Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: O365 Program 2018-2020   **Project ID: DE8182OP**

Leadership Group: IT Steering Committee	
Department: Information Technology	**Division: IT – Internal Services**
Project Sponsor: Tammi Shepherd	**Date Requested: 7/16/2018** **PM Customer No. 182**
Request Type: *New Development* *Enhancement* *Customer Support* *Planned System Maintenance or Upgrade*	
IT Team Name: eGovernment	**IT Team No: E**
Project Manager/Leader: Sherry Yagiela	

Account Number: 17020	**Account Description:**	IT Application Services	**Customer Name:** IT
Grant Funded? Yes No		**Mandate? Yes No** **Mandate Source:**	

Project Goal

To implement additional features within the Office 365 suite for County users so that Oakland County IT can expand the value and recognize investment with Office 365.

Business Objective

To implement additional features of Office 365 with appropriate governance so that user adoption and productivity is increased across the County.

Major Deliverables
- Detailed project plan
- Additional Office 365 features and functionality implemented
- Retirement of SharePoint 2010 sites

Approach
- Implement document storage and collaboration
  - Teams / Groups
  - OneDrive
  - OneNote
  - Office Online
  - SharePoint Online
- Retire and replace mysites.oakgov.com and mywork.oakgov.com
- Evaluate security features
- Determine sustainable support model
- Develop SharePoint training site for content editors

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Research & Analysis

Gartner Research Recommendation: Research Conducted

Key Findings

- Microsoft Office 365 Groups and Teams have turned from exclusive, optional services into core services as they are integral to the overall Microsoft Office 365 ecosystem and the future roadmap of the service.

- Office 365 services will continue to diverge from their on-premises counterparts, if such counterparts exist at all.

- Customization capabilities will always be limited in the online version, in comparison with the on-premises version.

- Office 365's mature functions will change slowly (if at all), but new services, features and updates are introduced frequently.

Recommendations

- Application leaders evaluating or implementing Office 365 should:

- Ensure IT teams adapt their internal IT processes to cope with the frequency of Office 365 updates.

- Prioritize evaluation of the impact of Microsoft Teams on the business and its staff, and create a governance model and adoption strategy around this service.

- Dedicate staff to manage the aggressive change management schedule and monitor the new services, roadmap and messaging from Microsoft.

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users: 4,850 County employees

Divisions: All

Leadership Groups: All

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Risk

Business Environment: **High** - Project will dramatically change existing business processes or will negatively affect the business environment if implementation is unsuccessful.

Technical Environment: **High** - New or non-standard technology.

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:	Name	Hours per Day
Project Sponsor:	Tammi Shepherd	As needed

Facilities

-

Technical

-

Funding

- Office 365

Other

-

Priority

-

Constraints

-

Exclusions

- none

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PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	**Hours: 5,910**	
Total Estimated Technical Systems	**Hours: 690**	
Total Estimated CLEMIS	**Hours:**	
Total Estimated Internal Services	**Hours: 550**	
IT Application Services Division Manager Approval:		**Date:**
IT Technical Systems Division Manager Approval:		**Date:**
IT CLEMIS Division Manager Approval:		**Date:**
IT Internal Services Division Manager Approval:		**Date:**
IT Management Approval:		
Approved: Yes No		Date:
Reason:		
Project Sponsor Approval:		
Title:		Date:

PROJECT SUMMARY

Authorized Development (see above)	**Hours:**	
Preliminary Estimated Development for Future Phases	**Hours:**	
Grand Total Estimated Development	**Hours: 7,150**	**Cost: $ 1,179,750**

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O365 Program 2018-2020 - Size Estimate (+/- 10% to 50%)

	Type	ID	Task Name	Estimated	Estimate Notes
1				Hours	
2					
3	3	000000	**O365 PROGRAM 2018-2020**	7,150	
4				7,150	

Oakland County -- O365 Program 2018-2020

Return on Investment Analysis

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	0	0	17,918	17,918	17,918	17,918	71,671
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	689,875	689,875	0	0	0	0	1,379,750
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	0	0	0	0	0	0	0
Infrastructure Subtotal	0	0	0	0	0	0	0
Training Subtotal:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	0	0	17,918	17,918	17,918	17,918	71,671
Annual Total Costs	689,875	689,875	0	0	0	0	1,379,750
Annual Return on Investment	(689,875)	(689,875)	17,918	17,918	17,918	17,918	(1,308,079)
Annual Costs/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	0	17,918	35,836	53,753	71,671	71,671
Cumulative Total Costs	689,875	1,379,750	1,379,750	1,379,750	1,379,750	1,379,750	1,379,750
Cumulative Return on Investment	(689,875)	(1,379,750)	(1,361,832)	(1,343,914)	(1,325,997)	(1,308,079)	(1,308,079)
Cumulative Cost/Savings Ratio	0.00%	0.00%	7700.44%	3850.22%	2566.81%	1925.11%	1925.11%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Project Sponsor				Date:			
Costs (including IT Resources) Reviewed By Information Technology Project Manager				Date:			

Oakland County -- O365 Program 2018-2020

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
SharePoint 2010 Server Licensing	Tangible Benefit	63600-1080601-152010-731773	ANN	4	1,004	4,015	
Core 8GB RAM, 500GB Drive, 10 GB NIC	Tangible Benefit	63600-1080601-152010-731773	ANN	4	601	2,404	
Server Maintenance	Tangible Benefit	63600-1080601-152010-731773	ANN	4	360	1,440	
Consolidated SQL Server Database Instance (125 GB DB)	Tangible Benefit	63600-1080601-152010-731773	ANN	2	2,395	4,790	
SSL Certificate	Tangible Benefit	63600-1080601-152010-731773	ANN	1	269	269	
Device Atlas Software	Tangible Benefit	63600-1080201-152010-731780	ANN	1	5,000	5,000	
Increased productivity with Office apps enhanced with the latest AI tools and online file storage.	Intangible Benefit					0	
Built-in privacy and compliance tools.	Intangible Benefit					0	
Tools to collaborate, share, and communicate with cross-functional teams and business units.	Intangible Benefit					0	
Anytime, anywhere access to files.	Intangible Benefit					0	
Improved accuracy	Intangible Benefit					0	
Ability to detect abnormal events	Intangible Benefit					0	
Ability to find out useful but hitherto unnoticed information.	Intangible Benefit					0	
Ability to analyze larger data to find patterns which were impossible earlier due to the sheer size of data (Big Data)	Intangible Benefit					0	
Elimination of some controls thus releasing manpower (e.g., Lock Tracking in Word eliminates the need to compare documents)	Intangible Benefit					0	
Utilizing existing manpower for higher level business specific activities rather than mundane but necessary activities(Speak Cells on Enter feature in Excel eliminates the need for supervisors – called Checkers).	Intangible Benefit					0	

Oakland County -- O365 Program 2018-2020

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
SharePoint 2010 Server Licensing	Tangible Benefit			x	x	x	x			4,015	4,015	4,015	4,015
Core 8GB RAM, 500GB Drive, 10 GB NIC	Tangible Benefit			x	x	x	x			2,404	2,404	2,404	2,404
Server Maintenance	Tangible Benefit			x	x	x	x			1,440	1,440	1,440	1,440
Consolidated SQL Server Database Instance (125 GB DB)	Tangible Benefit			x	x	x	x			4,790	4,790	4,790	4,790
SSL Certificate	Tangible Benefit			x	x	x	x			269	269	269	269
Device Atlas Software	Tangible Benefit			x	x	x	x			5,000	5,000	5,000	5,000
Increased productivity with Office apps enhanced with the latest AI tools and online file storage.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Built-in privacy and compliance tools.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Tools to collaborate, share, and communicate with cross-functional teams and business units.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Anytime, anywhere access to files.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Improved accuracy	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Ability to detect abnormal events	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Ability to find out useful but hitherto unnoticed information.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Ability to analyze larger data to find patterns which were impossible earlier due to the sheer size of data (Big Data)	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Elimination of some controls thus releasing manpower (e.g., Lock Tracking in Word eliminates the need to compare documents)	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Utilizing existing manpower for higher level business specific activities rather than mundane but necessary activities(Speak Cells on Enter feature in Excel eliminates the need for supervisors – called Checkers).	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0

Oakland County -- O365 Program 2018-2020
Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
SharePoint 2010 Server Licensing	0	0	4,015	4,015	4,015	4,015	16,059
Windows Servers - Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC	0	0	2,404	2,404	2,404	2,404	9,616
Server Maintenance	0	0	1,440	1,440	1,440	1,440	5,760
Consolidated SQL Server Database Instance (125 GB DB)	0	0	4,790	4,790	4,790	4,790	19,160
SSL Certificate	0	0	269	269	269	269	1,076
Device Atlas Software	0	0	5,000	5,000	5,000	5,000	20,000
Tangible Benefits Subtotal:			*17,918*	*17,918*	*17,918*	*17,918*	*71,671*
Cost Avoidance:							
Cost Avoidance Subtotal:							
Intangible Benefit:							
Increased productivity with Office apps enhanced with the latest AI tools and online file storage.							
Built-in privacy and compliance tools.							
Tools to collaborate, share, and communicate with cross-functional teams and business units.							
Anytime, anywhere access to files.							
Improved accuracy							
Ability to detect abnormal events							
Ability to find out useful but hitherto unnoticed information.							
Ability to analyze larger data to find patterns which were impossible earlier due to the sheer size of data (Big Data)							
Elimination of some controls thus releasing manpower (e.g., Lock Tracking in Word eliminates the need to compare documents)							

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Utilizing existing manpower for higher level business specific activities rather than mundane but necessary activities(Speak Cells on Enter feature in Excel eliminates the need for supervisors – called Checkers).							
Savings Total:			*17,918*	*17,918*	*17,918*	*17,918*	*71,671*

Oakland County -- O365 Program 2018-2020

Date: 08/24/2018

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 2018-19	Development Svcs		HR	3,575	165	589,875		x					
IT Hours - New Development 2019-20	Development Svcs		HR	3,575	165	589,875			x				
Contractor Professional Services	Development Svcs		ANN	1	100,000	100,000		x	x				

Oakland County -- O365 Program 2018-2020

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development 2018-19	Development Svcs	589875					
IT Hours - New Development 2019-20	Development Svcs		589875				
Contractor Professional Services	Development Svcs	100000	100000				

Oakland County -- O365 Program 2018-2020

Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development 2018-19	589,875	589,875					1,179,750
Contractor Professional Services	100,000	100,000					200,000
Development Services Subtotal:	*689,875*	*689,875*					*1,379,750*
Hardware:							
Hardware Subtotal:							
Software:							
Software Subtotal:							
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	*689,875*	*689,875*					*1,379,750*

Oakland County -- O365 Program 2018-2020

Return on Investment Analysis

Assumptions

Date	Assumption Description
17-Jul-18	SharePoint 2010 environment full retirement by 9/30/2020 (extended support ends 10/13/2020)