Project Name: Service Center Program Development Project ID: DR8181SP

Leadership Group: IT S	teering Commi	ttee	<u> </u>		
Department: Informatio	n Technology		Division: Intern	al Services	
Project Sponsor: Janet	te McKenna	Date Requeste	ed: May 16, 2016	PM Custom	er No. 181
Request Type:	XX New Deve	elopment	Enhanceme	nt Cu:	stomer Support
	Planned Sys	tem Maintenand	ce or Upgrade		
IT Team Name: Internal	Services		IT Team No: R		
Project Manager/Leade	r: Patty Salter				
Account Number: 17010	Account Description:	Admin Divis and Suppor	ion Development t	Customer Name:	Information Technology
Grant Funded? Yes	No XX		indate?	Yes	No XX

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 #1

Define and improve Incident, Problem, Risk and Change relationships within Service Desk. **Major Deliverables Phase 1**

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 and document Major Incident Process
- Define capability for Incident matching within v14.1
- Define and create relationship and matching of Incidents to Cl's
- Define procedures for Incident to CI

Problems:

Define and create relationship and matching of Problems to Cl's

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

Change/Request:

- Define, add and document create a Service Request Priority Matrix
- Define, add and document Change Types with criteria

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- Define, add and document the Change type "Urgent" or "Expedited"
- Define, add and document the Change type "Major" and "Significant"

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 Cl'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 Service Center customizations 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

NACO - Nothing found

Gartner Research Recommendation - Nothing found

Benefits

See Return on Investment (ROI) Analysis Document (ROI completed for program that includes Analysis, Requirements & RFP project, Prototype Project, and Implementation project).

Impact

Number of Users: 200

Divisions: Information Technology

Leadership Groups: Internal Services

Risk

Project Name: Service Center Program Development Project ID: DR8181SP

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:

Role: Name Hours per Day

Project Sponsor: Phil Bertolini As needed

Facilities

 Professional Services vendor staff will have access to Oakland County and working space for the duration of this project.

Technical

N/A

Funding

Information Technology

Other

N/A

Priority

TBD

Constraints

None Applicable

Exclusions

None Applicable

Project Name: Service Center Program Development Project ID: DR8181SP

PROJECT PHASE AUTHORIZATION

Phase(s): All			
Total Estimated Application Services	Hours: 10	Cost:	
Total Estimated Technical Systems	Hours: 16	Cost:	
Total Estimated CLEMIS	Hours: 9	Cost:	
Total Estimated Internal Services	Hours: 715	Cost:	
IT Application Services Division Manager Appro	val:		Date:
IT Technical Systems Division Manager Approva	al:		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: 750	Cost:
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 750	Cost: \$121,275

Project Name: Service Center Program Development Project ID: DR8181SP

PROJECT COMPLETION AUTHORIZATION

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

	Service Cer	nter Progr	am 2018-2020 - Add Tasks Service Center Program 2018-2020 - Size Es	stimate (+/- 10	% to 50%) ×
	Туре	ID	Task Name	Estimated	Estimate Notes
				Hours	
1	Phase	000000	■ BUILD & DOCUMENT RISK/IMPACT AND AUTHORITY MATRIX	114	
2	Phase	200000	■ BUILD & DOCUMENT MAJOR INCIDENT	60	
3	Phase	300000	■ BUILD AND DOCUMENT RFC PROCESS & CAB SCRIPT	58	
4	Phase	400000	■ TRAINING AND IMPLEMENTATION PHASE	33	
5	Phase	500000	■ INCIDENT MODELS, MATCHING, PRIORITY PHASE	114	
6	Phase	600000	■ SERVICE DESK PROBLEM MANGEMENT	97	
7	Phase	700000	■ SERVICE DESK REQUEST MANAGEMENT	112	
8	Phase	800000	■ PHASE II - SERVICE DESK MANAGEMENT	162	
9					
1				750	

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	32,835	32,835	32,835	32,835	32,835	32,835	197,010
Costs:							
Development Services Subtotal:	123,750	0	0	0	0	0	123,750
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	32,835	32,835	32,835	32,835	32,835	32,835	197,010
Annual Total Costs	123,750	0	0	0	0	0	123,750
Annual Return on Investment	(90,915)	32,835	32,835	32,835	32,835	32,835	73,260
Annual Costs/Savings Ratio	376.88%	0.00%	0.00%	0.00%	0.00%	0.00%	,
Project Cumulative Statistics:							
Cumulative Total Savings	32,835	65,670	98,505	131,340	164,175	197,010	197,010
Cumulative Total Costs	123,750	123,750	123,750	123,750	123,750	123,750	123,750
Cumulative Return on Investment	(90,915)	(58,080)	(25,245)	7,590	40,425	73,260	73,260
Cumulative Cost/Savings Ratio	376.88%	188.44%	125.63%	94.22%	75.38%	62.81%	62.81%
Year Positive Payback Achieved				Year 4			Year 4
State or Federal Mandate?				1001			100. 1
Signatures:							
Benefits Reviewed By Project Sponsor				Date:			
Costs (including IT Resources) Reviewed By							
Information Technology Project Manager				Date:			

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			1			Total Outlings	
Management in determining production							
implementation impact	Intangible Benefit					0	
Reduction in time spent identifying							
problems and providing effective root							
cause analysis.	Cost Avoidance			180	165	29,700	
Reduction of Emergency RFC's							
submitted - impact analysis of related							
Cl's illustrates how one change will							
impact other CI's and changes.	Cost Avoidance			19	165	3,135	
Improve ITIL processes in the areas of							
risk, incident and change management.	Intangible Benefit		1			0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Savings Detail

		Af	ffec	ts P	roje	ct R	OI?		Po	tential Savir	ngs Extensio	ns	
Benefit/Savings Description	Project Savings Category	Y1	Y2	Y 3	Υ	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Support for Change and Release Management in determining production implementation impact	Intangible Benefit												
Reduction in time spent identifying problems and providing effective root cause analysis.	Cost Avoidance	Х	Х	х	Х	X	х	29,700.00	29,700.00	29,700.00	29,700.00	29,700.00	29,700.00
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	X	3,135.00	3,135.00	3,135.00	3,135.00	3,135.00	3,135.00
Improve ITIL processes in the areas of risk, incident and change management.	Intangible Benefit												
			<u>!</u>	<u>i</u>									

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Tangible Benefits Subtotal:							
Tangisio Bononto Gustotai.							
Cost Avoidance:							
Reduction in time spent identifying problems							
and providing effective root cause analysis.	29,700	29,700	29,700	29,700	29,700	29,700	178,200
Reduction of Emergency RFC's submitted -							
impact analysis of related Cl's illustrates how							
one change will impact other Cl's and	3,135	3,135	3,135	3,135	3,135	2 125	10.010
changes.	3,133	3,133	3,133	3,133	3,133	3,135	18,810
Cost Avoidance Subtotal.	32,835	32,835	32,835	32,835	32,835	32,835	197,010
Intangible Benefit:							
Support for Change and Release							
Management in determining production							
implementation impact							
Improve ITIL processes in the areas of risk,							
incident and change management.							
Savings Total:	32,835	32,835	32,835	32,835	32,835	32,835	197,010

Cost Detail

								Af	fects	Pro	ject	ROI	?
	Project Cost	Budget Category/Funding	Unit		Rate per		Annual			- 1	<u> </u>		
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y 1	Y2	Y3	Y4	Y5 `	Y 6
IT Hours - New Development	Development Svcs			1	123,750	123,750		Х		į	Ī	$\overline{}$	
IT Hours - New Development	Development Svcs			0	165	0				į	į	-	
IT Hours - Customer Support	Development Svcs			0	165	0				i	i		
IT Hours - Planned Maintenance	Development Svcs			0	165	0							
IT Hours - System Maintenance	Development Svcs			0	165	0					ŀ		
User Hours - PTNE/OT	Development Svcs					0				1	1		
Contractor Professional Services	Development Svcs					0							
PC System - Acquisition	Hardware				814	0				į			
PC System - Maintenance	Hardware				2,304	0				i	i		
Notebook - Acquisition	Hardware				1,223	0				ĺ	į		
Notebook - Maintenance	Hardware				2,372	0				i	i		
Tablet Notebook - Acquisition	Hardware				2,012	0							
Tablet Notebook - Maintenance	Hardware					0				į	į		
Laserprinter - Acquisition	Hardware				1,432	0				1	1		
Laserprinter - Maintenance	Hardware				1,104	0							
Image Workstations - Acquisition	Hardware					0				į	į		
Image Workstations - Maintenance	Hardware				3,496	0				i	Ī		
PC Maintenance User Owned	Hardware				2,304	0				1	1		
Printer Maintenance User Owned	Hardware				1,072	0							
Package Software - Acquisition	Software			1	100,000	100,000				į	į		
Package Software - Maintenance	Software			1	50,000	50,000				į	İ		
Business Objects Access	Software					0				Ì			
Term Emulation SFTW-Acquisition	Software					0							
Term Emulation SFTW-Maintenance	Software					0				į	į		
Server - Acquisition/Upgrade	Infrastructure				8,000	0				į	į		
Server - Maintenance	Infrastructure				360	0				1	1		
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0							
Server Sftwre - Maintenance	Infrastructure					0				į	į		
Server Rack Mount	Infrastructure				400	0				į	į		
Oracle Enterprise Per Processor -										Ì	Ţ		
Includes Year 1 Maintenance	Infrastructure				21,372	0				ĺ	į	ĺ	
Oracle Enterprise Per Processor - Year										į	į		
2 and Beyond	Infrastructure				3,432	0				ı	į	- 1	

Cost Detail

								Af	fects	Pro)jec	RC	1?
	Project Cost	Budget Category/Funding	Unit		Rate per		Annual			į	ŀ	ļ	
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y1	Y2	Y3	Y4	Y5	Y6
MS SQL Server Standard Per										į			
Processor - Includes Year 1										į	į	ļ	
Maintenance	Infrastructure				4,725	0				į	į	ļ	
MS SQL Server Standard Per										į	į		
Processor - Year 2 and Beyond	Infrastructure				946	0				į	į	į	
MS SQL Server Enterprise Per										ĺ	I	ļ	
Processor - Includes Year 1										į	į	ļ	
Maintenance	Infrastructure				19,693	0				į	1	į	
MS SQL Server Enterprise Per										İ		į	
Processor - Year 2 and Beyond	Infrastructure				3,939	0			ļ	İ	ŀ	į	
Websphere Basic Per Processor										į			
Single/Dual Core - Includes Year 1										į	1	į	
Maintenance	Infrastructure				3,506	0			ĺ	ĺ	1	į	
										ĺ	I	ļ	
Websphere Basic Per Processor										į	į	ļ	
Single/Dual Core - Year 2 and Beyond	Infrastructure				701	0				į	į	į	
Websphere ND Per Processor										İ	i	į	
Single/Dual Core - Includes Year 1										į	į	ļ	
Maintenance	Infrastructure				13,180	0				į			
										į	I		
Websphere ND Per Processor									ļ	İ	ŀ	į	
Single/Dual Core - Year 2 and Beyond	Infrastructure				2,635	0				į	į	ļ	
SSL Certificate	Infrastructure				845	0				į	i		
Internet Access	Infrastructure				180	0				į	į		
Project Staff Training	Training					0				İ	İ	ļ	
User Training	Training					0				į	į	į	
TBD	Infrastructure		ANN			0							
TBD	Infrastructure		ANN			0				i		j	
TBD	Infrastructure		ANN			0				Ī			

Return on Investment Analysis

Cost Detail

			Р	otential Cost E	xtensions		
	Project Cost	:		İ		1	l
Cost Description	Category	Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	123,750.00			!	:	!
IT Hours - New Development	Development Svcs						
IT Hours - Customer Support	Development Svcs						
IT Hours - Planned Maintenance	Development Svcs			į			
IT Hours - System Maintenance	Development Svcs			-			<u> </u>
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs	i			! ! !	ļ	!
PC System - Acquisition	Hardware						
PC System - Maintenance	Hardware					<u> </u>	!
Notebook - Acquisition	Hardware						
Notebook - Maintenance	Hardware			İ	i		
Tablet Notebook - Acquisition	Hardware			† !		!	!
Tablet Notebook - Maintenance	Hardware						
Laserprinter - Acquisition	Hardware				!		!
Laserprinter - Maintenance	Hardware	İ				İ	İ
Image Workstations - Acquisition	Hardware			! !	! !	i	!
Image Workstations - Maintenance	Hardware						
PC Maintenance User Owned	Hardware	-		1	:	:	1 !
Printer Maintenance User Owned	Hardware	İ				İ	İ
Package Software - Acquisition	Software			† !	 	<u> </u>	!
Package Software - Maintenance	Software						
Business Objects Access	Software	-		1	:	:	1 !
Term Emulation SFTW-Acquisition	Software	İ				İ	İ
Term Emulation SFTW-Maintenance	Software			! !	! !	i	!
Server - Acquisition/Upgrade	Infrastructure						
Server - Maintenance	Infrastructure	-		1	:	:	1 !
Server Sftwre - Acquisition/Upgrade	Infrastructure	İ				İ	İ
Server Sftwre - Maintenance	Infrastructure	İ			i i	!	<u> </u>
Server Rack Mount	Infrastructure						
Oracle Enterprise Per Processor -					!		!
Includes Year 1 Maintenance	Infrastructure						
Oracle Enterprise Per Processor - Year							
2 and Beyond	Infrastructure	ļ			! !	!	•

As Of: 8/28/2018 Return on Investment Analysis

Cost Detail

		Potential Cost Extensions						
	Project Cost	344						
Cost Description	Category	Y1	Y2	Y3	Y4	Y5	Y6	
MS SQL Server Standard Per						1	!	
Processor - Includes Year 1				į		į		
Maintenance	Infrastructure		į		į			
MS SQL Server Standard Per				į		•		
Processor - Year 2 and Beyond	Infrastructure							
MS SQL Server Enterprise Per								
Processor - Includes Year 1							<u> </u>	
Maintenance	Infrastructure							
MS SQL Server Enterprise Per			1		1			
Processor - Year 2 and Beyond	Infrastructure							
Websphere Basic Per Processor						•		
Single/Dual Core - Includes Year 1								
Maintenance	Infrastructure			•				
			-		1			
Websphere Basic Per Processor							!	
Single/Dual Core - Year 2 and Beyond	Infrastructure					ļ	<u> </u>	
Websphere ND Per Processor								
Single/Dual Core - Includes Year 1								
Maintenance	Infrastructure		İ			}	}	
Websphere ND Per Processor			į					
Single/Dual Core - Year 2 and Beyond	Infrastructure					1		
SSL Certificate	Infrastructure		ļ		1	1	1	
Internet Access	Infrastructure		!	1	!	<u> </u>	!	
Project Staff Training	Training		į		1		•	
User Training	Training		1		1			
TBD	Infrastructure		ļ		1	1	1	
TBD	Infrastructure		İ	!	1	!	!	
TBD	Infrastructure		į					

As Of: 8/28/2018

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	123,750						123,750
IT Hours - New Development	·						,
IT Hours - Customer Support							
IT Hours - Planned Maintenance							
IT Hours - System Maintenance							
User Hours - PTNE/OT							
Contractor Professional Services							
Development Services Subtotal:	123,750						123,750
Hardware:	120,100						120,700
Tidi divare.							
Hamburg Ochtetel							
Hardware Subtotal:							
Software:							
Package Software - Acquisition							
Package Software - Maintenance						0	
Software Subtotal:							
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	123,750						123,750

Return on Investment Analysis

Assumptions

Date	Assumption Description
	Phase 1 - Team Supervisor Estimate = 4 hours each. 1 hr workshop with 3 hours of meeting/training
17-May-16	1 hr workshop with 3 hours of meeting/training