						0	
						0	
						0	
						0	
						0	

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Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions						
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs	X						27,101						
IT Hours - System Maintenance	Development Svcs	X	X	X	X	X	X	1,640	1,689	1,740	1,792	1,846	1,901	
User Support Hours - New Development	Development Svcs	X						410						
User Hours - PTNE/OT	Development Svcs													
Contractor Professional Services	Development Svcs	X						11,200						
PC System - Acquisition	Hardware													
PC System - Maintenance	Hardware													
Notebook - Acquisition	Hardware													
Notebook - Maintenance	Hardware													
Mini Notebook - Acquisition	Hardware													
Mini Notebook - Maintenance	Hardware													
Laserprinter 1 - Acquisition	Hardware													
Laserprinter 1 - Maintenance	Hardware													
Laserprinter 2 - Acquisition	Hardware													
Laserprinter 2 - Maintenance	Hardware													
Laserprinter 3 - Acquisition	Hardware													
Laserprinter 3 - Maintenance	Hardware													
Image Workstations - Acquisition	Hardware													
Image Workstations - Maintenance	Hardware													
Terminals - Acquisition	Hardware													
Terminals - Maintenance	Hardware													
PRTR w/TERM ID - Acquisition	Hardware													
PRTR w/TERM ID - Maintenance	Hardware													
PRTR w/o TERM ID - Acquisition	Hardware													
PRTR w/o TERM ID - Maintenance	Hardware													
PC Maintenance User Owned	Hardware													
Printer Maintenance User Owned	Hardware													
Package Software - Acquisition	Software													
Package Software - Maintenance	Software													
Business Objects Access	Software													
Term Emulation SFTW-Acquisition	Software													
Term Emulation SFTW-Maintenance	Software													

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Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions						
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
Server - Acquisition/Upgrade (SiteManager-1)	Infrastructure	X						12,000						
Server - Maintenance	Infrastructure		X	X	X	X	X		3,960	4,356	4,792	5,271	5,798	
Server Sftwre - Acquisition/Upgrade	Infrastructure	X						92,000						
Server Sftwre - Maintenance	Infrastructure		X	X	X	X	X		30,360	33,396	36,736	40,409	44,450	
TBD	Infrastructure													
TBD	Infrastructure													
TBD	Infrastructure													
TBD	Infrastructure													
Internet Access	Infrastructure													
Project Staff Training	Training	X						5,000						
User Training	Training													

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Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	27,101						27,101
IT Hours - System Maintenance	1,640	1,689	1,740	1,792	1,846	1,901	10,608
User Support Hours - New Development	410						410
User Hours - PTNE/OT							
Contractor Professional Services	11,200						11,200
<i>Development Services Subtotal:</i>	40,351	1,689	1,740	1,792	1,846	1,901	49,319
Hardware:							
Server - Acquisition/Upgrade (SiteManager-1)	12,000						12,000
Server - Maintenance		3,960	4,356	4,792	5,271	5,798	24,176
<i>Hardware Subtotal:</i>	12,000	3,960	4,356	4,792	5,271	5,798	36,176
Software:							
Server Sftwre - Acquisition/Upgrade	92,000						92,000
Server Sftwre - Maintenance		30,360	33,396	36,736	40,409	44,450	185,351
<i>Software Subtotal:</i>	92,000	30,360	33,396	36,736	40,409	44,450	277,351
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
	5,000						5,000
<i>Training Subtotal:</i>	5,000						5,000
Other:							
<i>Other Subtotal:</i>							
Costs Total:	149,351	36,009	39,492	43,319	47,526	52,149	367,846

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Assumptions

Date	Assumption Description
10-Jun-05	Assumption is that a minimum 1.5 hours/wk is spent by IT Tech's removing Spyware from the County network
10-Jun-05	Assumption is that a minimum 1.5 hours/wk is spent by IT Tech's supporting Computer Acceptable Usage policy by reducing / eliminating Addware
10-Jun-05	Assumption is that on average an employee will spend about 90 minutes/day on Internet surfing at the department level. Gartner Group* recent studies have shown that as much as 40% (36 minutes) of employee daily Web use is non-business related and, thus unproductive. It is also considered destructive since it slows network resources unnecessarily.
10-Jun-05	Assumes (1) 1-day Integrity Server Mgmt Trng (12 IT Staff)
10-Jun-05	Assume Check Point Integrity Client Licence(s) & Central Mgmt. S/W included in Server Acquisition Estimate
10-Jun-05	Assume 2-day Security Assessment (\$4,000.), 4-day Professional Consulting: includes Planning, installation, deployment, training & documentation (\$7,200.)
10-Jun-05	Assumes 1- server for centralized management to enforce security access policy & I-server for DR
10-Jun-05	Assume 40 hours for IT System Maintenance Years 2 through 6 to perform Semi-Annual Technology Reviews (10 hours each), 4 quarterly reviews of the Internet Access Policy Rules, etc. (20 hours each) and 30 hours Server Software Maintenance Years 2 - 6.
10-Jun-05	Assume 30% future maintenance cost beginning year 2 for system server & Software maintenance; equipment comes with 1st year warranty
10-Jun-05	Assume labor rate for IT Systems Maintenance @ \$41./hr + 42% fringe (13.5562) for years 5 and 6
24-Jun-05	Assumes a centralized management strategy with management at the local level
24-Jun-05	Assumption is based on the fact that 15 -25% of 3600 employees [@ an hourly rate of \$18.00/hr.] use the Internet for recreational use 36 minutes/daily*.
24-Jun-05	Assumes 10% increase yearly in number of employees blocked from Internet access by various Dept.'s
6-Jul-05	Lost productivity calculation assumes: (.6 hrs./day) x 600 employees=360 hrs/day x \$18.00/per hour pay rate = \$6,480.00 daily savings x 252 working days= \$1,632,960.00annually.
	* Gartner - Blocking and Filtering Tools: Perspective 3 February 2000 By Rochelle Shaw & Sharon T. Nutter
6-Jul-05	Note: Using Websense's online ROI calculator, a 1500 person US public or private sector firm with an average hourly burdened rate of \$20.00, where 4 hours per week are spent on "non-business related" web surfing, results in the following estimated financial impact:
	(\$ 24,000. USD) per day
	(\$120,000.00 USD) per week, and

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Assumptions

Date	Assumption Description
	(\$5,640,000.00 USD) per year
	Even if this estimate is overstated by 50% the costs are significant; and this just measures lost productivity. The costs associated with miss-used bandwidth, legal liability and security are additional.