

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Instant Messaging and NetMeeting

Project ID: T66186IM

Leadership Group: Information Technology Steering Committee					
Department: Information Technology			Division: Technical Systems and Networking		
Project Sponsor: Ed Poisson		Date Requested: 7/25/06		PM Customer No. 186	
Request Type: <input checked="" type="checkbox"/> <i>New Development</i> <input type="checkbox"/> <i>Enhancement</i> <input type="checkbox"/> <i>Customer Support</i> <input type="checkbox"/> <i>Planned System Maintenance or Upgrade</i>					
IT Team Name: Server Administration			IT Team No: 6		
Project Manager/Leader: David Bates					
Account Number:	17030	Account Description:	Technical Systems and Networking	Customer Name:	Information Technology
Grant Funded? Yes <input checked="" type="checkbox"/> No			Mandate? Yes <input checked="" type="checkbox"/> No		
Mandate Source:					

Project Goal

To implement Microsoft Live Communications Service Pilot for two departments, so that alternative communication and meeting channels can be achieved.

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
- Project Scope Log

Approach

To utilize Technical Systems and Networking staff to perform the following activities:

- Develop Initial Project Documents, and
- Develop and Maintain Project Data.

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

Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: Instant Messaging and NetMeeting

Project ID: T66186IM

Business Objective

To implement a Microsoft Instant Messaging Services pilot for two departments, so that this alternative communication method improves productivity.

Major Deliverables

1. Research and Development

Perform research and develop a document that describes the requirements for installation of the Microsoft Live Communication Server, and selecting product(s), along with other technical and project needs.

Develop a prototype for the Microsoft Live Communication Server Instant Messaging.

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, Intended Usage policy and other specific policies.

6. Pre-Implementation Pilot Plan

A Technical Systems and Networking management approved document that details the delivery of the production Instant MS Live Communications 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.

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.

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

Project Name: Instant Messaging and NetMeeting

Project ID: T66186IM

9. Standard Operating Procedures (SOPs)

Multiple management approved documents formalizing the usage of the services and tools.

10. End-User Documentation

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

11. Server Administrator Education Program

Education plan and materials to cross train Administrators.

12. Production Pilot Implementation for Two Departments

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.

Business Objective

To implement a Microsoft Net Meeting Services pilot for two departments, so that this alternative meeting method improves productivity.

Major Deliverables

1. Research and Development

Perform research and develop a document that describes the requirements for installation of the Microsoft Live Communication Server, and selecting product(s), along with other technical and project needs.

Develop a prototype for the Microsoft Live Communication Server for Net Meeting.

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.

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

Project Name: Instant Messaging and NetMeeting

Project ID: T66186IM

5. Policies

Management approved documents formalizing the usage of the services and tools, Intended Usage policy and other specific policies.

6. Pre-Implementation Pilot Plan

A Technical Systems and Networking management approved document that details the delivery of the production Instant MS Live Communications 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.

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.

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

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

Benefits

See Return on Investment (ROI) Analysis Document

Intangible

Improved Service

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

Project Name: Instant Messaging and NetMeeting

Project ID: T66186IM

- The reduction of cost associated with travel to meetings.
- Reduced demand for conference room time and space.

Product/Service Accuracy

- None identified.

Product/Service Productivity

- None identified.

Impact

Number of Users **All**

Divisions **All**

Leadership Groups **All**

Risk

Business Environment Low – Little or no impact to existing business processes.

Technical Environment High – New or Non-Standard Technologies.

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:		

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

Project Name: Instant Messaging and NetMeeting

Project ID: T66186IM

Facilities

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

Technical

- Encompasses the installation of the Microsoft Live Communications server into the current environment.
- Active Directory will have to be configured for Netmeeting capabilities.
- A dedicated backup server will not be used
- Test servers will remain in environment

Funding

- IT

Other

- Will include only the Internal Oakland County Employees

Priority

Constraints

-

Exclusions

- Solution will not include CVT's or PD's.
- End User may purchase camera and audio equipment

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

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PROJECT PHASE AUTHORIZATION

Phase(s): All	
Total Estimated Application Services	Hours: Cost:
Total Estimated Technical Systems	Hours: 1,216 Cost: \$69,052
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 Management Approval:	
Approved: Yes No	Date:
Reason:	
Project Sponsor Approval:	
Title:	Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 1,216	Cost: \$69,052
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 1,216	Cost: \$69,052

Oakland County Department of Information Technology Project Scope and Approach

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PROJECT COMPLETION AUTHORIZATION

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

Instant Messaging and Netmeeting - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated		Estimate Notes
			Hours	Cost	
3	000000	PROJECT MANAGEMENT	327	\$34,281.96	
Phase	100000	SOLUTION DEVELOPMENT	291	\$10,491.97	
Phase	200000	PRE-IMPLEMENTATION	405	\$9,637.99	
Phase	300000	IMPLEMENTATION	123	\$9,759.99	
Phase	400000	POST IMPLEMENTATION	70	\$4,880.00	
			1,216	\$69,051.91	

T66186IM - Instant Messaging and Netmeeting

3.1 - Provide an Enhanced Application Service Offering

- 3.1.1 - Increase application integration through web services
- 3.1.2 - Research and develop a Constituent Relationship Management (CRM) strategy
- 3.1.3 - Promote mobility and location integration in business applications
- 3.1.4 - Utilize ecommerce platform to offset costs and expand product offerings to customers
- 3.1.5 - Improve the quality, reliability and availability of all applications
- 3.1.6 - Increase the agility and responsiveness of business units by expanding customer analytics
- 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
- 3.1.8 - Centralize identity and access management for all applications and content

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
- 3.2.2 - Implement the IT Infrastructure Library (ITIL) best practice framework for IT Service Management
- 3.2.3 - Define a service and support strategy that clearly identifies the IT service provided
- 3.2.4 - Provide a high-quality training program to empower employees through technology
- 3.2.5 - Develop a formalized customer communication plan
- 3.2.6 - Build IT Staff expertise through professional development
- 3.2.7 - Expand capacity through ongoing organizational review and selective outsourcing

3.3 - Implement a Standardized Infrastructure Strategy

- 3.3.1 - Deliver services using a shared technology infrastructure wherever possible
- 3.3.2 - Implement a Microsoft infrastructure strategy
- 3.3.3 - Implement a consolidated security strategy
- 3.3.4 - Establish a standard personal computing hardware and software product suite, SLA, and replacement schedule for all County personal computers
- 3.3.5 - Establish support cost model and SLA for all offerings outside 3.3.4
- 3.3.6 - Improve service availability through network design and management strategies
- 3.3.7 - Establish enhanced capacity planning and recovery management strategies

Oakland County -- Instant Messaging and NetMeeting

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:	108,672	461	475	490	504	519	111,122
Hardware Subtotal:	8,500	0	0	11,314	0	0	19,814
Software Subtotal:	35	35	35	35	35	35	210
Infrastructure Subtotal:	3,654	3,654	3,654	3,654	3,654	3,654	21,924
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	120,861	4,150	4,164	15,492	4,193	4,208	153,069
Annual Return on Investment	(120,861)	(4,150)	(4,164)	(15,492)	(4,193)	(4,208)	(153,069)
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	120,861	125,011	129,176	144,668	148,861	153,069	153,069
Cumulative Return on Investment	(120,861)	(125,011)	(129,176)	(144,668)	(148,861)	(153,069)	(153,069)
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 -- Instant Messaging and NetMeeting

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	IT - Information Technology / 17030	HR	1,216	89	108,224		X							
IT Hours - Planned Maintenance	Development Svcs	IT - Information Technology / 17030	HR	8	56	448	1.030	X	X	X	X	X	X	X	X
IT Hours - Customer Support	Development Svcs				122	0									
IT Hours - System Maintenance	Development Svcs				122	0									
User Hours - New Development	Development Svcs					0									
User Hours - PTNE/OT	Development Svcs					0									
Contractor Professional Services	Development Svcs					0									
PC System - Acquisition	Hardware				814	0									
PC System - Maintenance	Hardware				2,304	0									
Notebook - Acquisition	Hardware				1,223	0									
Notebook - Maintenance	Hardware				2,372	0									
Tablet Notebook - Acquisition	Hardware				2,012	0									
Tablet Notebook - Maintenance	Hardware					0									
Laserprinter - Acquisition	Hardware				1,432	0									
Laserprinter - Maintenance	Hardware				1,104	0									
Image Workstations - Acquisition	Hardware					0									
Image Workstations - Maintenance	Hardware				3,496	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									
Server - Acquisition/Upgrade	Infrastructure				8,000	0									
Server - Maintenance	Infrastructure				360	0									
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0									
McAfee Anti-virus Software - Acquisition	Software	IT - Information Technology / 17030	EA	1	35	35		X	x	x	x	x	x	x	x
Server Rack Mount	Infrastructure				400	0									
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				21,372	0									
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,432	0									

Oakland County -- Instant Messaging and NetMeeting

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		
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure				4,725	0									
Live Communications Server 2005 Client Access License (CAL)	Software			1	31	31		x	x	x	x	x	x		
Live Communications Server	Infrastructure	IT - Information Technology / 17030	EA	1	3,154	3,154		x	x	x	x	x	x		
Server OS - Acquisition	Infrastructure	IT - Information Technology / 17030	EA	1	500	500		X	x	x	x	x	x		
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,506	0									
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				701	0									
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				13,180	0									
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				2,635	0									
SSL Certificate	Infrastructure				845	0									
TBD	Infrastructure					0									
Server and Rack Mounting	Hardware	IT - Information Technology / 17030	EA	1	8,500	8,500	1.100	x			x				
TBD	Infrastructure					0									
TBD	Infrastructure					0									
Internet Access	Infrastructure				180	0									
Project Staff Training	Training	IT - Information Technology / 17030	EA	1	1,500	1,500		X							
User Training	Training					0									

Oakland County -- Instant Messaging and NetMeeting

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	108,224.00					
IT Hours - Planned Maintenance	Development Svcs	448.00	461.44	475.28	489.54	504.23	519.35
IT Hours - Customer Support	Development Svcs						
IT Hours - System Maintenance	Development Svcs						
User Hours - New Development	Development Svcs						
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs						
PC System - Acquisition	Hardware						
PC System - Maintenance	Hardware						
Notebook - Acquisition	Hardware						
Notebook - Maintenance	Hardware						
Tablet Notebook - Acquisition	Hardware						
Tablet Notebook - Maintenance	Hardware						
Laserprinter - Acquisition	Hardware						
Laserprinter - Maintenance	Hardware						
Image Workstations - Acquisition	Hardware						
Image Workstations - 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						
Server - Acquisition/Upgrade	Infrastructure						
Server - Maintenance	Infrastructure						
Server Sftwre - Acquisition/Upgrade	Infrastructure						
McAfee Anti-virus Software - Acquisition	Software	35.00	35.00	35.00	35.00	35.00	35.00
Server Rack Mount	Infrastructure						
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure						

Oakland County -- Instant Messaging and NetMeeting
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure						
Live Communications Server 2005 Client Access License (CAL)	Software	31.00	31.00	31.00	31.00	31.00	31.00
Live Communications Server	Infrastructure	3,154.00	3,154.00	3,154.00	3,154.00	3,154.00	3,154.00
Server OS - Acquisition	Infrastructure	500.00	500.00	500.00	500.00	500.00	500.00
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
SSL Certificate	Infrastructure						
TBD	Infrastructure						
Server and Rack Mounting	Hardware	8,500.00			11,313.50		
TBD	Infrastructure						
TBD	Infrastructure						
Internet Access	Infrastructure						
Project Staff Training	Training	1,500.00					
User Training	Training						

Oakland County -- Instant Messaging and NetMeeting

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	108,224						108,224
IT Hours - Planned Maintenance	448	461	475	490	504	519	2,898
IT Hours - Customer Support							
IT Hours - System Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	108,672	461	475	490	504	519	111,122
Hardware:							
Server and Rack Mounting	8,500			11,314			19,814
<i>Hardware Subtotal:</i>	8,500			11,314			19,814
Software:							
McAfee Anti-virus Software - Acquisition	35	35	35	35	35	35	210
<i>Software Subtotal:</i>	35	35	35	35	35	35	210
Infrastructure:							
Live Communications Server	3,154	3,154	3,154	3,154	3,154	3,154	18,924
Server OS - Acquisition	500	500	500	500	500	500	3,000
<i>Infrastructure Subtotal</i>	3,654	3,654	3,654	3,654	3,654	3,654	21,924
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	120,861	4,150	4,164	15,492	4,193	4,208	153,069

