

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Configuration Management POC

Project ID: T6818SCM

Leadership Group: Information Technology Steering Committee			
Department: Information Technology		Division: Technical Systems and Networking	
Project Sponsor: Carl Wilson	Date Requested: 10/1/2018	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 develop a recommendation to fully deploy a configuration management solution so that system configurations can be automated and enforced, providing increased accuracy, efficiency, and consistency.

Business Objective

To determine costs and effort to deploy a full configuration management solution.

CONFIGURATION MANAGEMENT RECOMMENDATIONS

- Analysis & Requirements for full CM implementation
 - Discovery and Data Gathering
 - Risk assessment and Impact Analysis
 - Configuration standards for future builds
 - Pricing structure Solution, PSE and training
- Recommendations and presentation to stakeholders
- Conduct RFP/RFI process
- Free open source solutions Proof of Concept

Approach

- Research full configuration management solution implementations. (SA, AA, IS)
- Analysis on available products. (SA, AA, IS)
- Conduct risk assessment and impact analysis. (SA, AA, IS)
- Define business requirements. (SA, AA, IS)
- Define system requirements. (SA, AA, IS)
- Establish training requirements and logistics. (SA, AA)
- Determine costs/savings and develop business case/ROI. (SA)
- Develop and present project implementation proposal. (SA)
- Conduct Tech Review for POC. (SA, AA, IS)
- Build, configure and test POC. (SA, AA, IS)
- Execute RFP/RFI and conduct vendor presentations. (SA, AA, IS)
- Obtain approval to procure and implement. (SA)
- Select and complete contract negotiations. (SA)

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- Complete training. (SA)
- Document and implement process modifications. (SA)
- Procure tool. (SA)
- Implement through attrition. (SA)

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Research & Analysis

Gartner Research Recommendation



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Benefits

See *Return on Investment (ROI) Analysis Document*

Impact

Number of Users	IT
Divisions	IT
Leadership Groups	IT

Risk

Business Environment	Med = Project requires some changes to existing business processes.
Technical Environment	Med = Previously implemented technologies, new requirements

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:	Carl Wilson
IT Stakeholder:	Jim Taylor
Security Stakeholder:	Mike Timm
CLEMIS Stakeholder:	Jeff Nesmith
Internal Services Stakeholder:	Janette McKenna
Apps Stakeholder:	Tammi Shepherd
EA Stakeholder:	EJ Widun

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Facilities

-

Technical

-

Funding

- A Configuration Management solution will only be identified and sized in this project for a future project/Master Plan implementation effort.

Other

-

Priority

-

Constraints

-

Exclusions

- Procuring and Implementing a configuration management solution.

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PROJECT PHASE AUTHORIZATION

Phase(s):	
Total Estimated Application Services	Hours: 100
Total Estimated Technical Systems	Hours: 905
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: 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: 1,050 Cost: \$173,250

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PROJECT COMPLETION AUTHORIZATION

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

Server On-prem / Cloud Build Management - Size Estimate (+/- 10% to 50%) x					
	Type	ID	Task Name	Estimated Hours	Estimate Notes
1	Phase	000000	PROJECT MANAGEMENT		
2	Phase	050000	CONFIGURATION MANAGEMENT RECOMMENDATION	1,050	
3					
1				1,050	

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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:	173,250	0	0	0	0	0	173,250
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	173,250	0	0	0	0	0	173,250
Annual Return on Investment	(173,250)						(173,250)
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	173,250	173,250	173,250	173,250	173,250	173,250	173,250
Cumulative Return on Investment	(173,250)	(173,250)	(173,250)	(173,250)	(173,250)	(173,250)	(173,250)
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:	_____		

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Return on Investment Analysis

Savings Detail

Benefit/Savings Description		Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings
A Configuration Management Systems can be used to ensure strict adherence to standards, change enforcement & management, and compliance with regulations such as HIPAA, CJIS, PCI, etc.	Intangible Benefit	Technical Services & Ntwkg				0
CM recommendations provides the proper due diligence needed to identify the breadth of implementing a large and new initiative that will include a large cultural change and extensive integrations.	Intangible Benefit	Technical Services & Ntwkg				0
CM recommendation is the foundation for the vision for effectively and accurately managing all servers, networks, operating systems, config files and all the other building blocks. CM analysis will help better determine the benefits of a CM solution.	Intangible Benefit	Technical Services & Ntwkg				0

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Return on Investment Analysis

Savings Detail

Benefit/Savings Description		Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings
CM analysis will help support the business case by identifying costs and benefits associated with: - Lost productivity and effort due to the inability to quickly identify changes at the system components level and revert to a working state. - Unexpected outages from incorrectly modifying system components, because staff couldn't accurately determine which components were impacted by a change.	Intangible Benefit	Technical Services & Ntwkg				0
CM free open source will allow hands on experience followed by formal training so training will not be lost.	Intangible Benefit	Technical Services & Ntwkg				0

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Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Affects Project ROI?						Potential Savings Extensions						
	Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
A Configuration Management Systems can be used to ensure strict adherence to standards, change enforcement & management, and compliance with regulations such as HIPAA, CJIS, PCI, etc.													
Intangible Benefit													
CM recommendations provides the proper due diligence needed to identify the breadth of implementing a large and new initiative that will include a large cultural change and extensive integrations.													
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Intangible Benefit													

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Savings Detail

Benefit/Savings Description	Affects Project ROI?						Potential Savings Extensions					
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Intangible Benefit												
CM free open source will allow hands on experience followed by formal training so training will not be lost.												
Intangible Benefit												

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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:							
A Configuration Management Systems can be used to ensure strict adherence to standards, change enforcement & management, and compliance with regulations such as HIPAA, CJIS, PCI, etc.	0	0	0	0	0	0	0
CM recommendations provides the proper due diligence needed to identify the breadth of implementing a large and new initiative that will include a large cultural change and extensive integrations.	0	0	0	0	0	0	0
CM recommendation is the foundation for the vision for effectively and accurately managing all servers, networks, operating systems, config files and all the other building blocks. CM analysis will help better determine the benefits of a CM solution.	0	0	0	0	0	0	0
CM analysis will help support the business case by identifying costs and benefits associated with: - Lost productivity and effort due to the inability to quickly identify changes at the system components level and revert to a working state. - Unexpected outages from incorrectly modifying system components, because staff couldn't accurately determine which components were impacted by a change.	0	0	0	0	0	0	0
CM free open source will allow hands on experience followed by formal training so training will not be lost.	0	0	0	0	0	0	0
Savings Total:							

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Cost Detail

Cost Description	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	HR	1,050	165	173,250	x						

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Cost Detail

Cost Description		Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	173,250.00					

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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	173,250						173,250
<i>Development Services Subtotal:</i>	173,250						173,250
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:	173,250						173,250

