Information Technology

2023/2024

Master Plan Quarterly Status Executive Summary

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Project Management Office

January 20, 2023

1.0   INTRODUCTION

The Information Technology Master Plan Quarterly Status Executive Summary provides an overview of the services and hours provided by IT during the 2023/2024 Master Plan period.

This document does not replace other reports provided to the Board of Commissioners, including the Information Technology Strategic Plan, IT Master Plan, and IT Master Plan Quarterly Status Report. In addition, information regarding Information Technology's current financial status can be obtained from the Department of Management and Budget's Fiscal Year 2023/2024 Financial Forecast and Budget Amendments Report.

2.0   INFORMATION TECHNOLOGY OVERVIEW

The Department of Information Technology is a service bureau that provides IT services to 82 County Divisions, more than 100 local governmental units (assessors, treasurers, law enforcement, etc.), over 50 private sector customers, and over 1,700 Access Oakland Property Gateway customers. IT is responsible for over 150 major applications consisting of more than 8,000 programs and provides systems support, maintenance, enhancements, and new development for all major systems applications. IT's Project Management System contains actual hours worked for the following divisions: Application Services, Technical System & Networking, CLEMIS, and Internal Services.

The vision of the Information Technology Department is to be a leader in providing government services. The following Information Technology guiding principles have been developed, and are intended to provide a high-level direction for the entire organization:

1.   To provide the highest quality customer service in partnership with government agencies, citizens, communities, and customers internal and external to Oakland County.
2.   To provide leadership through the strategic use of technology.
3.   To ensure executive support and commitment from County Executive, Board of Commissioners, and other elected officials.
4.   To ensure all County agencies will be treated as equal and important partners of the IT Department.
5.   To empower IT customers to become more self-sufficient and technologically confident.
6.   To encourage county departments and local governments to use information technology to improve and deliver services.
7.   To recruit and retain a technically competent workforce.
8.   To develop, maintain, and distribute high-quality information in support of decision making and collaboration.
9.   To effectively communicate with the customer community.
10. To promote shared services through cross boundary collaboration.
11. Embrace innovation in every aspect of government service.

3.0   IT MASTER PLAN STATUS

Every two years the Department of Information Technology prepares a 24-month Master Plan in cooperation with the Information Technology Leadership Groups. The Leadership Groups consist of representatives from the County's Departments and Divisions. The Master Plan details the projects that Information Technology will work on during the 24 months. Each project in the plan is reviewed for a number of criteria (including fit into the overall IT Strategic Plan) before being approved by the Leadership Groups and Information Technology. The current Master Plan was prepared in October 2022.

Within the IT Master Plan, hours are allocated across the following labor categories:

Non-Project: Time off, training, or administrative time such as departmental meetings, employee evaluations, budgeting, interviewing, etc.

Team Management: Time spent by IT Supervisors planning and scheduling work and resolving general team-related issues.

Customer Support: Preliminary or detail scope and approach, work order preparation, customer instruction and training, phone calls and e-mail response. Cross-training and system orientation.

Unscheduled System Maintenance: Activity required to rebuild or repair a system. Consists of changes made to software to fix errors and all hours associated with the resolution of Problem Reports. It also includes time investigating the problem prior to determining it is a bug.

Planned Maintenance & Upgrades: Planned or re-occurring activity in upgrading an existing software package to expand current capabilities, fix existing bugs, or in anticipation of future system problems, needs, or changes.

Enhancements/New Development: Construction of new systems, modifications to operational systems, and the identification, selection, and implementation of software packages.

The pie chart in Figure 1 demonstrates the distribution of IT Resources by Labor Category from October 1, 2022 through December 31, 2022.

Figure 1: Labor Distribution 10/01/22 - 12/31/22
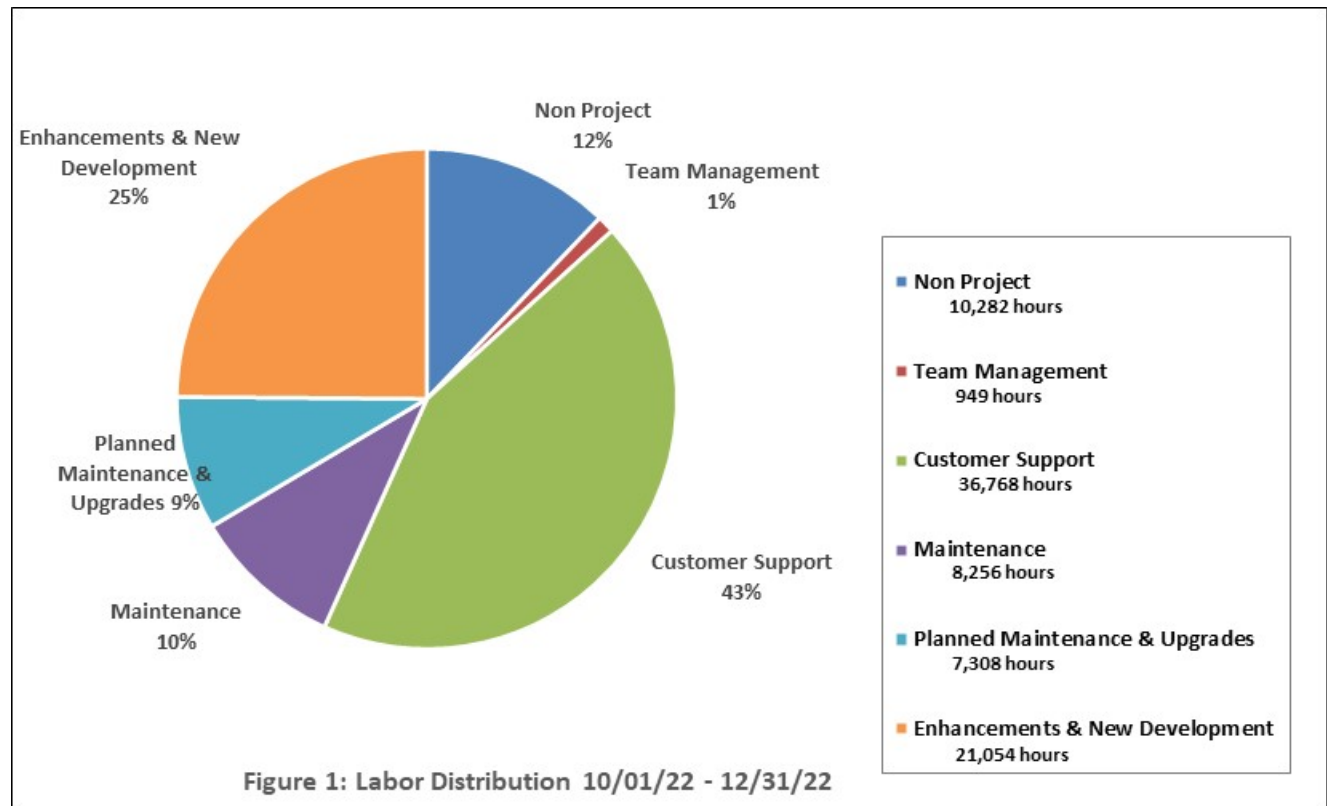
In the 2023/2024 Master Plan, IT planned for a 70% fixed labor delivery and 30% discretionary. Analysis of the First quarter of Fiscal Year 2023 reveals, 75% of IT's labor force was spent supporting and maintaining the County's current systems (including Customer Support, Maintenance, Planned Maintenance and Upgrades, Team Management and Non-project time). The remaining 25% of IT's labor force was spent implementing systems requested by various County Divisions through the IT Leadership Group Process.

4.0 PROJECT SUMMARY

There are a total of 172 Enhancement and New Development projects on the 2023/2024 Master Plan across the seven Leadership Groups. Of these projects, 13 are completed, 107 are In Process, and 52 are Not Started. As of December 31, 2022, 21,054 hours of IT labor have been expended on project-based work.

The pie chart in Figure 2 depicts the labor expended in each of these categories.

Figure 2: Overall Master Plan Project Status

Projects In Process 62%
(107 Projects)

Projects Not Started 30%
(52 Projects)

Projects Completed 8%
(13 Projects)
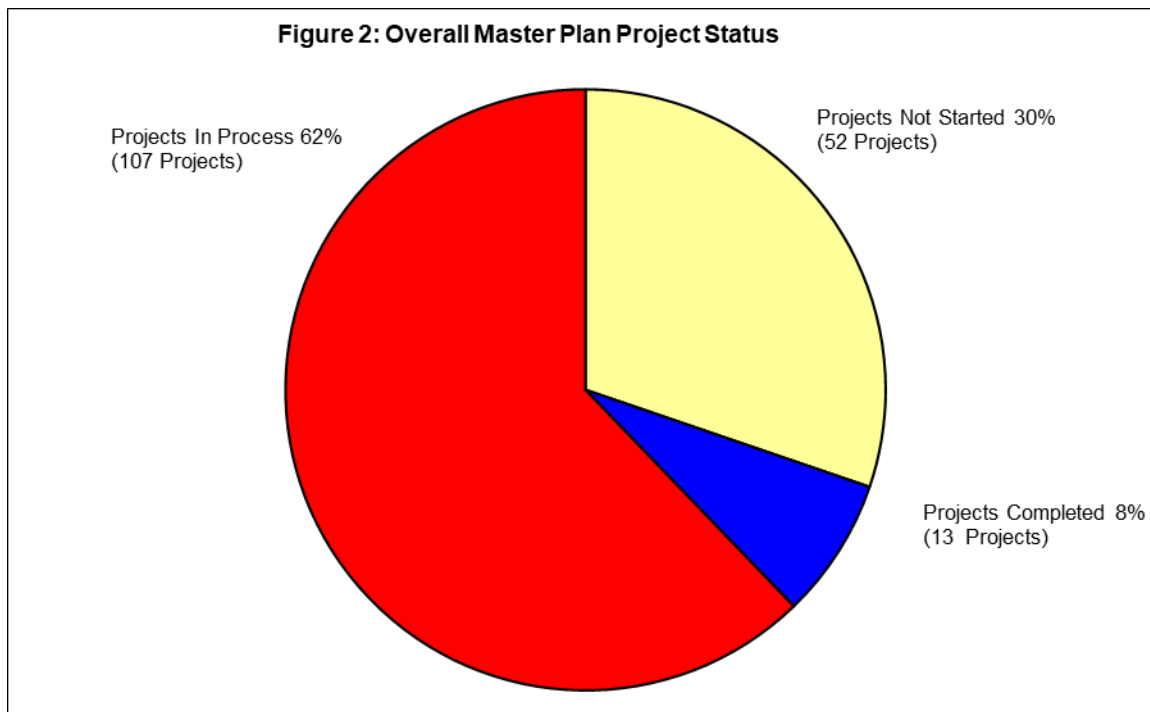
The remaining sections of this report provide a summary of the Enhancement and New Development projects broken down by Leadership Group.

Master Plan Executive Summary

CLEMIS Leadership Group 2023-2024

Priority	Project	Hours Allocated	Hours Expended 10/01/2022 - 12/31/2022	Percent Complete
01	OCSO Body Cam Implementation	136	109	100%
02	CLEMIS Jail Management System Phase II	723	328	81%
03	OCSO CCTV Storage	238	129	92%
04	CLEMIS Mugshot RFP	445	152	50%
05	CFIRS NEMSIS Version 3.5 Upgrade & Certification	1,614	81	49%
06	CLEMIS Location-based Enterprise Program	1,987		
06A	CLEMIS Location-Based Project - Research & Design		911	100%
06B	CLEMIS Location-based Phase 2		8	49%
07	New Mugshot Implementation	1,490		
08	CLEMIS Platform Rewrite Program	1,000		
09	CFIRS Occupancy - Inspection Mobile Prevention Info	543		
10	Sheriff's Program Budget	2,000	269	15%
11	CLEMIS New Agency Deployment Budget	1,000	75	10%
12	CAD Program Budget	1,000	35	4%
13	CLEMIS Reports Program Budget	1,500	318	23%
14	CLEAR Program Budget	1,000	56	7%
15	FRMS / CFIRS Program Budget	1,000	282	33%
16	CLEMIS JMS Program Budget	600		
17	CLEMIS New Site Implementation Budget	600	45	10%
18	CLEMIS Enhancement Budgets	1,000	19	3%
	CLEMIS Sizing Budget	200	4	2%
	Unallocated	0		
	Total	**18,076**	**2,821**	

Master Plan Executive Summary

CLEMIS Radio Leadership Group 2023-2024

Priority	Project	Hours Allocated	Hours Expended 10/01/2022 - 12/31/2022	Percent Complete
01	CLEMIS Radio Replacement 2023-2024	2,784		
01A	OAKWIN Radio System Enhancement - Radio Mngmt		165	96%
01B	OAKWIN Radio System Enhancement - Ph3		405	69%
01C	OAKWIN Radio System Enhancement-Recording P2		28	44%
02	Radio Management WIFI	635		
03	T2911	1,030	299	60%
04	CLEMIS Radio Enhancement Budget	800	128	22%
	Unallocated	9,581		
	Total	**14,830**	**1,024**	

Master Plan Executive Summary

Courts Justice Administration Leadership Group 2023-2024

Priority	Project	Hours Allocated	Hours Expended 10/01/2022 - 12/31/2022	Percent Complete
01	Criminal Justice Reform Compliance Ph 1	1,110	383	46%
02	FOC Security Audit 2022	15	19	100%
03	Clean Slate - Restore Cases from Microfiche	106	101	100%
04	Circuit Court Judge Switch 2023	400	117	42%
05	Redact PII Data on Probate Court Filings	201	6	4%
06	Circuit Court Judge Switch 2024	300		
07	Courts Mandates Enhancement Budget 2023-2024	800	307	39%
08	FOC Security Audit Remediation	250	11	7%
09	District-Court AV Backup Enhancement	512		
10	Circuit - e-filing GAP Remediation	1,465		
11	Imaging Program 2023-2024	16,082		
11A	Imaging Program Management		11	94%
11B	Imaging Program - Prosecutor Implementation		160	68%
11C	Imaging Program - Medical Examiner Imaging Solution		155	91%
11D	Imaging Program - Integrate Imaging into CStar			4%
11E	Imaging Program - FS Payroll Imaging Enhancement			0%
11F	Imaging Program - Victim Services Process Updates			
11G	Imaging Program - MIDC Enhancements and Integrations		20	2%
11H	Imaging Program - Courts DMS Enhancements			
11I	Imaging Program - FOC Autoforms Replacement			
11J	Imaging Program - LFMM Enhancements v2.0			
11K	Imaging Program - NHD Database Consolidation and Conversion			
11L	Imaging Program - Treasurer Chargeback Processing System			
11M	Imaging Program - BottomLine Data Archival Enhancement Budget			
11N	Imaging Program - Architecture Management			
12	Case Management System	1,239		
12A	Case Management System RFP Ph 1		244	100%
12B	Case Management System RFP Ph 2			1%
13	CSTAR Data Integration	1,072		
14	Circuit-Probate MiCourt Integration Phase 1	761	198	38%
15	JOS Replacement	809	240	85%
16	Send Marriage Divorce to SOM Electronically	1,008		
17	OakDocs Enterprise Enhancements	250		

Master Plan Executive Summary

Courts Justice Administration Leadership Group 2023-2024

Priority	Project	Hours Allocated	Hours Expended 10/01/2022 - 12/31/2022	Percent Complete
18	District-Automated Check-in for Probation Office	831		
19	Medical Examiner FCMS Enhancement	1,086		
20	Children's Village Case Management Reporting	1,016		
21	Citizen Engagement Budget - Courts LG	300	6	2%
22	Courts Justice Administration Enhancement Budgets	2,320	230	10%
	Courts Sizing Budget	600	24	4%
	Redact PII Data on Court Forms	10	3	99%
	Unallocated	0		
	Total	**32,543**	**2,234**	

Master Plan Executive Summary

Finance/Admin Leadership Group 2023-2024

Priority	Project	Hours Allocated	Hours Expended 10/01/2022 - 12/31/2022	Percent Complete
01	MyInsight Implementation	218	75	93%
02	ARP - HSD Inventory Management Implementation	49	34	100%
03	Point of Sale Terminal Replacement RFP	1,874	231	44%
04	Physical Records Management System	1,256	28	22%
05	FHCM Implementation Program 2023-2024	4,417		
05A	FHCM & HCM Archival Solution for PS Data		317	75%
05B	FHCM WRC CAMS Workday Integration		79	100%
05C	FHCM Roadmap Implementations		362	43%
05D	FHCM & HCM Archival Solution for PS Data - Implementation			
05E	FHCM Remaining ETC			
06	Vehicle Operations Garage System Migration	1,598	79	9%
07	HR Retirement 1099-R Processing	681	53	10%
08	BOC Codify Resolutions and Proclamations	1,533	86	9%
09	CMS Replacement Part 2	2,677	645	35%
10	Digital Asset Management Application Replacement	911		
11	Emergency Management Security Network - Phase 1	2,708		
12	Economic Development Salesforce Enhancements (2023-24)	1,500	236	19%
13	HR Applicant/Recruiting Software Replacement	864	61	10%
14	Public Communications CRM Implementation	662	69	11%
15	Distributed eLearning Solution Implementation Ph II	1,403		
16	Client Services Data Tracking & Reporting	1,446		
17	Audit Management System Replacement	579		
18	Risk Management File Digitization	621		
19	County Executive Program Budget 2023-2024	800	8	1%
20	HR Internet Redesign	573		
21	HR Intranet/Telegraph Redesign	639		
22	Employee Engagement Budget	300	11	4%
23	Citizen Engagement Budget - Finance LG	1,000	20	2%
24	Finance/Admin Enhancement Budgets	4,153	279	9%
	Finance/Admin Sizing Budget	600		
	HIPAA Enhancement Budget 2023-24	100	35	36%
	Unallocated	0		
	Total	**33,162**	**2,705**	

Master Plan Executive Summary

Internal Services Leadership Group 2023-2024

Priority	Project	Hours Allocated	Hours Expended 10/01/2022 - 12/31/2022	Percent Complete
01	SC Communications Change Order Services	1,000	41	5%
02	ARP - IT Funded Initiatives 2023-2024	619	156	28%
03	IT HR / Fiscal Services Initiatives	100	6	6%
04	IT Department Initiatives	300	125	48%
05	PCI Enhancement Budget	200	21	12%
06	eCommerce Service Fee Compliance	161	161	100%
07	G2GCS Program	7,265	121	3%
07A	eCommerce Platform		7	2%
08	Service Center Application Replacement - RFP	1,600		
09	O365 Program 2023-2024	7,853		
09A	O365 Program Management		350	26%
09B	M365 - MS Teams Organizational Implementation		9	100%
09C	O365 Enhancement Budget		63	8%
09D	O365 File Share End User Adoption		31	9%
10	eGovernment Program Development	200	2	1%
11	Application Development Program Budget	620	96	16%
12	Project Management Program 2023-24	500	82	20%
13	IT Service Agreements Budget	775	52	8%
14	Internal Services Enhancement Budgets	680	86	13%
	Internal Services Sizing Budget	125		
	Unallocated	0		
	Total	**21,998**	**1,407**	

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Land Leadership Group 2023-2024

Priority	Project	Hours Allocated	Hours Expended 10/01/2022 - 12/31/2022	Percent Complete
01	FM GIS Indoors	118	118	100%
02	EH Enterprise Imp - Accela Implementation	94	94	100%
03	RCOC Traffic Signal Management	215		68%
04	LAMS Rewrite Phase 4	429	143	83%
05	Equalization LAMS Photo Automation	442	123	53%
06	OCIA Lease Management Application	310	111	69%
07	Property Gateway Invoicing Enhancements	1,058	109	29%
08	AAT Mandate Program Budget 2023-2024	1,000	4	1%
09	OCHD Mandate Program Budget 2023-2024	300		
10	FMO Replace BMS Phase 4	368	20	6%
11	CAMS Enterprise Enhancements 2023-2024	200	60	30%
12	WRC Legacy App Rewrite Phase 2	2,452	28	1%
13	WRC Northstar Replacement Phase 2	4,169	170	7%
14	Accela Foods Implementation	2,627		
15	FM GIS Indoors Implementation	436	9	3%
16	WRC Development Budget 2023-2024	1,800	131	7%
17	GIS Enterprise Program (2023-24)	4,800	873	20%
18	CAMS Public Request Portal 2023-2024	802		
19	BS&A Development Budget 2023-2024	1,650	171	11%
20	Equalization BOR Replacement	1,428		
21	FPE Resource Planning System	508	4	1%
22	FM CAMS Enhancements 2023-2024	345		
23	Municipal Services IT Program 2023-2024	150		
24	Citizen Engagement Budget - Land LG	200	13	6%
25	Land Enhancement Budgets	1,941	276	19%
	Land Sizing Budget	300		
	Unallocated	0		
	Total	**28,142**	**2,456**	

Master Plan Executive Summary

Technical Systems Leadership Group 2023-2024

Priority	Project	Hours Allocated	Hours Expended 10/01/2022 - 12/31/2022	Percent Complete
01	Customer Change Order Services	13,500	2,530	22%
02	UCC Voice Change Order Services	3,000	443	17%
03	Server Admin Change Order Services	6,680	809	14%
04	Network Services Change Order Services	1,050	108	12%
05	Building Program 2023-24	800	47	7%
06	Universal Threat Management Replacement	371	371	100%
07	UCC2 Program 2023-2024	3,146		
07A	UCC2 - Program Management		56	93%
07B	UCC2 - Wi-Fi Expansion Group B		216	92%
07C	UCC2 - MDSL Connect Integration			10%
07D	UCC2 - VOIP Phase 4		430	100%
07E	UCC2 - VOIP Phase 5		296	68%
08	ARP - Remote Work 2	1,855	673	58%
09	Papercut Implementation	279	64	75%
10	IT Infrastructure Modernization-PH1	544	266	78%
11	IT Infrastructure Modernization	6,515		
12	Cloud Program	2,401		
12A	Cloud RFP - Initial		93	82%
13	SEP Program 2023-2024	12,206	802	8%
14	Data Center Colocation RFP	322	173	63%
15	Legacy Copper Services Transition Strategy	688		
16	File Share Services Improvement	1,722	27	2%
17	Design & Migrate Mainframe CIP Connectivity to Modern Solution	1,932		
18	IAM Innovation Program Budget	1,100	206	21%
19	Enterprise Architecture Program	3,632	468	16%
20	IAM Citrix Phase I-Analysis & Design	234	115	71%
21	IAM Expansion Budget	3,839	137	7%
22	Antivirus Replacement	5,248		
23	IoT Services Network	2,045		
24	CTO Technology Planning	400		
25	Technical Systems & Networking Enhancement Budgets	360	81	26%
	TSN Sizing Budget	400		
	Unallocated	-2,727		

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Technical Systems Leadership Group 2023-2024

Priority	Project	Hours Allocated	Hours Expended 10/01/2022 - 12/31/2022	Percent Complete
	Total	71,542	8,409	