

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Kiosk Strategy

Project ID: TN0186KS

Leadership Group: Information Technology Steering Committee			
Department: Information Technology		Division: Technical Systems and Networking	
Project Sponsor: Joe Tabor	Date Requested: 6/12/2020	PM Customer No. 186	
Request Type: New Development			
IT Team Name: Workstation Services		IT Team No: N	
Project Manager/Leader: Mike Zemina			
Account Number: 17030	Account Description: Technical Systems and Networking	Customer Name: Information Technology	
Grant Funded? No	Mandate? No		

Project Goal

To create a security standard to provide for future deployments so that the Windows-based Kiosk technology is homogenous County-wide.

Business Objective

To standardize the Windows-based Kiosk technology County-wide.

Major Deliverables

- Gather the existing Windows-based Kiosk security configuration
- Review of current configuration guidelines & adopt new windows-based security standard
- Institutionalizing the standard
 - Create standardized security standard
 - Create new Windows-based Kiosk Security Questionnaire/checklist
 - Create new Change Order category and develop workflow for new Windows-based Kiosks (to identify conformance/non-conformance to new standard)
 - Knowledge Document
 - Broadcast message
- Tech review and approval
- Leadership review and approval

Approach

- Assess current Windows-based Kiosks configurations
- Develop new standard
- Develop Change Order workflow process for Kiosks
- Develop communications and documentation
- Present for management approval

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Research & Analysis

Gartner Research Recommendation – N/A

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users	Oakland County end users
Divisions	Oakland County
Leadership Groups	IT

Risk

Business Environment	Low = little or no impact 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:

<u>Role:</u>	<u>Name</u>
Sponsor/ TSN Stakeholder:	Joe Tabor
IT Stakeholder:	EJ Widun
Security Stakeholder:	TJ Fields
CLEMIS Stakeholder:	Jeff Nesmith
Internal Services Stakeholder:	Janette McKenna
Apps Stakeholder:	Tammi Shepherd
EA Stakeholder:	EJ Widun

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Facilities

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Technical

- Some vendor supplied devices on Linux (i.e., Health); Most others on Windows
- Mostly web-based applications, but some 'hardened' programs.
- Both stand-alone (no network) and network connected devices
- Kiosks are mostly for single purpose usage only (a specific web page, application, etc.) with no network drive.
- Non-County End users
- Current builds are case by case and management of these is therefore not streamlined
- Mostly single purpose devices that are Application / Department specific (i.e., Health)

Funding

- Information Technology

Other

- Approximately 25 Kiosks currently in use by Oakland County departments.
- Lacking standard security standard.

Priority

Constraints

-

Exclusions

- Current kiosk devices are not in scope for this project. The Security Standard will be applied to new Kiosks introduced into the environment.

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PROJECT PHASE AUTHORIZATION

Phase(s): ALL	
Total Estimated Application Services	Hours:
Total Estimated Technical Systems	Hours: 214
Total Estimated CLEMIS	Hours:
Total Estimated Internal Services	Hours: 6
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: 220 Cost: \$36,300

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PROJECT COMPLETION AUTHORIZATION

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

Kiosk Strategy - Size Estimate (+/- 10% to 50%) ×					
	Type	ID	Task Name	Estimated Hours	Estimate Notes
1	Phase	000000	[-] PROJECT MANAGEMENT	47	
2	Phase	100000	[-] ANALYZE PHASE	60	
3	Phase	200000	[-] REQUIREMENTS PHASE	58	
4	Phase	300000	[-] REVIEW & PUBLISH PHASE	55	
5					
1				220	

Oakland County -- Kiosk Strategy
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	0	0	0	0	0
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	36,300	0	0	0	0	0	36,300
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	0	0	0	0	0
Annual Total Costs	36,300	0	0	0	0	0	36,300
Annual Return on Investment	(36,300)						(36,300)
Annual Costs/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	0	0	0	0	0	0
Cumulative Total Costs	36,300	36,300	36,300	36,300	36,300	36,300	36,300
Cumulative Return on Investment	(36,300)	(36,300)	(36,300)	(36,300)	(36,300)	(36,300)	(36,300)
Cumulative Cost/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
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 -- Kiosk Strategy
Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings
Standardizing the builds, creating, modifying, and deploying work instructions is complicated. This will create a platform that allows better management and ease to create in less time.	Intangible Benefit	Technical Services & Ntwkg				0
Replaces manual steps and pages with standardized work instruction to increase consistency.	Intangible Benefit	Technical Services & Ntwkg				0
Tracking and auditing of kiosk devices across the OC footprint will now be in place.	Intangible Benefit	Technical Services & Ntwkg				0
Improved version control capabilities that allows editing and deploying to be more efficient, consistent and less time consuming.	Intangible Benefit	Technical Services & Ntwkg				0
List the software and standardization required, and will walk through step-by-step instructions of how to install them. It crystallizes the explanations so that IT will be able to replicate it.	Intangible Benefit	Technical Services & Ntwkg				0
When standardization is enforced, builds, security and support are consistent. (e.g., to prevent vendor installs non standard OS that do not get patched or fall out of support).	Intangible Benefit	Technical Services & Ntwkg				0
IT working with customer to develop upon collaborations and relationship building.	Intangible Benefit	Technical Services & Ntwkg				0
						0
						0
						0

Oakland County -- Kiosk Strategy

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
Standardizing the builds, creating, modifying, and deploying work instructions is complicated. This will create a platform that allows better management and ease to create in less time.	Intangible Benefit												
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IT working with customer to develop upon collaborations and relationship building.	Intangible Benefit												

Oakland County -- Kiosk Strategy
Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
<i>Tangible Benefits Subtotal:</i>							
Cost Avoidance:							
<i>Cost Avoidance Subtotal:</i>							
Intangible Benefit:							
Standardizing the builds, creating, modifying, and deploying work instructions is complicated. This will create a platform that allows better management and ease to create in less time.							
Replaces manual steps and pages with standardized work instruction to increase consistency.							
Tracking and auditing of kiosk devices across the OC footprint will now be in place.							
Improved version control capabilities that allows editing and deploying to be more efficient, consistent and less time consuming.							
List the software and standardization required, and will walk through step-by-step instructions of how to install them. It crystallizes the explanations so that IT will be able to replicate it.							
When standardization is enforced, builds, security and support are consistent. (e.g., to prevent vendor installs non standard OS that do not get patched or fall out of support).							
IT working with customer to develop upon collaborations and relationship building.							
Savings Total:							

Oakland County -- Kiosk Strategy
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	Technical Services & Ntwkg		220	165	36,300		x							

Oakland County -- Kiosk Strategy
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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	36,300					

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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	36,300						36,300
<i>Development Services Subtotal:</i>	36,300						36,300
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	36,300						36,300

