

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.

Business Objective

To perform project management activities, so that project execution is timely with appropriate quality and cost controls.

Major Deliverables

This Business Objective's deliverables are organized into one project phase: Project Management.

Project Management Phase:

- Updated Project Plan
- Project Issues Log
- Project Scope Management 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.

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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

- Product Selection Criteria Established
- RFP
- Vendor Selected
- Security Design
- Architecture Diagram
- Technology Management Plan
- Maintenance Plan and Schedule
- County-wide Internet network communications policy and Departmental guidelines governing Internet access
- 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
- 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 Technology Review Document
- 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,

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- Test Cases, etc.),
- 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

Divisions **All**

Leadership Groups All

Risk

Business Environment **Low** Proven and previously implemented technologies

Technical Environment **Medium** Previously implemented technologies with new aspects and/or new requirements

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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>
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Project Sponsor:

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

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,

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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

- 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): All	
Total Estimated Application Services	Hours: Cost:
Total Estimated Technical Systems	Hours: 661 Cost: \$34,891
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: 661	Cost: \$34,891
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 661	Cost: \$34,891

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PROJECT COMPLETION AUTHORIZATION

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

Outbound Internet Access Management (1,500) - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated		Estimate Notes
			Hours	Cost	
Phase	000000	PROJECT MANAGEMENT	146	\$14,639.88	
Phase	100000	SOLUTION DEVELOPMENT	242	\$10,857.72	
Phase	200000	PRE-IMPLEMENTATION	106	\$4,025.72	
Phase	300000	IMPLEMENTATION	109	\$4,513.84	
Phase	400000	POST IMPLEMENTATION	58	\$853.95	
			661	\$34,891.12	

TP5186OB - Outbound Internet Access Management (1,500)

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:	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:	72,829	2,307	2,376	2,448	2,521	2,597	85,078
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	181,829	36,627	40,128	43,975	48,201	52,845	403,605
Annual Return on Investment	1,451,131	1,645,322	1,692,279	1,740,405	1,789,710	1,840,204	10,159,049
Annual Costs/Savings Ratio	11.13%	2.18%	2.32%	2.46%	2.62%	2.79%	
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	181,829	218,456	258,585	302,560	350,761	403,605	403,605
Cumulative Return on Investment	1,451,131	3,096,453	4,788,731	6,529,136	8,318,846	10,159,049	10,159,049
Cumulative Cost/Savings Ratio	11.13%	6.59%	5.12%	4.43%	4.05%	3.82%	3.82%
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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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 / 17030	HR	661	89	58,829		x							
IT Hours - System Maintenance	Development Svcs	Information Technology / 17030	HR	40	56	2,240	1.030	x	x	x	x	x	x		
User Support Hours - New Development	Development Svcs	Information Technology / 17030	HR	10	56	560		x							
User Hours - PTNE/OT	Development Svcs					0									
Contractor Professional Services	Development Svcs	Information Technology / 17030	EA	1	11,200	11,200		x							
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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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									
Server - Acquisition/Upgrade (SiteManager-1)	Infrastructure	Information Technology / 17030	EA	2	6,000	12,000		x							
Server - Maintenance	Infrastructure	Information Technology / 17030	EA	2	1,800	3,600	1.100		X	X	X	X	X	X	
Server Sftwre - Acquisition/Upgrade	Infrastructure	Information Technology / 17030	EA	2	46,000	92,000		X							
Server Sftwre - Maintenance	Infrastructure	Information Technology / 17030	EA	2	13,800	27,600	1.100		X	X	X	X	X	X	
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		X							
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	58,829.00					
IT Hours - System Maintenance	Development Svcs	2,240.00	2,307.20	2,376.42	2,447.71	2,521.14	2,596.77
User Support Hours - New Development	Development Svcs	560.00					
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs	11,200.00					
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						
Server - Acquisition/Upgrade (SiteManager-1)	Infrastructure	12,000.00					
Server - Maintenance	Infrastructure		3,960.00	4,356.00	4,791.60	5,270.76	5,797.84
Server Sftwre - Acquisition/Upgrade	Infrastructure	92,000.00					
Server Sftwre - Maintenance	Infrastructure		30,360.00	33,396.00	36,735.60	40,409.16	44,450.08
TBD	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
Internet Access	Infrastructure						
Project Staff Training	Training	5,000.00					
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	58,829						58,829
IT Hours - System Maintenance	2,240	2,307	2,376	2,448	2,521	2,597	14,489
User Support Hours - New Development	560						560
User Hours - PTNE/OT							
Contractor Professional Services	11,200						11,200
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	72,829	2,307	2,376	2,448	2,521	2,597	85,078
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:							
Project Staff Training	5,000						5,000
<i>Training Subtotal:</i>	5,000						5,000
Other:							
<i>Other Subtotal:</i>							
Costs Total:	181,829	36,627	40,128	43,975	48,201	52,845	403,605

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Return on Investment Analysis

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
	(\$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 mis-used bandwidth, legal liability and security are additional.