

Information Technology

2017/2018

Master Plan Quarterly Status Executive Summary

Prepared by
Oakland County Department of Information Technology
Project Management Office

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1.0 INTRODUCTION

The Information Technology Master Plan Quarterly Status Executive Summary provides an overview of the services and hours provided by IT during the 2017/2018 Master Plan period.

This document does not replace other reports provided to the Board of Commissioners, including the Information Technology Strategic Plan, IT Master Plan, and IT Master Plan Quarterly Status Report. In addition, information regarding Information Technology's current financial status can be obtained from the Department of Management and Budget's Fiscal Year 2017/2018 Financial Forecast and Budget Amendments Report.

2.0 INFORMATION TECHNOLOGY OVERVIEW

The Department of Information Technology is a service bureau that provides IT services to 82 County Divisions, more than 100 local governmental units (assessors, treasurers, law enforcement, etc.), over 50 private sector customers, and over 1,700 @ccess Oakland Property Gateway customers. IT is responsible for over 150 major applications consisting of more than 8,000 programs and provides systems support, maintenance, enhancements, and new development for all major systems applications. IT's Project Management System contains actual hours worked for the following divisions: Application Services, Technical System & Networking, CLEMIS, and Internal Services.

The vision of the Information Technology Department is to be a leader in providing government services. The following Information Technology guiding principles have been developed, and are intended to provide a high-level direction for the entire organization:

1. To provide the highest quality customer service in partnership with government agencies, citizens, communities, and customers internal and external to Oakland County.
2. To provide leadership through the strategic use of technology.
3. To ensure executive support and commitment from County Executive, Board of Commissioners, and other elected officials.
4. To ensure all County agencies will be treated as equal and important partners of the IT Department.
5. To empower IT customers to become more self-sufficient and technologically confident.
6. To encourage county departments and local governments to use information technology to improve and deliver services.
7. To recruit and retain a technically competent workforce.
8. To develop, maintain, and distribute high-quality information in support of decision making and collaboration.
9. To effectively communicate with the customer community.
10. To promote shared services through cross boundary collaboration.
11. Embrace innovation in every aspect of government services.

3.0 IT MASTER PLAN STATUS

Every two years the Department of Information Technology prepares a 24-month Master Plan in cooperation with the Information Technology Leadership Groups. The Leadership Groups consist of representatives from the County's Departments and Divisions. The Master Plan details the projects that Information Technology will work on during the 24 months. Each project in the plan is reviewed for a number of criteria (including fit into the overall IT Strategic Plan) before being approved by the Leadership Groups and Information Technology. The current Master Plan was prepared in October 2016.

Within the IT Master Plan, hours are allocated across the following labor categories:

Non-Project: Time off, training, or administrative time such as departmental meetings, employee evaluations, budgeting, interviewing, etc.

Team Management: Time spent by IT Supervisors planning and scheduling work and resolving general team-related issues.

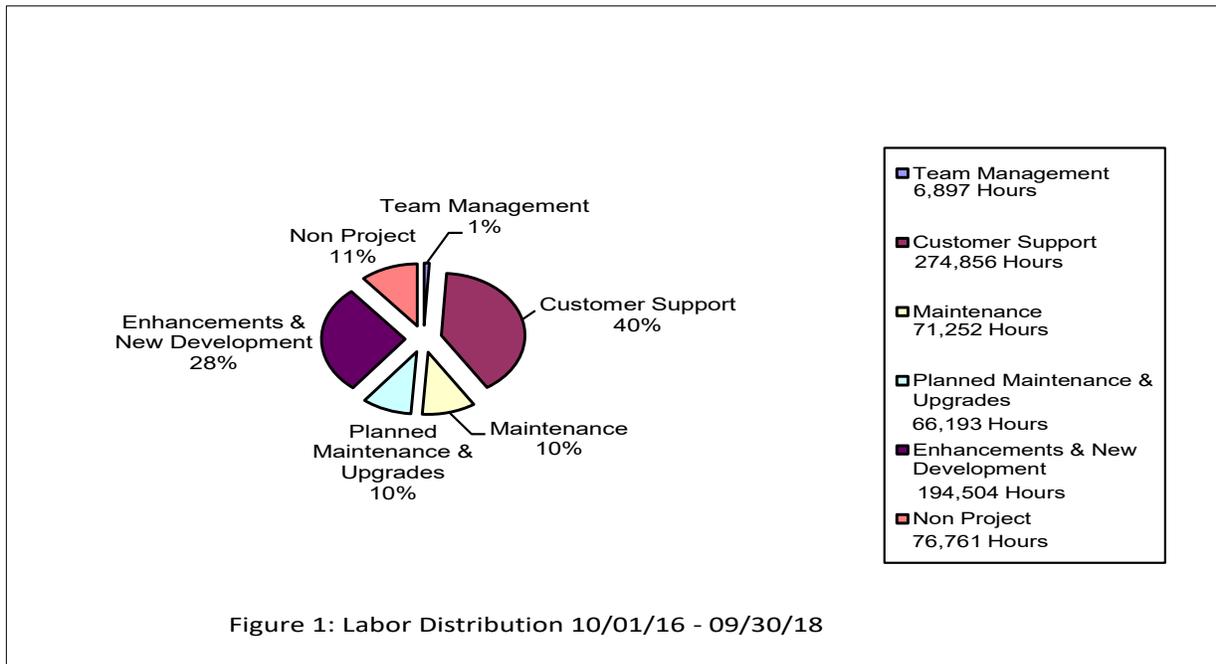
Customer Support: Preliminary or detail scope and approach, work order preparation, customer instruction and training, phone calls and e-mail response. Cross-training and system orientation.

Unscheduled System Maintenance: Activity required to rebuild or repair a system. Consists of changes made to software to fix errors and all hours associated with the resolution of Problem Reports. It also includes time investigating the problem prior to determining it is a bug.

Planned Maintenance & Upgrades: Planned or re-occurring activity in upgrading an existing software package to expand current capabilities, fix existing bugs, or in anticipation of future system problems, needs, or changes.

Enhancements/New Development: Construction of new systems, modifications to operational systems, and the identification, selection, and implementation of software packages.

The pie chart in Figure 1 demonstrates the distribution of IT Resources by Labor Category from October 01, 2016 through September 30, 2018.

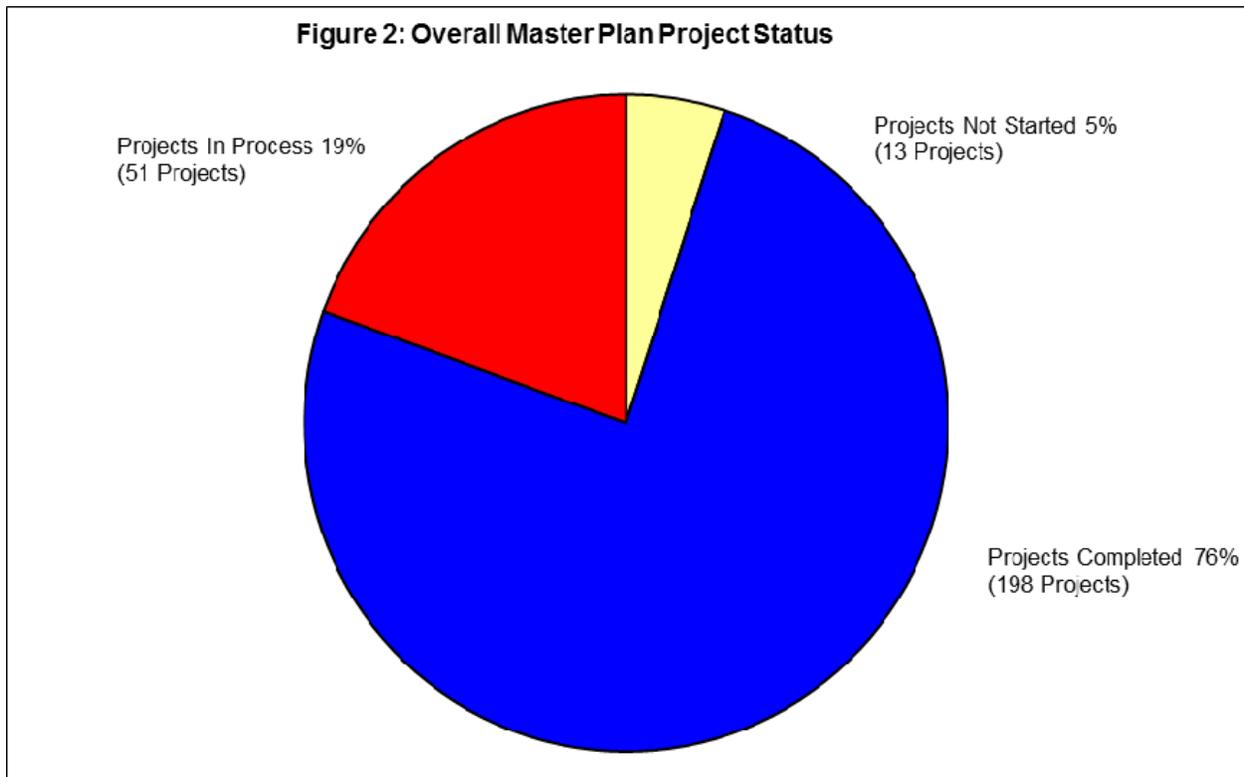


In the 2017/2018 Master Plan, IT planned for a 71% fixed labor delivery and 29% discretionary. Analysis of the fourth quarter of Fiscal Year 2018 reveals, 72% of IT's labor force was spent supporting and maintaining the County's current systems (including Customer Support, Maintenance, Planned Maintenance and Upgrades, Team Management and Non-project time). The remaining 28% of IT's labor force was spent implementing systems requested by various County Divisions through the IT Leadership Group Process.

4.0 PROJECT SUMMARY

There are a total of 262 Enhancement and New Development projects on the 2017/2018 Master Plan across the seven Leadership Groups. Of these projects, 198 are completed, 51 are In Process, and 13 are Not Started. As of September 30, 2018, 194,504 hours of IT labor have been expended on project-based work.

The pie chart in Figure 2 depicts the labor expended in each of these categories.



The remaining sections of this report provide a summary of the Enhancement and New Development projects broken down by Leadership Group.

Master Plan Executive Summary

CLEMIS Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
01	CLM-Network Optimization Program	4,370		
01A	CLM - Leased Communication Services Replacement		407	100%
01B	CLM - Leased Line Replacement Phase 2		738	100%
01C	CLM - Non CAD ASE Installations		647	100%
01D	CLM - Leased Line Replacement - CAD Sites		1,039	74%
02	CLM-Data Center Infrastructure Optimization Program	3,156	17	100%
02A	CLM-DataCntrOpt-Ph1		632	100%
02B	CLM-DataCntrOpt-Implement		920	39%
03	CLEMIS SEP Enhancements 2017-18	750	428	100%
04	CLEMIS Lite	623	472	100%
05	FRMS Rewrite Program	12,770		
05A	FRMS Rewrite - Roster & Training		147	100%
05B	FRMS Rewrite - NEMSIS		1	100%
05C	FRMS Rewrite - Basic Reports		599	100%
05D	FRMS Rewrite Zoll NEMSIS V2-V3 Research		1	100%
05E	FRMS Rewrite - Pilot Deployment		966	100%
05F	FRMS Rewrite - Core Prep		699	100%
05G	FRMS Rewrite Addl Reports		419	100%
05H	FRMS Rewrite NEMSIS v3		2,166	100%
05I	FRMS Rewrite - Inspections		729	47%
05J	FRMS Rewrite Training Addl		793	100%
05K	CFIRS Deployment and Enhancement Budget		5,617	100%
05L	FRMS Rewrite Remaining ETC			
06	CLEMIS MDC Program			
06	MICR XML Program and Web Service	838	838	100%
07	OCSO Jail Visit Bridge Repl	602	327	84%
08	CLEMIS MDC Program	1,560		
08A	CLEMIS MDC Requirements		372	100%
08B	MDC Security/Patch Deployment		79	100%
09	CLEMIS CAD Deployment Program	3,234		
09A	CLEMIS CAD Deploy August 2016		569	100%
09B	CLEMIS CAD Deploy January 2017		1,253	100%
09C	CLEMIS CAD Deploy May 2017		1,413	100%
10	CLEMIS CAD Enhancement Program	11,365		

Master Plan Executive Summary

CLEMIS Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
10A	CLEMIS CAD Enhancements Short-Term		379	100%
10B	CLEMIS CAD Admin Dashboard		1,204	100%
10C	CLEMIS CAD ESRI Mapping POC		429	100%
10D	CLEMIS CAD Console/MDC		744	100%
10E	CLEMIS CAD Central Dispatch		93	13%
10F	CLEMIS CAD Support Server Enh		394	100%
10G	CLEMIS CAD App Server Refresh		491	100%
10H	CLEMIS CAD Console/MDC Enhancement Budget		700	100%
10I	CLEMIS CAD App Server Refresh Phase II		782	100%
10J	CLEMIS CAD Admin Dashboard Enhancements		1,392	100%
10K	CLEMIS CAD System Improvements		783	100%
10L	CLEMIS Person/Identifier Search Enhancement		835	100%
10M	CLEMIS CAD Enhancement Program Remaining ETC			
11	CLEAR Auto Impound DB Conversion	1,157	1,036	100%
12	CLEAR Property DB Conversion	562	562	100%
13	CLEMIS New Site Implementation Budget	760	736	100%
14	CLEMIS Svcs Participant Implementation Budget	2,130	1,666	100%
15	CLEMIS Svcs Participant Development Budget	450	385	100%
16	CLEMIS Bio Facial Recognition Replacement	582		
17	CLEMIS Bio SAN Migration Program	13	13	100%
18	CLEMIS Enhancement Budgets	6,800	6,716	100%
19	Citizen Engagement Budget - CLEMIS LG	200	196	100%
	CLEMIS Jail Management System RFP	218	142	27%
	CLEMIS Sizing Budget	245	242	100%
	Unallocated	305		
	Total	52,690	42,336	

Master Plan Executive Summary

CLEMIS Radio Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
01	NG911 ESInet - Implementation	1,700	1,527	100%
02	NG911 Telephone Interface	948	948	100%
03	CLEMIS Radio Repl Program	2,000		
03A	OAKWIN Radio System Enhancement - RFP		1,059	81%
04	CLEMIS Radio Enhancement Budget	200	104	100%
	Unallocated	0		
	Total	4,848	3,637	

Master Plan Executive Summary

Courts Justice Administration Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
01	Imaging Program	6,949		
01A	Imaging Program Management		1,019	84%
01B	Imaging Program - Infrastructure and Architecture Design		364	100%
01C	Imaging Program - Infrastructure and Architecture Implementation		404	100%
01D	Imaging Program - Common Components Phase I		736	100%
01E	Imaging Program - Common Components Phase II		498	94%
01F	Imaging Program - Clerk, Circuit and FOC Migration		1,582	71%
01G	Imaging Program - Probate & Common Components UAT		659	100%
01H	Imaging Program - Clerk Vitals		106	24%
01I	Imaging Program - Health Migration		64	100%
01J	Imaging Program - Treasurer Migration		141	100%
01K	Imaging Program - Kofax Upgrade		25	7%
01L	Imaging Program - Health Document Management System		3	2%
01M	Imaging Program - Medical Examiner Imaging Solution		5	1%
01N	Imaging Program - Integrate Imaging into CStar		4	1%
01O	Imaging Program Remaining ETC			
02	Prosecutors OakDocs	106	106	100%
03	Circuit Court Judge Switch 2017	198	198	100%
04	Circuit Court Judge Switch 2018	200	173	100%
05	FOC Security Audit	1,020	260	25%
06	eFiling System Upgrade	929	929	100%
07	Statewide eFiling System Upgrade	1,467	1,462	100%
08	Community Corrections New Michigan Pretrial Risk Assessment	498	493	100%
09	Animal Control Shelter Mgt Implementation	102	102	100%
10	Jury System Replacement RFP	173	174	100%
11	Enhance eTickets for Misdemeanor Payments	150	150	100%
12	Children's Village Case Management System RFP	122	122	100%
13	Electronic Death Records Integration	837	837	100%
14	Children's Village Kronos Cloud Upgrade	868	862	100%
15	Jury Management System Replacement	489	489	100%
16	Animal Census PAWS Integration	235	235	100%
17	OCME Replacement Solution	679	46	8%
18	Probate Court Workflow Enhancement	14	14	100%

Master Plan Executive Summary

Courts Justice Administration Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
19	Children's Village Case Management System	1,052	663	81%
20	Courts Website Redesign	1,005	642	75%
21	Clerk Website Redesign	364	415	100%
22	Citizen Engagement Budget - Courts LG	200	208	100%
23	Mandates EB	200	216	100%
24	Courts Justice Administration Enhancement Budgets	2,193	1,580	100%
	Courts Sizing Budget	599	602	100%
	Unallocated	1,615		
	Total	22,264	16,585	

Master Plan Executive Summary

Finance/Admin Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
01	HIPAA Compliance-Risk Assessment	1,347	1,353	100%
02	2017 HIPAA Compliance Enhancement Program	1,567	1,080	100%
03	HIPAA Compliance Enhancement Program	4,770	4,076	100%
03A	MyInsight Implementation		79	39%
04	Financial and Human Capital Management System RFP	2,445	2,372	100%
05	Audit Management System	175	175	100%
06	EDCA Digital Marketing Program	1,829		
06A	EDCA Digital Marketing – 2017 Elite 40		342	100%
06B	EDCA Digital Marketing Budget		1,487	100%
07	Corp Counsel Matter Management Software Project	589	368	96%
08	Homeland Security Management System	1,336	465	36%
09	EDCA Salesforce Integration Improvements	888	600	100%
10	Law Library Infrastructure Improvement	453	133	29%
11	Purchasing Vendor Insurance Tracking Solution	57	57	100%
12	Citizen Engagement Budget - Finance LG	2,550	2,515	100%
13	Finance/Admin Enhancement Budgets	2,470	1,763	100%
	FHCM Business Process Alignment		385	36%
	FHCM Program Management		5	9%
	Finance/Admin Sizing Budget	574	338	100%
	Health Website Standardization		6	4%
	Unallocated	175		
	Total	21,225	17,596	

Master Plan Executive Summary

Internal Services Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
01	IT HR Initiatives	100	474	100%
02	IT Department Initiatives	50	20	100%
03	SC Communications CO Services	525	468	100%
04	NGINX Application Migration	1,031	1,031	100%
05	O365 Program	4,104		
05A	O365 Intranet Solution RFP		190	100%
05B	O365 Microsoft Engagement		361	100%
05C	O365 Professional Services RFP		63	100%
05D	O365 Intranet Implementation		2,159	100%
05E	O365 Operationalize PSTN		143	100%
05F	O365 Program Management		240	100%
05G	O365 Roadmap Engagement		411	100%
05H	O365 EB		43	100%
05I	O365 Implementation Services RFP		70	26%
05Z	O365 Remaining ETC			
06	Connected Vehicle Training RFP	32	32	100%
07	Service Center Program 2016-2018	700		
07A	Service Center 2016-18 Improvements		128	100%
08	Time Tracker System Replacement	430	79	22%
09	ITPSRS System Replacement	204	204	100%
10	Application Development Program Budget	1,500	436	100%
10A	TFS Upgrade		670	100%
11	Project Management Program Development	300	144	100%
12	Internal Services Enhancement Budgets	654	622	100%
	Internal Services Sizing Budget	150	110	100%
	Unallocated	609		
	Total	10,389	8,095	

Master Plan Executive Summary

Land Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
01	AAT Upgrade - Countywide DB	264	264	100%
02	BS&A 2018 Cost Table - Test Environment & Implementation	772	537	100%
03	WRC SCADA Ignition Implementation	608	533	90%
04	WRC CCTV Implementation	50	50	100%
05	WRC Data Repository	133	129	100%
06	Road Commission CAMS Permit and Work Order	192	190	100%
07	EH Enterprise Implementation – RFP	53	53	100%
08	Warrant and Settlement - Data Load Automation Phase 2	127	127	100%
09	Tax Management System	2,651		
09A	Tax Management System - Requirements and Design		166	100%
09B	Tax Management System - Testing & Implementation		1,146	89%
09C	Tax Management System - OC Application Development		1,009	100%
09D	Tax Management System - Remaining ETC			
10	WRC & FMO CAMS Field Enhancements	228	228	100%
11	RCOC SAD Management Enhancements	356	356	100%
12	Equalization Mandate Program 2017-2018	684	560	100%
13	OCHD Mandate Program Budget 2016-2018	700	626	100%
14	EH Enterprise Implementation Program	2,272		
14A	EH Enterprise Imp - Contract Negotiation		326	100%
14B	EH Enterprise Imp - Accela Implementation		42	2%
14C	EH Enterprise Imp - Remaining ETC			
15	BS&A 2017 Year End Processes Budget	293	293	100%
16	BS&A 2018 Year End Processes Budget	380	371	100%
17	FMO Replace Building Maintenance Program	1,593		
17A	FMO BMS - Requirements		102	100%
17B	FMO BMS - Implementation		1,234	100%
18	GIS Enterprise Program	6,514	4,091	100%
18A	GIS Enterprise Road Show Program		1,865	100%
18B	Assessing IMS Replacement		326	100%
19	AAT Upgrade - GIS Deployment and Implementation	413	413	100%
20	FM Infrastructure Improvement Program	577		
20A	FM Infrastructure Improvement - Program Planning		557	100%
20B	FM Infrastructure Improvement - IT Gate Management		20	100%
20C	FM Infrastructure Improvement - Remaining ETC			

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Land Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
21	AAT Upgrade - MYSA	634	620	100%
22	CAMS Public Request Portal	34	34	100%
23	Facilities Custodial Cleaning and Inspection Solution	628	308	100%
24	WRC Asset Optimization Phase II	932	687	100%
25	WRC Development Budget 2017 - 2018	1,997	1,626	100%
26	WRC Soil Erosion Software Solution	1,478	830	58%
27	FM CAMS Expansion Program	1,040		
27A	FM CAMS Expansion - GIS		404	100%
27B	FM CAMS Expansion - Phase 2		438	100%
28	WRC Pontiac Water Metering System	773	772	98%
29	Surplus Property Management	529	529	100%
30	Oblique Imagery Implementation	833	834	100%
31	WRC Hach WIMS Phase 2	857	320	41%
32	WRC IVR Program	1,005		
32A	WRC IVR Solution - Paymentus		781	100%
32B	WRC IVR Solution - Genesys		224	100%
33	WAS - TAW Page 2 Warrant	440	347	100%
34	CAMS Enterprise Enhancements 2017-18	800	749	100%
35	Citizen Engagement Budget - Land LG	200	200	100%
36	Municipal Services IT Program	300	163	100%
37	Land Enhancement Budgets	2,337	1,944	100%
	BS&A Development Budget 2019-2020	1,391	4	1%
	FM CAMS Expansion		7	1%
	FMO BMS – Implementation Phase 2		18	3%
	Land Sizing Budget	850	683	100%
	Unallocated	789		
	Total	36,707	28,128	

Master Plan Executive Summary

Technical Systems Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
01	Customer Change Order Services	13,715	13,630	100%
02	UCC Voice Change Order Services	1,075	1,059	100%
03	Server Admin Change Order Services	7,938	6,726	100%
04	Network Services Change Order Services	1,370	1,254	100%
05	Building Program 2017-18	1,150	990	100%
06	SEP - Program 2017-2018	9,068	7,512	100%
07	Dual Factor Authentication Rollout	4	4	100%
08	SOM Point Of Presence	5	5	100%
09	Enterprise Architecture Program	4,315	3,944	100%
10	Mainframe Migration	932	932	100%
11	Mainframe Decommission	144	144	100%
12	UCC Program	3,791		
12A	Voicemail Replacement - Pre-Implementation		302	100%
12B	Voicemail Replacement - Design Phase		871	100%
12C	Voicemail Replacement - Pilot Phase		830	100%
12D	UCC - Program Planning		257	100%
12E	UCC - Professional Services RFP		196	100%
12F	UCC - RFP for Network Infrastructure Prep		966	100%
12G	UCC - RFP for VoIP / Voicemail / Conferencing		370	100%
13	UCC2 Program - Phase 2	1,531		
13A	UCC2 - Program Management		84	30%
13B	UCC2 - Network Replace Design - POC - Pilot		526	63%
13C	UCC2 - VoIP Vendor Selection		333	57%
14	Network Segmentation	400	400	100%
15	Authentication Tune-up with AD	8	8	100%
16	RAP-P3-PV Migrations	323	323	100%
17	RAP-P4-Network Transport	110	110	100%
18	RAP-P3-Backup Solution	1,703	1,657	100%
19	Identity Access Management Vendor Select	852	842	99%
20	Cloud Program	3,186		
20A	Cloud Infrastructure Optimization		899	100%
20B	Cloud Program Management		1,237	100%
20C	Cloud AD		1,152	97%
20D	Cloud Streams		458	79%

Master Plan Executive Summary

Technical Systems Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
20E	Cloud Network Connect		503	43%
20F	Cloud Refresh		335	30%
20G	Cloud 1.0 - Foundation		154	100%
20H	Cloud DNS		142	37%
20I	GovCloud - Checkpoint Implementation		135	32%
20J	Cloud Gov Cloud		102	9%
21	Software Asset Mgt Program	1,024		
21A	SAM - Software Implementation		589	100%
21B	SAM - Sizing Software License Management		59	100%
21C	SAM - License & Compliance		54	19%
22	Technical Systems & Networking Enhancement Budgets	1,085	471	100%
23	CTO Technology Planning	130	130	100%
	TSN Sizing Budget	500	485	100%
	Unallocated	0		
	Total	54,359	51,176	

Master Plan Executive Summary

eGovernment Services Leadership Group 2017-2018

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2016 - 09/30/2018	Complete
01	Citizen Engagement Budget - IT	8,553	8,539	100%
02	Electronic Information Technology (EIT) Accommodation	476	436	100%
03	eCommerce New WebSphere Environment	28	28	100%
04	Payment Engine & Shopping Cart Solution RFP	479	479	100%
05	G2G Enhancement Multiple Depository Account	802	802	100%
06	G2G Enhancement Search and Batch Phase 1	791	791	100%
07	G2G Enhancement Search and Help Phase 2	856	1,184	70%
08	G2G Enhancement Online Payments	431	366	9%
09	G2G Enhancement Shopping Cart	371	121	100%
10	eCommerce Services RFP	20	20	100%
11	G2G Program Development	1,418	883	100%
12	G2G Program Management	966	1,018	100%
13	G2G Participant Development Budget	1,026	987	100%
14	G2G Participant Implementation Budget	2,550	2,443	100%
15	G2G Cloud Solutions Marketing Budget	530	487	100%
16	G2G Marketplace Marketing Budget	881	815	100%
17	County Recognition and Initiatives	2,097	2,096	100%
18	eGovernment Program Development	1,199	1,044	100%
19	Digital Asset Management	1,481	198	100%
20	Web Application Standardization/Conversion	1,670	1,670	100%
21	Site Search Optimization	325	325	100%
22	Web Site Conversion Budget	1,480	1,455	100%
23	PCI Enhancement Budget	300	233	100%
	eGovernment Sizing Budget	400	534	100%
	Unallocated	0		
	Total	29,132	26,951	