

Oakland County Department of Information Technology Project Scope and Approach

Project Name: OS Management & Patch Optimization

Project ID: T61186PM

Leadership Group: Information Technology Steering Committee					
Department: Information Technology			Division: Technical Systems and Networking		
Project Sponsor: EJ Widun		Date Requested: 10/1/2020		PM Customer No. 186	
Request Type: <i>New Development</i>					
IT Team Name: Server Administration			IT Team No: 6		
Project Manager/Leader: Heidi Flack					
Account Number:	17030	Account Description:	Technical Systems and Networking	Customer Name:	Information Technology
Grant Funded? No			Mandate? No		

Project Goal

To identify a solution and options so that the Server Administration can optimize processes and procedures for inventorying, managing, and reporting on deployed servers.

Business Objective

Growth in the environment over the last several years has strained the ability of the team to manage the many environments, operating systems, and patch levels. Using this solution in conjunction with a selected Patch management solution to improve patching consistency. Promoting a proactive, robust approach to managing the patching process and a more mature Linux patching process.

Major Deliverables

- Research & Analysis
- Process and Procedures
- Reporting/Metric Requirements
- SA OS Management & Patching Strategy
- Sandbox environment
- Server Patch Software development
- Interval deployments and refinements
- Implementation of all processes and procedures
- DR Toolkit Updates

Approach

Phase I: Planning

- Conduct server analysis.
- Document interdependencies and sequences per server.
- Research patching software capabilities and components.

Oakland County Department of Information Technology Project Scope and Approach

Project Name: OS Management & Patch Optimization

Project ID: T61186PM

- Develop new patching procedures to be a more mature/robust and include automation where possible.
- Document new processes and update support model (if applicable)
- Define metrics, reporting and monitoring requirements and processes.
- Identify central location for the software program to be hosted and managed.
- Develop SA Patching / OS Management Strategy
- Conduct a Tech Review

Phase II: Develop & Deploy

- Develop sandbox environment where servers with various OS and Patch levels can be stood up and interval development and testing can be conducted.
- Configure patching software.
- Configure reporting mechanisms.
- Test interval developments and refinements in sandbox/DEV.
- Develop QA Patching Implementation Plan (Servers, Dates, Communications, Validation)
- Implement monitoring and reporting processes.
- Execute QA servers patching procedures
- Baseline Patching / OS Management Strategy
- Develop Product patching Implementation Plan (Servers, Dates, Communications, Validation)
- Execute Production patching procedures
- Update DR Toolkits.

Research & Analysis

Gartner Research Recommendation None found.

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users	All
Divisions	IT
Leadership Groups	IT Steering Committee

Risk

Business Environment	Low = Little or no impact to existing business processes.
Technical Environment	Low = Proven or previously implemented technologies.

Oakland County Department of Information Technology Project Scope and Approach

Project Name: OS Management & Patch Optimization

Project ID: T61186PM

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/EA Stakeholder:	EJ Widun
IT Stakeholder:	Mike Timm
Security Stakeholder:	TJ Fields
NS Stakeholder	Guy Compton
CLEMIS Stakeholder:	Jeff Nesmith
Internal Services Stakeholder:	Janette McKenna
Apps Stakeholder:	Tammi Shepherd
Data Center Stakeholder:	Joe Tabor

Facilities

-

Technical

-

Funding

- Information Technology
- Funding will be available for this effort and future phases and purchases.
- Implementation of a solution will be approved and budgeted.

Other

-

Priority

Constraints

-

Exclusions

-

**Oakland County
Department of Information Technology
Project Scope and Approach**

Project Name: OS Management & Patch Optimization

Project ID: T61186PM

Oakland County Department of Information Technology Project Scope and Approach

Project Name: OS Management & Patch Optimization

Project ID: T61186PM

PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Analysis & Planning, Develop & Deploy	
Total Estimated Application Services	Hours: 50
Total Estimated Technical Systems	Hours: 650
Total Estimated CLEMIS	Hours:
Total Estimated Internal Services	Hours:
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: <input type="checkbox"/> Yes <input type="checkbox"/> No	Date:
Reason:	
Project Sponsor Approval:	
Title:	Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 700	
Previously Approved Phases	Hours:	
Grand Total Estimated Development	Hours: 700	Cost: \$115,500

Oakland County Department of Information Technology Project Scope and Approach

Project Name: OS Management & Patch Optimization

Project ID: T61186PM

PROJECT COMPLETION AUTHORIZATION

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

OS Management & Patch Optimization - Size Estimate (+/- 10% to 50%) ×					
	Type	ID	Task Name	Estimated Hours	Estimate Notes
1	Phase	000000	PROJECT MANAGEMENT	189	
2	Phase	100000	ANALYSIS & PLANNING	187	
3	Phase	200000	DEVELOP & DEPLOY	324	
1				700	

Oakland County -- OS Management Patch Optimization

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:	79,200	79,200	79,200	79,200	79,200	79,200	475,200
Costs:							
Development Services Subtotal:	115,500	0	0	0	0	0	115,500
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	79,200	79,200	79,200	79,200	79,200	79,200	475,200
Annual Total Costs	115,500	0	0	0	0	0	115,500
Annual Return on Investment	(36,300)	79,200	79,200	79,200	79,200	79,200	359,700
Annual Costs/Savings Ratio	145.83%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	79,200	158,400	237,600	316,800	396,000	475,200	475,200
Cumulative Total Costs	115,500	115,500	115,500	115,500	115,500	115,500	115,500
Cumulative Return on Investment	(36,300)	42,900	122,100	201,300	280,500	359,700	359,700
Cumulative Cost/Savings Ratio	145.83%	72.92%	48.61%	36.46%	29.17%	24.31%	24.31%
Year Positive Payback Achieved State or Federal Mandate?		Year 2					Year 2
Signatures:							
Benefits Reviewed By Project Sponsor	_____			Date:	_____		
Costs (including IT Resources) Reviewed By Information Technology Project Manager	_____			Date:	_____		

Oakland County -- OS Management Patch Optimization

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
Reduced resources needed to patch systems (reduce resource allocation for effort from 2 to 1)	Cost Avoidance	Technical Services & Ntwkg / 17030	HR	480	165	79,200	
Builds efficiencies and a more consistent and improved patch experience	Intangible Benefit	Technical Services & Ntwkg / 17030				0	
Leverage existing software capabilities to their potential that will improve the patching process and incorporate automation where possible.	Intangible Benefit	Technical Services & Ntwkg / 17030				0	
Develops a proactive approach to identifying issues early, reducing risk and impacts to users.	Intangible Benefit	Technical Services & Ntwkg / 17031				0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- OS Management Patch Optimization

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
Reduced resources needed to patch systems (reduce resource allocation for effort from 2 to 1)	Cost Avoidance	x	x	x	x	x	x	79,200.00	79,200.00	79,200.00	79,200.00	79,200.00	79,200.00
Builds efficiencies and a more consistent and improved patch experience	Intangible Benefit												
Leverage existing software capabilities to their potential that will improve the patching process and incorporate automation where possible.	Intangible Benefit												
Develops a proactive approach to identifying issues early, reducing risk and impacts to users.	Intangible Benefit												

Oakland County -- OS Management Patch Optimization

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:							
Reduced resources needed to patch systems (reduce resource allocation for effort from 2 to 1)	79,200	79,200	79,200	79,200	79,200	79,200	475,200
<i>Cost Avoidance Subtotal:</i>	79,200	79,200	79,200	79,200	79,200	79,200	475,200
Intangible Benefit:							
Builds efficiencies and a more consistent and improved patch experience							
Leverage existing software capabilities to their potential that will improve the patching process and incorporate automation where possible.							
Develops a proactive approach to identifying issues early, reducing risk and impacts to users.							
Savings Total:	79,200	79,200	79,200	79,200	79,200	79,200	475,200

Oakland County -- OS Management Patch Optimization
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 / 17030	HR	700	165	115,500		X						

Oakland County -- OS Management Patch Optimization
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	115,500.00					

Oakland County -- OS Management Patch Optimization

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	115,500						115,500
<i>Development Services Subtotal:</i>	115,500						115,500
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:	115,500						115,500

