

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: Service Center Program 2023-2024**

**Project ID: DR2181SP**

<b>Leadership Group: IT Steering Committee/Internal Services</b>			
<b>Department: Information Technology</b>		<b>Division: Internal Services</b>	
<b>Project Sponsor: Janette McKenna</b>	<b>Date Requested: March 1, 2022</b>	<b>PM Customer No. 181</b>	
<b>Request Type: <i>New Development</i></b>			
<b>IT Team Name: Service Center and Training</b>		<b>IT Team No: R</b>	
<b>Project Manager/Leader: Sue Proksch</b>			
<b>Account Number:</b> 17010	<b>Account Description:</b> Admin Division Development and Support	<b>Customer Name:</b>	Information Technology
<b>Grant Funded?</b>	<b>No</b>	<b>Mandate?</b>	<b>No</b>
		<b>Mandate Source:</b>	

## Project Goal

To implement improvements for Incident, Change, and Problem Management so that OCIT Service Center utilizes ITIL best practices. This includes updating the Incident and Problem Management processes to include matching to CIs and adding new Change Types to better identify, act, and report on Change Requests.

## Business Objective

Define and improve Incident, Problem, Risk and Change relationships within Service Desk.

### **Major Deliverables**

- Attend workshops with ITSM consultant as needed.

### Incidents:

- Build Incident Models (framework and procedures) within the Service Desk
- Add a step to Incident closure to validate the classification in order to study the efficiency of the process.
- Define capability for Incident matching within the Service Center application.
- Define and create relationship and matching of Incidents to CI's
- Define procedures for Incident to CI

### Problems:

- Define and create relationship and matching of Problems to CI's
- Add prioritization to problems
- Develop a CSI Register for Problems that need hierarchical escalation

### Risks:

- Build and define a Risk Model
- Build and define an Authority Model that is attached to the Risk Model
- Add a Risk Model to Change Process with mitigation activities

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## Change/Request:

- Define, add and document create a Service Request Priority Matrix
- Define, add and document Change Types with criteria
- Define, add and document the Change type “Urgent” or “Expedited”
- Define, add and document the Change type “Major” and “Significant”

## Service Desk Management:

- Develop a framework for measuring the KPIs within processes and functions

## **Approach**

OCIT Internal Services and ITSM consultant will:

- Conduct discovery sessions with appropriate OCIT representatives
- Work with Service Desk Admin to build Incident Models within the Service Desk
- Work with Service Desk Admin to create relationships and matching of Incidents and Problems to CI's in Service Desk
- Develop an authority model attached to the risk model and update relevant Service Desk workflows
- Develop “Urgent” (or “Expedited”), “Major” and “Significant” Change types, insert them into Service Desk, and update relevant Service Desk workflows
- Obtain recommendations from Professional Services vendor regarding Service Center capabilities to support the desired business objective
- Identify and determine application configurations to obtain documented business objective and review impact
- Document any issues that need to be considered, reviewed or escalated
- Present assessment to appropriate levels of management for approval
- Build the test, training, integration and implementation project plan and determine release dates

## **Research & Analysis**

### **Research Service Recommendation**

Recommendations from most recent ITIL Assessment

### **Benefits**

See Return on Investment (ROI) Analysis Document

### **Impact**

**Number of Users** 200

**Divisions** Information Technology

**Leadership Groups** IT Steering Committee/Internal Services

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**Risk**

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

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

**Assumptions**

**Staffing**      IT Staffing: resources will be available for the hours indicated per the attached project plan.

Other Staffing: additional staffing will be available as follows:

<b><u>Role:</u></b>	<b><u>Name</u></b>	<b><u>Hours per Day</u></b>
Project Sponsor:	Janette McKenna	As Needed

**Facilities**

- 
- 

**Technical**

- 
- 

**Funding**

- Information Technology

**Other**

- 

**Priority**

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**Constraints**

- 
- 

**Exclusions**

- Does not include Requests, SLAs, or OLA

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## PROJECT PHASE AUTHORIZATION

<b>Phase(s): Service Center Program 2022-2024</b>	
<b>Total Estimated Application Services</b>	<b>Hours:</b>
<b>Total Estimated Technical Systems</b>	<b>Hours:</b>
<b>Total Estimated CLEMIS</b>	<b>Hours:</b>
<b>Total Estimated Internal Services</b>	<b>Hours: 200</b>
<b>IT Application Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Technical Systems Division Manager Approval:</b>	<b>Date:</b>
<b>IT CLEMIS Division Manager Approval:</b>	<b>Date:</b>
<b>IT Internal Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Management Approval:</b>	
Approved: <span style="margin-left: 100px;">Yes</span> <span style="margin-left: 100px;">No</span>	<b>Date:</b>
Reason:	
<b>Project Sponsor Approval:</b>	
Title:	<b>Date:</b>

## PROJECT SUMMARY

<b>Authorized Development (see above)</b>	<b>Hours: 200</b>
<b>Previously Authorized Development</b>	<b>Hours:</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 200      Cost: \$33,000</b>

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## PROJECT COMPLETION AUTHORIZATION

<b>Customer Acceptance of Product:</b>	
Title:	Date:
<b>Project Office Review:</b>	Date:

Service Center Program 2023-2024 - Size Estimate (+/- 10% to 50%)					
	Type	ID	Task Name	Estimated Hours	Estimate Notes
1	Phase	000000	Service Center Program 2022-2024	200	
2					
1				200	

**Oakland County -- Service Center Program 2023-2024**

Return on Investment Analysis

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	0	3,166	3,198	3,230	3,262	3,295	16,152
<b>Costs:</b>							
Development Services Subtotal:	0	33,495	0	0	0	0	33,495
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	0	0	0	0	0	0	0
Infrastructure Subtotal:	0	0	0	0	0	0	0
Training Subtotal:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
<b>Annual Statistics:</b>							
Annual Total Savings	0	3,166	3,198	3,230	3,262	3,295	16,152
Annual Total Costs	0	33,495	0	0	0	0	33,495
Annual Return on Investment		(30,329)	3,198	3,230	3,262	3,295	(17,343)
Annual Costs/Savings Ratio	0.00%	1057.84%	0.00%	0.00%	0.00%	0.00%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	0	3,166	6,364	9,594	12,857	16,152	16,152
Cumulative Total Costs	0	33,495	33,495	33,495	33,495	33,495	33,495
Cumulative Return on Investment		(30,329)	(27,131)	(23,901)	(20,638)	(17,343)	(17,343)
Cumulative Cost/Savings Ratio	0.00%	1057.84%	526.29%	349.11%	260.53%	207.38%	207.38%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							
<b>Signatures:</b>							
Benefits Reviewed By Project Sponsor	_____			Date:	_____		
Costs (including IT Resources) Reviewed By Information Technology Project Manager	_____			Date:	_____		

**Oakland County -- Service Center Program 2023-2024**

Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Support for Change and Release Management in determining production implementation impact	Intangible Benefit					0	
						0	
Reduction of Emergency RFC's submitted - impact analysis of related CI's illustrates how one change will impact other CI's and changes.	Cost Avoidance			19	165	3,135	1.010
Improve ITIL processes in the areas of risk, incident and change management.	Intangible Benefit					0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	



**Oakland County -- Service Center Program 2023-2024**

Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions						
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
Support for Change and Release Management in determining production implementation impact	Intangible Benefit													
Reduction of Emergency RFC's submitted - impact analysis of related CI's illustrates how one change will impact other CI's and changes.	Cost Avoidance	x	x	x	x	x			3,166.35	3,198.01	3,229.99	3,262.29	3,295	
Improve ITIL processes in the areas of risk, incident and change management.	Intangible Benefit													

**Oakland County -- Service Center Program 2023-2024**

Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Tangible Benefit:</b>							
<i>Tangible Benefits Subtotal:</i>							
<b>Cost Avoidance:</b>							
Reduction of Emergency RFC's submitted - impact analysis of related CI's illustrates how one change will impact other CI's and changes.		3,166	3,198	3,230	3,262	3,295	16,152
<i>Cost Avoidance Subtotal:</i>		<b>3,166</b>	<b>3,198</b>	<b>3,230</b>	<b>3,262</b>	<b>3,295</b>	<b>16,152</b>
<b>Intangible Benefit:</b>							
Support for Change and Release Management in determining production implementation impact							
Improve ITIL processes in the areas of risk, incident and change management.							
<b>Savings Total:</b>		<b>3,166</b>	<b>3,198</b>	<b>3,230</b>	<b>3,262</b>	<b>3,295</b>	<b>16,152</b>

**Oakland County -- Service Center Program 2023-2024**

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			200	165	33,000	1.015	x						
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								
PC System - Acquisition	Hardware				639	0								
PC System - Maintenance	Hardware				3,352	0								
Laptop - Acquisition	Hardware				922	0								
Laptop - Maintenance	Hardware				3,352	0								
Tablet Notebook - Acquisition	Hardware				1,069	0								
Tablet Notebook - Maintenance	Hardware				3,352	0								
File Space (100GB)	Hardware		ANN		23	0								
Package Software - Acquisition	Software					0								
Package Software - Maintenance	Software					0								
Business Objects Access	Software					0								
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure				16,985	0								
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure				12,724	0								
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure				8,463	0								
SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure				4,261	0								

**Oakland County -- Service Center Program 2023-2024**

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	
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure				4,429	0								
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure				3,317	0								
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure				2,205	0								
SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure				1,112	0								
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,769	0								
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				754	0								
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				14,170	0								
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				2,835	0								
SSL Certificate	Infrastructure				910	0								
Internet Access	Infrastructure				190	0								
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure		ANN		500	0								
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure		ANN		446	0								

**Oakland County -- Service Center Program 2023-2024**  
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Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier	Affects Project ROI?							
								Y1	Y2	Y3	Y4	Y5	Y6		
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$601 On Premise Physical Server = \$2,735	Infrastructure		ANN			0									
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$951 On Premise Physical Server = \$3,057	Infrastructure		ANN			0									
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$1,702 On Premise Physical Server = \$8,715	Infrastructure		ANN			0									
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$3,167 On Premise Physical Server = \$10,758	Infrastructure		ANN			0									
Extra Large - 40 Core 192GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server = \$24,137	Infrastructure		ANN			0									

**Oakland County -- Service Center Program 2023-2024**  
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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		33,495.00				
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						
Laptop - Acquisition	Hardware						
Laptop - Maintenance	Hardware						
Tablet Notebook - Acquisition	Hardware						
Tablet Notebook - Maintenance	Hardware						
File Space (100GB)	Hardware						
Package Software - Acquisition	Software						
Package Software - Maintenance	Software						
Business Objects Access	Software						
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise Software 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 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure						

**Oakland County -- Service Center Program 2023-2024**

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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
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 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 Maintenance	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
SSL Certificate	Infrastructure						
Internet Access	Infrastructure						
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure						
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure						

**Oakland County -- Service Center Program 2023-2024**

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$601 On Premise Physical Server = \$2,735	Infrastructure						
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$951 On Premise Physical Server = \$3,057	Infrastructure						
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$1,702 On Premise Physical Server = \$8,715	Infrastructure						
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$3,167 On Premise Physical Server = \$10,758	Infrastructure						
Extra Large - 40 Core 192GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server = \$24,137	Infrastructure						



**Oakland County -- Service Center Program 2023-2024**  
Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Development Services:</b>							
IT Hours - New Development		33,495					33,495
IT Hours - System Maintenance							
IT Hours - Customer Support							
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>		<b>33,495</b>					<b>33,495</b>
<b>Hardware:</b>							
<i>Hardware Subtotal:</i>							
<b>Software:</b>							
<i>Software Subtotal:</i>							
<b>Infrastructure:</b>							
<i>Infrastructure Subtotal</i>							
<b>Training:</b>							
<i>Training Subtotal:</i>							
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>		<b>33,495</b>					<b>33,495</b>

