

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Microsoft Enterprise Deployment Program 2009-10

Project ID: TM9186ED

Leadership Group: Information Technology Steering Committee			
Department: Information Technology		Division: Technical Systems and Networking	
Project Sponsor: Ed Poisson	Date Requested: 7/30/08	PM Customer No. 186	
Request Type:	<input checked="" type="checkbox"/> New Development	<input type="checkbox"/> Enhancement	<input type="checkbox"/> Customer Support
<i>Planned System Maintenance or Upgrade</i>			
IT Team Name: Technical Operations		IT Team No: M	
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 perform program management by insuring the consistency and quality of goals, objectives, deliverables, benefits, impact, risks, and assumptions of all projects to maintain, enhance, use, or implement Microsoft products, so that the quality and consistency of projects and deliverables is achieved.

Business Objective

To perform program management by insuring the consistency and quality of goals, objectives, deliverables, benefits, impact, risks, and assumptions of all projects to maintain, enhance, use, or implement Microsoft products.

Major Deliverables

1. Program Management

- Updated Program WBS
- Updated Program Scope and Approach
- Program Issues Log
- Program Scope Management Log

2. Program / Project Management Process

Documentation that depicts the roles, responsibilities, and process for monitoring project within the program to ensure the consistency and quality of delivery.

3. MS Operating Systems

The upgrade/replacement, and implementation of Microsoft Operating systems (both server and workstation), will occur as both Planned System Maintenance or Upgrade projects. MS XP will be the standard for workstations until Vista is

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justified. MS 2003 will be the standard for servers.

4. MS Office

The upgrade / replacement, and implementation of Microsoft Office products will coincide with the workstation level Microsoft Operating system projects. Implementation of MS 2003 will be implemented and adopted until MS 2007 is justified.

5. Active Directory LDAP Services

Projects to implement, upgrade, or make use of Active Directory, including: T67186LS – Active Directory LDAP Services.

6. MS SharePoint Portal

Projects using MS SharePoint Portal including project DE7188PI – Portal Infrastructure Upgrade.

7. MS SharePoint Services

Projects to implement SharePoint Services.

8. APIs

Projects to extend the capabilities of MS products through the use of APIs in the current non-MS product environment are in-scope for this program.

9. SMS

Project to implement SMS in whole or as a replacement to WSUS.

Approach

The effective program life of this MS Enterprise Deployment Program is the master planning period associated with the projects tied to the program. The next Master Planning cycle, 2011, will require a new Microsoft Enterprise Deployment Program be initiated to manage Microsoft product deployments identified as projects for that master planning period.

As needed, Microsoft consultants should be engaged to help review designs, and identify compatibility issues.

Technical Systems and Networking, Application Services, Internal Services, and E-Government staff supplemented by contract services will perform the following activities:

- Provide project documentation for program level input and review, and
- Develop and Maintain Program Data.

IT management will provide expertise and approval for deliverables requiring management approval.

Benefits

See Return on Investment (ROI) Analysis Document

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Impact

Number of Users None

Divisions Information Technology

Leadership Groups Information Technology

Risk

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

Technical Environment **Low** - Proven and previously implemented technologies.

Risk Management

Oakland County should commit to proactively and consistently managing risks throughout the program on a project by project basis. The Program Plan should include a risk assessment that can serve as a guide to the individual projects as to the program level concerns. At the project level, identifying risks should take place at the beginning of the project, and include program level considerations.

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:		

Facilities

- All program management activities will take place in Building 49W.

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Technical

- MS Active Directory
Leverage MS Active Directory to serve as the authentication and authorization source for all Oakland County and external users.
- MS Server OS
Continue to leverage the existing Windows Server 2003 environment to provide the file/print and application server platform.
- MS Workstation OS
Windows XP is the current County standard workstation operating system. Windows XP is in Mainstream support until April 2009.
- MS Office Suite
Continue to leverage MS Office 2003 as the current suite for deployment.
- MS Outlook
MS Outlook is available as an e-mail client as part of the Microsoft Office Suite. The County will continue to leverage its non-Microsoft, Mirapoint, e-mail infrastructure.
- MS SQL
MS SQL 2005 is the standard for Microsoft database servers. Currently, the County is in the process of Migrating from MS SQL 2000.
- MS IIS
MS IIS exists in the County IT environment. Continue to leverage the installed base of MS IIS adopting the version of IIS certified by the application requiring IIS.
- MS WSUS
Continue to leverage MS WSUS to deploy workstation OS patches.

Funding

- IT

Other

- The scope of this program includes both infrastructure and service delivery.

Priority

Constraints

- Microsoft products only.
- Separate projects will be initiated to detail and manage specific goals. These projects will be part of this program.
- Each project will present its unique architectural requirements for application interaction, interoperability, and infrastructure pre-requisites. Each project team needs to identify these requirements as early in the planning process as possible to determine how or if these can be satisfied in the County's IT environment.

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Exclusions

- MS offerings that do not have identified projects with sponsorship will take lower priority for Microsoft consultation sessions.

- The following products were evaluated at a high level, and determined to be cost prohibitive with no Return on Investment (ROI) for implementation at this time. If these products become part of a project for implementation, they should be re-evaluated for inclusion into this program.
 - MS Exchange
 - MS Live Communication Server
 - Groove

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PROJECT PHASE AUTHORIZATION

Phase(s): All	
Total Estimated Application Services	Hours: 51 Cost: \$6,222
Total Estimated Technical Systems	Hours: 231 Cost: \$28,182
Total Estimated eGovernment Services	Hours: Cost:
Total Estimated CLEMIS	Hours: 51 Cost: \$6,222
Total Estimated Internal Services	Hours: 17 Cost: \$2,074
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: 350 Cost: \$42,700
Preliminary Estimated Development for Future Phases	Hours: Cost:
Grand Total Estimated Development	Hours: 350 Cost: \$42,700

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PROJECT COMPLETION AUTHORIZATION

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

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Workbench - [Microsoft Enterprise Deployment Program 2009-10 - Size Estimate (+/- 10% to 50%)]					
Edit View Tools Window Help					
[All Resources]					
Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROGRAM MANAGEMENT	85	\$10,370.02	
Phase	100000	ONGOING REVIEW AND COORDINATION	169	\$20,617.92	
Phase	200000	PROGRAM PROCESS	96	\$11,712.00	
			350	\$42,699.94	

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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

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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:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	42,700	0	0	0	0	0	42,700
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	42,700	0	0	0	0	0	42,700
Annual Return on Investment	(42,700)						(42,700)
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	42,700	42,700	42,700	42,700	42,700	42,700	42,700
Cumulative Return on Investment	(42,700)	(42,700)	(42,700)	(42,700)	(42,700)	(42,700)	(42,700)
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: _____						

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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
Leverage existing product and service offerings to enable County business units to gain efficiencies through the use of MS technologies.	Cost Avoidance	IT - Information Technology / 17030				0	
Improved ability to efficiently deliver MS products in an integrated strategy with greater quality and customer focus.	Cost Avoidance	IT - Information Technology / 17030				0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

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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
Leverage existing product and service offerings to enable County business units to gain efficiencies through the use of MS technologies.	Cost Avoidance												
Improved ability to efficiently deliver MS products in an integrated strategy with greater quality and customer focus.	Cost Avoidance												

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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	Affects Project ROI?							
								Y1	Y2	Y3	Y4	Y5	Y6		
IT Hours - New Development	Development Svcs	IT - Information Technology / 17030	HR	350	122	42,700		X							
IT Hours - System Maintenance	Development Svcs				122	0									
IT Hours - Customer Support	Development Svcs				122	0									
IT Hours - Planned 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									
Server Sftwre - Maintenance	Infrastructure					0									
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									

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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	Affects Project ROI?							
								Y1	Y2	Y3	Y4	Y5	Y6		
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure				4,725	0									
MS SQL Server Standard Per Processor - Year 2 and Beyond	Infrastructure				946	0									
MS SQL Server Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				19,693	0									
MS SQL Server Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,939	0									
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									
TBD	Infrastructure					0									
TBD	Infrastructure					0									
TBD	Infrastructure					0									
Internet Access	Infrastructure				180	0									
Project Staff Training	Training					0									
User Training	Training					0									

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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	42,700.00					
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs						
IT Hours - Planned 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						
Server Sftwre - Maintenance	Infrastructure						
Server Rack Mount	Infrastructure						
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure						

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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						
MS SQL Server Standard Per Processor - Year 2 and Beyond	Infrastructure						
MS SQL Server Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
MS SQL Server Enterprise Per Processor - Year 2 and Beyond	Infrastructure						
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						
TBD	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
Internet Access	Infrastructure						
Project Staff Training	Training						
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	42,700						42,700
IT Hours - System Maintenance							
IT Hours - Customer Support							
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	42,700						42,700
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	42,700						42,700

