

Oakland County Department of Information Technology Project Scope and Approach

Project Name: KIOSK STANDARDIZATION

Project ID: TN8186KS

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: Workstation Services		IT Team No: N	
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 assess the current County Kiosk solution in place, identify standardization options and provide a recommendation for future deployments so that the Kiosk technology is homogenous and optimal County wide.

Business Objective

To standardize the Kiosk Technology County wide.

Major Deliverables

- Inventory and Analysis of current Kiosk devices, features and functionality
- Requirements Definition
 - Standardized Configurations
 - Standardized Policy and Procedure
 - Process Modifications
 - Customization Requirements
- Research Alternative Solutions
- Risk Assessment (associated with security)
- Recommendations development and presentation
- Tech review and approval
- Leadership review and approval
- Transition to Operations and implement through attrition

Approach

- Identify and assess current Kiosks devices built/ in use.
- Determine user requirements.
- Define standards and controls.
- Define process modifications.
- Identify customization requirements.
- Research for alternative solutions.
- Conduct a risk assessment.
- Develop recommendations presentation for management approval.

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- Obtain an approval to implement to Operations process/procedures.
- Implement updates to process and procedures.
- Transition to Operations and deploy to new requests.

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Research & Analysis

Gartner Research Recommendation

Driving Digital Business Transformation for Industry Leadership: An Executive Perspective
<https://www.gartner.com/doc/3870011/driving-digital-business-transformation-industry?docdisp=share&srclid=1-4398736771>

Make Digital Business Transformation a Practical Reality: A Gartner Trend Insight Report
<https://www.gartner.com/doc/3821263/make-digital-business-transformation-practical?docdisp=share&srclid=1-4398736771>

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:	Carl Wilson
IT Stakeholder:	Jim Taylor
Security Stakeholder:	Mike Timm

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CLEMIS Stakeholder:	Jeff Nesmith
Internal Services Stakeholder:	Janette McKenna
Apps Stakeholder:	Tammi Shepherd
EA Stakeholder:	EJ Widun

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

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Other

- Approximately 20-25 Kiosks currently in use by Oakland County departments, but accurate count needs to be determined.
- Lacking standard deployment procedures
- Lacking standard security policy and procedures

Priority

Constraints

-

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Exclusions

- Current kiosk devices are not included in modifying new policy/procedures. This will be a 'apply going forward' approach.

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PROJECT PHASE AUTHORIZATION

Phase(s):	
Total Estimated Application Services	Hours: 119
Total Estimated Technical Systems	Hours: 366
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: 485	
Grand Total Estimated Development	Hours: 485	Cost: \$80,025

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PROJECT COMPLETION AUTHORIZATION

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

Kiosk Standardization - Size Estimates - Phase Level ×					
	Type	ID	Task Name	Estimate Hours	Estimate Notes
1	Phase	000000	PROJECT MANAGEMENT	200	
2	Phase	020000	KIOSK STANDARDIZATION	285	
3					
1				485	

Oakland County -- Kiosk Standardization
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:	80,025	0	0	0	0	0	80,025
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	80,025	0	0	0	0	0	80,025
Annual Return on Investment	(80,025)						(80,025)
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	80,025	80,025	80,025	80,025	80,025	80,025	80,025
Cumulative Return on Investment	(80,025)	(80,025)	(80,025)	(80,025)	(80,025)	(80,025)	(80,025)
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 Standardization
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
						0
						0
						0

Oakland County -- Kiosk Standardization

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												
Replaces manual steps and pages with standardized work instruction to increase consistency.	Intangible Benefit												
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IT working with customer to develop upon collaborations and relationship building.	Intangible Benefit												

Oakland County -- Kiosk Standardization

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 Standardization

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	80,025						80,025
<i>Development Services Subtotal:</i>	80,025						80,025
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
0							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
0	0	0	0	0	0	0	0
<i>Other Subtotal:</i>							
Costs Total:	80,025						80,025

