Project Name: Service Center Application Replacement Project ID: DR1181SR

Leadership Group: Information Techr	ology Steering (Committee						
Department: Information Technology		Division: Internal Services						
Project Sponsor: Janette McKenna	Date Requeste	d: 6/1/21	mer No. 181					
Request Type: New Developmen	nt							
IT Team Name: Service Center & Train	ning	IT Team No): R					
Project Manager/Leader: Susan Proks	ch							
Account Account Number: 17010 Description:	: Admin Div D	ev & Support	Customer Name:	IT				
Grant Funded? No	Ma	ndate?	No					
	Ма	ndate Source) :					

Project Goal

To replace the current Service Center application so that the application has an improved user interface, has more robust support and enhancements by the vendor, is easier to upgrade and is better able to support cost-effective implementation of a broader range of Information Technology Service Management (ITSM) functions such as configuration management, asset management, and end-user self-service.

Business Objective 1

Create a detailed list of ITSM system requirements. Issue an RFP and evaluate vendor responses. Develop a detailed cost estimate for migration. Obtain funding for implementation costs and licensing.

Major Deliverables

- Document current system functionality and interfaces
- Identify desired new functionality and service expansion
- Request for Proposal, Evaluation Criteria and Approach
- Attend Vendor Demos
- Completed Software Evaluation Documentation
- Vendor Selected
- Identify Training Needs
- Refined project plan, cost estimate, and ROI
- Funding Obtained

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Approach

- Review existing application and process documentation to confirm existing practices. Identify opportunities to improve current practices through automation, self-service, or other process improvement.
- Conduct discovery sessions with IT staff to identify desired capabilities for configuration management, asset management, and other ITSM functions not currently offered in the existing application.
- From outcome of process review and discovery meetings, document system requirements and follow OCIT procedures to release an RFP.
- Review and evaluate RFP responses and conduct qualifying software vendor demonstrations.
- Evaluate demonstrations and select a vendor.
- Work with the selected vendor to determine licensing and implementation costs, establish an implementation timeline, and identify training needs.
- Obtain funding for the remaining phases of the project.

Business Objective 2

Negotiate a contract, project timeline, and resource commitment requirements with selected software vendor. Conduct an ITIL v4 assessment and identify potential process improvements. Identify internal staffing needs.

Major Deliverables

- Software Vendor Contract
- Governing documentation with vendor
- ITIL v4 Assessment
- Internal staffing plan
- Refined project plan, cost estimate, and ROI

Approach

- Follow OCIT procedures to finalize the vendor contract.
- Oakland County project manager to work closely with vendor project manager to create project governance documentation.
- Conduct an ITIL v4 assessment with the selected vendor. Identify opportunities to improve ITIL compliance.
- Revise the project plan, cost estimate, and ROI

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Business Objective 3

Deploy a prototype of the new application, train key staff, and develop a migration strategy. Identify required changes to existing processes, procedures, data, and interfaces.

Major Deliverables

- Development Environment/Prototype
- Training for Administrators and Service Center staff
- Define application security
- Review requirements and design of financial information
- Redefine/Consolidate Incident Areas
- Redefine Change Categories as Requests
- Data migration strategy
- Refined project plan, cost estimate, and ROI

Approach

- Build examples of key processes and functionality in a prototype environment.
 Validate new functionality, such as automation, in the prototype. Engage key IT Staff and IT Liaisons to review proposed changes.
- Conduct formal application training for Service Center Administrators and key support staff.
- Review Workday SupOrg structure and develop a corresponding application security model.
- Review Workday financial structure and develop a corresponding application financial structure.
- Review existing Incident Areas. Meet with owners and identify items for consolidation or retirement.
- Review existing Change Categories. Identify which meet the ITIL definition for Requests vs Change Orders.
- Review existing Knowledge Documents. Meet with owners and identify items for consolidation or retirement.
- Identify which data elements can retired or archived. Map the remaining data elements to the new application. Develop a strategy to import into the new application.
- Revise the project plan, cost estimate, and ROI

Business Objective 4

Implement and test existing ITSM functions in a fully functioning QA environment: Incident Management, Problem Management, Change Order and Request Management, Knowledge Management, and Reporting. Revise existing documentation to adapt to the new application. Provide training for IT staff and IT Liaisons. Develop communication and training materials for County staff and external users. Redevelop the Okta interface. Rewrite Reports.

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Major Deliverables

- Fully functional QA environment
- Develop Okta/Workday interface
- Develop Reports
- Create QA Test Script
- Conduct End-to-end testing
- Update Documentation
- Train IT Staff and Liaisons
- Communication and Training plan for implementation
- Refined project plan, cost estimate, and ROI

Approach

- Convert all data into a QA environment. Implement application security, communication, and interfaces.
- Redevelop the Otka SCIM to provision contact records. Develop a Workday interface for HR organizational structure.
- Review OOB reports in the new application. Redevelop OCIT Custom reports as needed in the new environment.
- Created a detailed QA test script.
- Conduct complete end-to-end testing of all application functionality with Service Center Staff, key IT Staff, and key IT Liaisons.
- Review existing end-user documentation, training materials, and internal team documentation. Revise as needed.
- Develop training materials for IT Staff and IT Liaisons, with a goal of independent, self-guided training.
- Develop communication and training plans for remaining County staff and external users.
- Revise the project plan, cost estimate, and ROI.

Business Objective 5

Implement the new application in Production and provide post-implementation support. Archive and retire the old application.

Major Deliverables

- Establish Production Environment
- Convert Data
- Pre-Implementation Testing
- Production Implementation
- Post-Implementation Support
- Disaster Recovery Toolkit
- Archive Legacy Data
- Retire Legacy Environment

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Approach

- Create the Production Environment
- Convert static data
- Conduct Pre-Implementation Testing
- Attend Change Advisory Board.
- Convert non-static data and release the application into Production.
- Provide Post-Implementation Support
- Create a Disaster Recovery Toolkit
- Archive Legacy Data and Retire the Legacy Environment

Research & Analysis

Gartner Research Recommendation

The current application has become a niche player in the Gartner Magic Quadrant. Gartner cautions that

- Broadcom's "pace of innovation and release cadence for new features lags behind the other advanced ITSM tools in this Magic Quadrant. Broadcom provides limited Automated ITSM support".
- "Broadcom lacks a SaaS-based ITSM tool".
- "Broadcom's focus on marketing CA Service Management directly to a small number of strategic accounts limits its visibility to potential prospects. CA Service Management was very rarely included in Gartner clients' ITSM tool shortlists over the past two years".

Broadcom ranked 11th out of 12 vendors evaluated in Gartner's <u>2021 Magic Quadrant for IT Service Management tools.</u>

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users 8.000+

Divisions All County Divisions, plus external users

Leadership Groups IT Steering Committee - Internal Services

Project Name: Service Center Application Replacement Project ID: DR1181SR

Risk

Business Environment Medium – Project will require some changes to existing business

processes.

Technical Environment Medium – Previously implemented technologies with new aspects

and/or new requirements.

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:

Role: <u>Name</u> <u>Hours per Day</u>

Project Sponsor: Janette McKenna As needed

Internal Services Supervisor: Lisa Oppmann
Source System Expert: Sue Proksch
Source System Expert: Dani Randall

Source System Expert: Jemarice Simpson

Facilities

Most project work will be done remotely, including vendor demos and training.

Technical

The replacement product is expected to be a SaaS solution.

Funding

TBD

Other

Priority TBD

Project Name: Service Center Application Replacement Project ID: DR1181SR

Constraints

Several key IT staff must have high availability for this project (see Staffing).

Exclusions

• Future service expansion will be considered in the RFP evaluation. However, only the ITSM services offered in the existing Service Center application will be implemented as part of this project.

Project Name: Service Center Application Replacement Project ID: DR1181SR

PROJECT PHASE AUTHORIZATION

Phase(s): All							
Total Estimated Application Services	Hours: 240						
Total Estimated Technical Systems	Hours: 750						
Total Estimated CLEMIS	Hours: 240						
Total Estimated Internal Services	Hours: 7,270						
IT Application Services Division Manager Approval:	IT Application Services Division Manager Approval:						
IT Technical Systems Division Manager Approval:	Date:						
IT CLEMIS Division Manager Approval:	Date:						
IT Internal Services Division Manager Approval:		Date:					
IT Management Approval:							
Approved: Ye	s No	Date:					
Reason:							
Project Sponsor Approval:							
Title:		Date:					
PROJECT SU	JMMARY						
Authorized Development (see above)	Hours:						

Authorized Development (see above)	Hours:	
Previously Authorized Development	Hours:	
Preliminary Estimated Development for Future Phases	Hours:	
Grand Total Estimated Development	Hours: 8,500	Cost: \$1,327,582

Project Name: Service Center Application Replacement Project ID: DR1181SR

PROJECT COMPLETION AUTHORIZATION

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

Туре	ID	Task Name	Estimated	Estimate Notes
			Hours	
Phase	000000	■ PROJECT MANAGEMENT	2,500	
Phase	100000	■ DEVELOP RFP & SELECT VENDOR	800	
Phase	200000	■ CONTRACT NEGOTIATION AND PROGRAM KCIKOFF	350	
Phase	300000	■ REQUIREMENTS AND PROTOTYPE	1,500	
Phase	400000	■ QA IMPLEMENTATION, TESTING, AND TRAINING	2,600	
Phase	500000	■ PRODUCTION IMPLEMENTATION	450	
Phase	600000	■ POST IMPLEMENTATION SUPPORT	300	

Return on Investment Analysis

Project Summary

Description	on Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:	İ						
Tangible Benefits Subtotal:	:	0 0	0	0	0	0	0
Cost Avoidance Subtotal:	16,4	00 430,389	253,899	302,461	261,077	444,747	1,708,974
Costs:						·	
Development Services Sub	ototal: 1,327,58	32 0	0	0	0	0	1,327,582
Hardware Subtotal:		0 0	0	0	0	0	0
Software Subtotal:	48,60	361,357	361,357	361,357	361,357	361,357	1,855,452
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	16,4	00 430,389	253,899	302,461	261,077	444,747	1,708,974
Annual Total Costs	1,376,24	19 361,357	361,357	361,357	361,357	361,357	3,183,034
Annual Return on Investme	ent (1,359,84	9) 69,032	(107,458)	(58,896)	(100,280)	83,390	(1,474,060)
Annual Costs/Savings Rati			142.32%	119.47%	138.41%	81.25%	(, , , , , , , , , , , , , , , , , , ,
Project Cumulative Statistics	s:						
Cumulative Total Savings	16,40	0 446,789	700,688	1,003,149	1,264,226	1,708,974	1,708,974
Cumulative Total Costs	1,376,24	9 1,737,606	2,098,963	2,460,320	2,821,677	3,183,034	3,183,034
Cumulative Return on Inve	stment (1,359,84	9) (1,290,817)	(1,398,275)	(1,457,171)	(1,557,451)	(1,474,060)	(1,474,060)
Cumulative Cost/Savings F	Ratio 8391.76	% 388.91%	299.56%	245.26%	223.19%	186.25%	186.25%
Year Positive Payback Ach	nieved						NO PAYBACK
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Proj	ect Sponsor			_ Date:			
Costs (including IT Resour Information Technology Pre				Date:			

Return on Investment Analysis

Savings Detail

	Project Savings		Unit		Rate per		Annual
Benefit/Savings Description	Category	Budget Category/Funding Source	Desc	Units	Unit	Total Savings	Multiplier
Per Gartner, Broadcom's innovation and							
release cadence lags behind other							
advanced ITSM tools. Broadcom							
provides limited support. Broadcom was							
rarely included in client's shortlists in the							
	Intangible Benefit					0	
As Broadcom loses market share, it is							
becoming increasingly difficult to find							
third-party support for upgrades and							
	Intangible Benefit					0	
OCIT has experienced difficulty in							
getting bug fixes and patches from							
Broadcom. A particular defect was							
idenfitied in October 2020. As of June							
2021, Broadcom has not committed to							
releasing a fix.	Intangible Benefit					0	
OCIT has avalated implementing other							
OCIT has explored implementing other							
ITSM functions, such as Asset							
Management and CMDB. The licensing							
fees for these components in the current Broadcom product are cost-prohibitive.							
Other vendors may provide these							
	Intangible Benefit					0	
SaaS solution will eliminate the cost of	intangible beliefit						
maintaining on-premise environments	Cost Avoidance			1	16,400	16,400	
SaaS solution will reduce the cost of	JUST / WORKER TOO			!	10,400	10,400	
application upgrades - build new							
environment	Cost Avoidance			1	180,000	180,000	
on the one of the original of	Coct / Wordanioo			<u>'</u>	100,000	100,000	
SaaS solution will reduce the cost of							
application upgrades - in-place upgrade	Cost Avoidance			1	45,000	45,000	

Return on Investment Analysis

Savings Detail

Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Cost Avoidance			1	91 250	91 250	1.015
				01,200	01,200	1.010
Cost Avoidance			1	15 476	15 476	1.015
000171101441100				10, 17 0	10,110	1.010
			1	118.450	118.450	1.015
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Cost Avoidance			1	5,355	5,355	1.015
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	Cost Avoidance Cost Avoidance Cost Avoidance	Cost Avoidance Cost Avoidance Cost Avoidance Cost Avoidance	Cost Avoidance Cost Avoidance Cost Avoidance Cost Avoidance	Cost Avoidance Cost Avoidance Cost Avoidance Cost Avoidance 1 Cost Avoidance 1	Cost Avoidance Category Budget Category/Funding Source Desc Units Unit Total Savings Cost Avoidance 1 91,250 91,250 Cost Avoidance 1 15,476 15,476 Cost Avoidance 1 118,450 118,450 Cost Avoidance 1 5,355 5,355 0 0 0 0 0 0 0 0 0 0 0 0	

Return on Investment Analysis

Savings Detail

		Α	ffect	ts Pı	roje	ct R0	OI?		Р	otential Savir	ngs Extensio	ns	
	Project Savings		İ	Ì	Ì	ĺ	ĺ						
Benefit/Savings Description	Category	Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Per Gartner, Broadcom's innovation and			1	1	ļ	<u> </u>	<u> </u>						
release cadence lags behind other			į	į	İ		į						
advanced ITSM tools. Broadcom			į	į	-	-	ŀ						
provides limited support. Broadcom was			į	į	1		į						
rarely included in client's shortlists in the			į	į	1	1	į						
past two years.	Intangible Benefit		İ	İ	İ	İ	İ						
As Broadcom loses market share, it is			1						Ĭ I				
becoming increasingly difficult to find			į	į	İ		į						
third-party support for upgrades and			į	į	İ	1	į						
enhancements.	Intangible Benefit		ĺ	ĺ			į						
OCIT has experienced difficulty in			Ĭ	Ĭ	-								
getting bug fixes and patches from			į	į	İ		į						
Broadcom. A particular defect was			į	į	İ	1	į						
idenfitied in October 2020. As of June			ĺ	ĺ	1	1	ĺ						
2021, Broadcom has not committed to			!	!	1	!	!						
releasing a fix.	Intangible Benefit		į	į	į		į						
			1	1	į		į						
OCIT has explored implementing other			į	į	İ		į						
ITSM functions, such as Asset			į	į	İ	1	į						
Management and CMDB. The licensing			ĺ	ĺ	1	1	ĺ						
fees for these components in the current					1	1	ļ						
Broadcom product are cost-prohibitive.			İ	İ	İ	İ	İ						
Other vendors may provide these			į	į	1	İ	į						
components at a more reasonable cost.	Intangible Benefit		į	į	į	<u> </u>	<u> </u>						
SaaS solution will eliminate the cost of			l	l		į	į						
maintaining on-premise environments	Cost Avoidance	Х	Х	Х	Х	Х	Х	16,400.00	16,400.00	16,400.00	16,400.00	16,400.00	16,400.00
SaaS solution will reduce the cost of			į	į	į		į						
application upgrades - build new			ĺ	ĺ	ĺ	ĺ	Ī						
environment	Cost Avoidance		Χ	!	<u>!</u>	!	Х		180,000.00				180,000.00
			į	į	į	į	į						
SaaS solution will reduce the cost of	0 + 4		į	į	į	1	į				45.000.00		
application upgrades - in-place upgrade	Cost Avoidance		<u>i </u>	<u>i </u>	Χ	<u> </u>	<u>i </u>				45,000.00		

Return on Investment Analysis

Savings Detail

		Aſ	ffect	s P	roje	ct R	OI?		Р	otential Savii	ngs Extensio	ns	
Benefit/Savings Description	Project Savings Category	Y1	Y2	Y 3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
T													
Through automation, increase Self-		ĺ	į	}	-	-	-		! !				
Service for Inicident Management,		ĺ		ļ	ļ	1	1						
reduce Service Center staff time by 25%	Cost Avoidance		Χ	Χ	Х	Х	Х		92,618.75	94,008.03	95,418.15	96,849.42	98,302.17
Through automation, reduce the amount		ĺ	į	•	į	1	İ		!				
of time Service Center staff spends on		ĺ	į	İ	į	İ	İ						
	Cost Avoidance	<u> </u>	Х	Х	Х	Х	Х		15,708.14	15,943.76	16,182.92	16,425.66	16,672.05
Through automation, reduce overall		ĺ		ļ	ļ	1	1		! !				! ! !
second tier ticket volume by 5% for all IT		ĺ	į	ļ	ļ								
	Cost Avoidance		Х	Х	Х	Х	Х		120,226.75	122,030.15	123,860.60	125,718.51	127,604.29
Through automation, reduce overall IT		ĺ	į	į	į	İ	İ		i				
Liaison ticket volume by 5%	Cost Avoidance		Х	Х	Х	Х	Х		5,435.33	5,516.85	5,599.61	5,683.60	5,769
			<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>		! ! !				
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Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Townsile In Downstite Outstate I							
Tangible Benefits Subtotal:							
Cost Avoidance:							
SaaS solution will eliminate the cost of							
maintaining on-premise environments	16,400	16,400	16,400	16,400	16,400	16,400	98,400
у година по по по по по по по по по по по по по	13,100	,	10,100	10,100	10,100	10,100	
SaaS solution will reduce the cost of							
application upgrades - build new environment		180,000				180,000	360,000
SaaS solution will reduce the cost of		-					
application upgrades - in-place upgrade				45,000			45,000
Through automation, increase Self-Service							
for Inicident Management, reduce Service							
Center staff time by 25%		92,619	94,008	95,418	96,849	98,302	477,197
Through automation, reduce the amount of							
time Service Center staff spends on Quality							
Control by 25%		15,708	15,944	16,183	16,426	16,672	80,933
Through automation, reduce overall second		400.007	400.000	100 001	105 710	407.004	0.40.4.40
tier ticket volume by 5% for all IT Staff.		120,227	122,030	123,861	125,719	127,604	619,440
Through automation, reduce overall IT		E 405	E E 4 7	F 600	E 604	F 700	20.004
Liaison ticket volume by 5%		5,435	5,517	5,600	5,684	5,769	28,004
Cost Avoidance Subtotal:	16,400	430,389	253,899	302,461	261,077	444,747	1,708,974
Intangible Benefit:							

Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Per Gartner, Broadcom's innovation and release cadence lags behind other advanced ITSM tools. Broadcom provides limited support. Broadcom was rarely included in client's shortlists in the past two years. As Broadcom loses market share, it is becoming increasingly difficult to find third-party support for upgrades and enhancements. OCIT has experienced difficulty in getting bug fixes and patches from Broadcom. A particular defect was idenfitied in October 2020. As of June 2021, Broadcom has not							
committed to releasing a fix. OCIT has explored implementing other ITSM functions, such as Asset Management and CMDB. The licensing fees for these components in the current Broadcom product are cost-prohibitive. Other vendors may provide these components at a more reasonable cost.							
Savings Total:	16,400	430,389	253,899	302,461	261,077	444,747	1,708,974

Return on Investment Analysis

Cost Detail

								Affects Project R		t RO	?		
	Project Cost	Budget Category/Funding	Unit		Rate per	Annual							
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs			8,500	156	1,327,582		Х		İ			
IT Hours - System Maintenance	Development Svcs				165	0							
IT Hours - Customer Support	Development Svcs				165	0							
IT Hours - Planned Maintenance	Development Svcs				165	0							
User Hours - New Development	Development Svcs					0							
User Hours - PTNE/OT	Development Svcs					0							
Contractor Professional Services	Development Svcs					0				i I			
PC System - Acquisition	Hardware				687	0							
PC System - Maintenance	Hardware				2,936	0				İ			
Notebook - Acquisition	Hardware				1,115	0				Î			
Notebook - Maintenance	Hardware				3,024	0				i			
Tablet Notebook - Acquisition	Hardware				1,421	0							
Tablet Notebook - Maintenance	Hardware				2,800	0							
Laserprinter - Acquisition	Hardware				1,432	0				İ			
Laserprinter - Maintenance	Hardware				1,408	0				İ			
PC Maintenance User Owned	Hardware				2,720	0							
Printer Maintenance User Owned	Hardware				1,264	0				İ			
File Space (100GB)	Hardware		ANN		23	0				Î			
Package Software - Acquisition	Software			1	48,667	48,667		Х		i			
Package Software - Maintenance	Software			1	361,357	361,357			Х	Х	Х	X :	Χ
Business Objects Access	Software					0							
Server - Acquisition/Upgrade	Infrastructure				8,000	0				Î			
Server - Maintenance	Infrastructure				360	0				Ì			
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0							
Server Sftwre - Maintenance	Infrastructure					0							
Server Rack Mount	Infrastructure				400	0				Î			
Oracle Enterprise Software Purchase -										:			
Per Processor (4 Cores) - Requires										<u> </u>			
Annual Support Below	Infrastructure				42,280	0				İ		1	
Oracle Enterprise Software Support -										İ			
Per Processor (4 Cores)	Infrastructure				9,293	0	1.030			İ		i i	
SQL Server Enterprise Software													
Purchase - Per Processor (4 cores) -													
Purchased Sept 2019-Aug 2020 -										İ		. !	
Includes Support thru Aug 2022	Infrastructure				16,985	0						i i	

Return on Investment Analysis

Cost Detail

	The state of the s						Affects Project			ROI?		
	Project Cost	Budget Category/Funding	Unit		Rate per		Annual			ŀ		
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y1	Y2	Y3	Y4 `	Y5 Y6
SQL Server Enterprise Software										ŀ		
Purchase - Per Processor (4 cores) -	ļ									ŀ	ŀ	
Purchased Sept 2020-Aug 2021 -	ļ											
Includes Support thru Aug 2022	Infrastructure				12,724	0					į	
SQL Server Enterprise Software												
Purchase - Per Processor (4 cores) -	ļ										İ	ł
Purchased Sept 2021-Aug 2022 -	ļ											
Includes Support thru Aug 2022	Infrastructure				8,463	0					į	
SQL Server Enterprise - Support, Per												
Processor (4 cores) - Sept 2022 and	ļ										į	
Beyond	Infrastructure				4,261	0					į	
SQL Server Standard Software												
Purchase - Per Processor (4 cores) -	ļ											
Purchased Sept 2019-Aug 2020 -	ļ									ŀ	į	
Includes Support thru Aug 2022	Infrastructure				4,429	0						
SQL Server Standard Software	ļ										i	
Purchase - Per Processor (4 cores) -	ļ									İ	İ	į
Purchased Sept 2020-Aug 2021 -	ļ											
Includes Support thru Aug 2022	Infrastructure				3,317	0						
SQL Server Standard Software	ļ											
Purchase - Per Processor (4 cores) -	ļ									ŀ	į	
Purchased Sept 2021-Aug 2022 -	ļ										į	
Includes Support thru Aug 2022	Infrastructure				2,205	0						
SQL Server - Standard Support, Per	ļ											
Processor (4 cores) - Sept 2022 and	ļ											
Beyond	Infrastructure				1,112	0						
Websphere Basic Per Processor	ļ										İ	
Single/Dual Core - Includes Year 1	ļ											
Maintenance	Infrastructure				3,506	0					<u>į</u>	
	ļ										į	
Websphere Basic Per Processor												
Single/Dual Core - Year 2 and Beyond	Infrastructure				701	0						
Websphere ND Per Processor											ļ	
Single/Dual Core - Includes Year 1											į	
Maintenance	Infrastructure				13,180	0					<u> </u>	<u>i</u>

Return on Investment Analysis

Cost Detail

								Affects Project		ROI?		
	Project Cost	Budget Category/Funding	Unit		Rate per		Annual		İ	1		
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y 1	Y2	Y3	Y4	Y5 Y6
Websphere ND Per Processor								li	İ	- 1	- 1	
Single/Dual Core - Year 2 and Beyond	Infrastructure				2,635	0		l i	ļ	-		
SSL Certificate	Infrastructure				845	0		į				
Internet Access	Infrastructure				180	0		L į		i_	i_	!!
Imperva Web Application Firewall								li	į	•	į	
(External Web Applications Only)	Infrastructure		ANN		500	0		į		<u> </u>		
App Code Directories on Consolidated								li	į	- 1	Î	
IIS Server (Virtual)	Infrastructure		ANN		415	0		j	j			<u> </u>
Dedicated Virtual Server	Infrastructure		ANN		4,150	0		i	ľ	- [
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$601 On Premise Physical Server = N/A	Infrastructure		ANN			0						
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$951 On Premise Physical Server = \$9,288	Infrastructure		ANN			0						
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$1,702 On Premise Physical Server = \$9,751	Infrastructure		ANN			0						
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$3,167 On Premise Physical Server = \$10,446	Infrastructure		ANN			0						
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server = \$12,906			ANN			0						

Return on Investment Analysis

Cost Detail

		Potential Cost Extensions						
	Project Cost							
Cost Description	Category	Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs	1,327,582.00						
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							
PC Maintenance User Owned	Hardware							
Printer Maintenance User Owned	Hardware							
File Space (100GB)	Hardware							
Package Software - Acquisition	Software	48,667.00						
Package Software - Maintenance	Software		361,357.00	361,357.00	361,357.00	361,357.00	361,357.00	
Business Objects Access	Software							
Server - Acquisition/Upgrade	Infrastructure							
Server - Maintenance	Infrastructure							
Server Sftwre - Acquisition/Upgrade	Infrastructure							
Server Sftwre - Maintenance	Infrastructure							
Server Rack Mount	Infrastructure							
Oracle Enterprise Software Purchase -								
Per Processor (4 Cores) - Requires								
Annual Support Below	Infrastructure							
Oracle Enterprise Software Support -								
Per Processor (4 Cores)	Infrastructure							
SQL Server Enterprise Software								
Purchase - Per Processor (4 cores) -								
Purchased Sept 2019-Aug 2020 -								
Includes Support thru Aug 2022	Infrastructure							

Return on Investment Analysis

Cost Detail

Cost Description Category Y1 Y2 Y3 Y4 Y5 Y6 SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Infrastructure SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Websphere Basic Per Processor Single/Dual Core - Includes Year 1			Potential Cost Extensions							
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure	Coot Decemention	Project Cost	V4	Va	Va	V4	VE	VC		
Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 Infrastructure SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022 Infrastructure Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchase - Per Processor (4 cores) - Purchase Sept 2019-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1	·	Category	T I	12	1 13	1 14	15	1 10		
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Includes Support thru Aug 2022 Infrastructure SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Websphere Basic Per Processor Single/Dual Core - Includes Year 1	,				•		! ! !			
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Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure Infrastructure I		Infrastructure		<u> </u>	<u> </u>	! !		1		
Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 - Infrastructure SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond				•		•				
Includes Support thru Aug 2022 Infrastructure SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 Infrastructure SQL Server Standard Software Purchased Sept 2021-Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Websphere Basic Per Processor Single/Dual Core - Includes Year 1					•	İ				
SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1						İ				
Processor (4 cores) - Sept 2022 and Beyond Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Software Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Square Sept 2021-Aug 2022 - Includes Support Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Square Special Server - Includes Sept 2021-Aug 2022 - Includes Sept 2021-Aug 2022 - Includes Sept 2022 and Sept 2021-Aug 2022 - Includes Sept 2022 and Sept 2022 and Sept 2022 and Sept 2021-Aug 2022 - Includes Sept 2022 and Sept 2021-Aug 2022 - Includes Sept 2022 and Sept 2022 and Sept 2022 - Includes Sept 2022 and Sept 2022 - Includes Sept 2022 and Sept 2022 - Includes Sept		Infrastructure								
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Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1		Infrastructure		į						
Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Software Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1	SQL Server Standard Software			İ		•				
Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1	Purchase - Per Processor (4 cores) -				į	İ				
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1	Purchased Sept 2019-Aug 2020 -									
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1	Includes Support thru Aug 2022	Infrastructure		-	•] 			
Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1	SQL Server Standard Software					!				
Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 Infrastructure Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Websphere Basic Per Processor Single/Dual Core - Includes Year 1	Purchase - Per Processor (4 cores) -			į						
Includes Support thru Aug 2022 Infrastructure SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 Infrastructure Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Websphere Basic Per Processor Single/Dual Core - Includes Year 1	Purchased Sept 2020-Aug 2021 -				•	İ				
Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1		Infrastructure								
Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Sept 2022 and Seyond Infrastructure Sept 2022 and Seyond Infrastructure Sept 2022 and Seyond Infrastructure Sept 2022 and Seyond Single/Dual Core - Includes Year 1	SQL Server Standard Software				<u> </u>	!	 			
Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Sept 2022 and Seyond Infrastructure Sept 2022 and Seyond Infrastructure Sept 2022 and Seyond Infrastructure Sept 2022 and Seyond Single/Dual Core - Includes Year 1	Purchase - Per Processor (4 cores) -									
Includes Support thru Aug 2022 Infrastructure SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Sept 2022 and Seyond Single/Dual Core - Includes Year 1	Purchased Sept 2021-Aug 2022 -				•	•				
SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1		Infrastructure			į	İ				
Processor (4 cores) - Sept 2022 and Beyond Infrastructure Websphere Basic Per Processor Single/Dual Core - Includes Year 1				i i						
Beyond Infrastructure Unifrastructure Single/Dual Core - Includes Year 1	• •			į						
Websphere Basic Per Processor Single/Dual Core - Includes Year 1		Infrastructure		ļ		•				
Single/Dual Core - Includes Year 1										
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INICIPATION INTO INTO INTO INTO INTO INTO INTO	Maintenance	Infrastructure				-	 			
				<u> </u>	!	<u> </u>	! !	<u>!</u>		
Websphere Basic Per Processor	Websphere Basic Per Processor			į						
Single/Dual Core - Year 2 and Beyond Infrastructure	•	Infrastructure								
Websphere ND Per Processor				1	•	•		•		
Single/Dual Core - Includes Year 1							 			
Maintenance Infrastructure		Infrastructure								

Return on Investment Analysis

Cost Detail

		Potential Cost Extensions							
Cost Description	Project Cost Category	Y1	Y2	Y3	Y4	Y5	Y6		
Cost Bescription	Category		<u>; '2</u>	10	1.7	10	10		
Websphere ND Per Processor			į						
Single/Dual Core - Year 2 and Beyond	Infrastructure								
SSL Certificate	Infrastructure								
Internet Access	Infrastructure		İ						
Imperva Web Application Firewall			İ						
(External Web Applications Only)	Infrastructure								
App Code Directories on Consolidated									
IIS Server (Virtual)	Infrastructure		İ						
Dedicated Virtual Server	Infrastructure								
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$601 On Premise Physical Server = N/A	Infrastructure								
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$951 On Premise Physical Server = \$9,288	Infrastructure								
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$1,702 On Premise Physical Server =									
\$9,751 Large - 16 Core 64GB RAM, 500GB	Infrastructure		1						
Drive, 10 GB NIC - Cloud/Virtual =									
\$3,167 On Premise Physical Server =									
\$10,446	Infrastructure		•						
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server =									
\$12,906	Infrastructure								

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	1,327,582						1,327,582
IT Hours - System Maintenance							
IT Hours - Customer Support							
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
Development Services Subtotal:	1,327,582						1,327,582
Hardware:							
Hardware Subtotal:							
Software:							
Package Software - Acquisition	48,667						48,667
Package Software - Maintenance	, i	361,357	361,357	361,357	361,357	361,357	1,806,785
		,		,	,	,	· · · · ·
Software Subtotal:	48,667	361,357	361,357	361,357	361,357	361,357	1,855,452
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtatal							
Training Subtotal:							
Other:							
						+	
Other Subtotal:							
Costs Total:	1,376,249	361,357	361,357	361,357	361,357	361,357	3,183,034

Date: 02/25/2022

Assumptions

08-Feb-22 The next upgrade will require builing new hardware and is estimated at \$200,000. The cost of SaaS upgrade on a new product will not require server and database support, remote vendor access, or security scans and 08-Feb-22 remediation. Estimate cost of IT Labor to upgrade in SaaS is \$20,000. 08-Feb-22 Annual cost of servers, databases, SSL certificates, WAF in an on-premise AWS environment is approximately \$11,000 08-Feb-22 Annual labor cost to maintain server and databases (monthly patching, etc) in an on-premise AWS environment is approximately \$2,250. 08-Feb-22 Annual Internal Services System Maintenance cost is approximately \$1,350. 08-Feb-22 Annual Internal Services System Administration (Customer Support) cost is approximately \$1,800. Annual Broadcom SDM license is \$63,483. Annual license are estimated at \$190,080 (4Me), \$310,800 (Cherwell), \$773,640 (ServiceNov 17-Feb-22 ROI uses an average cost of \$424,840, minus the cost of Broadcom. 17-Feb-22 Launch cost is estimated at \$13,000 (4Me), \$65,000 (Cherwell), \$68,000 (ServiceNow). ROI uses the average. Initial system implementation in 2007 estimated at \$2,141,254 in the ROI: Development \$1,588,231 Hardware \$113,642 Software \$382,331 Training \$57,050 17-Feb-22 IT Labor, Professional Services, and Training = \$1,614,791 using 2007 ROI Labor Rates SC Staff spends 50,000 hours/year on Incident Management, automate and reduce by 25% (1250 hours) at \$73/hr = \$91,250. Note: 17-Feb-22 ServiceNow estimates 50%. SC Staff spends 850 hours/year on Quality Control, automate and reduce by 25% (212 hours) at \$73/hr = \$15,476. Note: ServiceNow estimates 30%. IT Labor estimated at a blended rate of \$103 (Project Manager \$165, Business Analyst \$87, Service Center Support \$73, Supervisor \$11 17-Feb-22 volume by 5% (1,150 tickets), assuming 1 hour per ticket and general rate of \$103 for IT labor. Note: ServiceNow estimates 7%. 11-Mar-22 Training for IT staff, outside of the Service Center staff, will be tracked to the Training task in the Non-Projec	Date	Assumption Description
04-Jun-21 approximately \$250,000 but included the cost of moving to the AWS cloud. 04-Jun-21 Gartner recommendations from the March 2021 Magic Quadrant for IT Service Management Tools. Service Center 17.3 Upgrade in fall 2021 cost approximately \$62,500 for IT Labor and Professional Services. This was an in-place upgrau 08-Feb-22 The next upgrade will require builting new hardware and is estimated at \$200,000. The rost of SaaS upgrade on a new product will not require server and database support, remote vendor access, or security scans and 28-Feb-22 remediation. Estimate cost of IT Labor to upgrade in SaaS is \$20,000. 08-Feb-22 Annual cost of servers, databases, SSL certificates, WAF in an on-premise AWS environment is approximately \$11,000 08-Feb-22 Annual Internal Services System Maintenance cost is approximately \$1,350. 08-Feb-22 Annual Internal Services System Maintenance cost is approximately \$1,350. 08-Feb-22 Annual Internal Services System Maintenance cost is approximately \$1,350. 08-Feb-22 Annual Internal Services System Administration (Customer Support) cost is approximately \$1,800. Annual Broadcom SDM license is \$63,483. Annual license are estimated at \$190,080 (4Me), \$310,800 (Cherwell), \$773,640 (ServiceNov 17-Feb-22 Launch cost is estimated at \$13,000 (4Me), \$65,000 (Cherwell), \$68,000 (ServiceNow). ROI uses the average. Initial system implementation in 2007 estimated at \$2,141,254 in the ROI: Development \$1,588,231 Hardware \$113,642 Software \$382,331 Training \$57,050 17-Feb-22 IT Labor, Professional Services, and Training = \$1,614,791 using 2007 ROI Labor Rates SC Staff spends \$5,000 hours/year on Incident Management, automate and reduce by 25% (1250 hours) at \$73/hr = \$91,250. Note: ServiceNow estimates 50%. SC Staff spends \$50 hours/year on Quality Control, automate and reduce by 25% (212 hours) at \$73/hr = \$15,476. Note: ServiceNow estimates 30%. 17-Feb-22 Training 50 (11 to 10 tickets), assuming 1 hour per ticket and general rate of \$103 for IT labor. No		Service Center 14.1 Upgrade cost approximately \$200,000 for IT labor and Professional Services (Stefanini). 17.1 Upgrade was
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		In 2021 there were 2102 incidents entered by IT Liaisons. Automate and reduce ticket volumne by 5%, assuming 1 hour per ticket at a
21-Mar-22 general rate of \$51	21-Mar-22	general rate of \$51
	`	

Date Printed: 5/24/2022

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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	1,348,119						1,348,119
IT Hours - System Maintenance							
IT Hours - Customer Support							
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
Development Services Subtotal:	1,348,119						1,348,119
Hardware:							
Hardware Subtotal:							
Software:							
Package Software - Acquisition	48,667						48,667
Package Software - Maintenance	, i	361,357	361,357	361,357	361,357	361,357	1,806,785
		,	,	,	,	,	
	48,667	361,357	361,357	361,357	361,357	361,357	1,855,452
Infrastructure:	48,007	301,337	301,331	301,337	301,337	301,337	1,000,402
illitastructure.							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	1,396,786	361,357	361,357	361,357	361,357	361,357	3,203,571

Assumptions

Date	Assumption Description
	Service Center 14.1 Upgrade cost approximately \$200,000 for IT labor and Professional Services (Stefanini). 17.1 Upgrade was
	approximately \$250,000 but included the cost of moving to the AWS cloud.
	Gartner recommendations from the March 2021 Magic Quadrant for IT Service Management Tools.
	Service Center 17.3 Upgrade in fall 2021 cost approximately \$62,500 for IT Labor and Professional Services. This was an in-place upgrade.
	The next upgrade will require builing new hardware and is estimated at \$200,000.
	The cost of SaaS upgrade on a new product will not require server and database support, remote vendor access, or security scans and
	remediation. Estimate cost of IT Labor to upgrade in SaaS is \$20,000.
08-Feb-22	Annual cost of servers, databases, SSL certificates, WAF in an on-premise AWS environment is approximately \$11,000
	Annul labor cost to maintain server and databases (monthly patching, etc) in an on-premise AWS environment is approximately \$2,250.
	Annual Internal Services System Maintenance cost is approximately \$1,350.
	Annual Internal Services System Administration (Customer Support) cost is approximately \$1,800.
	Annual Broadcom SDM license is \$63,483. Annual license are estimated at \$190,080 (4Me), \$310,800 (Cherwell), \$773,640 (ServiceNow).
	ROI uses an average cost of \$424,840, minus the cost of Broadcom.
	Launch cost is estimated at \$13,000 (4Me), \$65,000 (Cherwell), \$68,000 (ServiceNow). ROI uses the average.
	Initial system implementation in 2007 estimated at \$2,141,254 in the ROI:
	Development \$1,588,231
	Hardware \$113,642
	Software \$382,331
	Training \$57,050
17-Feh-22	IT Labor, Professional Services, and Training = \$1,614,791 using 2007 ROI Labor Rates
	SC Staff spends 5,000 hours/year on Incident Management, automate and reduce by 25% (1250 hours) at \$73/hr = \$91,250. Note:
	ServiceNow estimates 50%.
	SC Staff spends 850 hours/year on Quality Control, automate and reduce by 25% (212 hours) at \$73/hr = \$15,476. Note: ServiceNow
	estimates 30%.
	IT Labor estimated at a blended rate of \$103 (Project Manager \$165, Business Analyst \$87, Service Center Support \$73, Supervisor \$115,
	Training Specialist \$73).
	Based on 2021 Service Center Statistics Summary, there were 22,861 resolved by second-tier IT Support. Automate and reduce ticket
	volume by 5% (1,150 tickets), assuming 1 hour per ticket and general rate of \$103 for IT labor. Note: ServiceNow estimates 7%.
	Training for IT staff, outside of the Service Center staff, will be tracked to the Training task in the Non-Project plans.
	In 2021 there were 2102 incidents entered by IT Liaisons. Automate and reduce ticket volumne by 5%, assuming 1 hour per ticket at a
	general rate of \$51

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