

Information Technology

2023/2024

***Master Plan Quarterly Status
Executive Summary***

Prepared by
Oakland County Department of Information Technology
Project Management Office

April 14, 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.

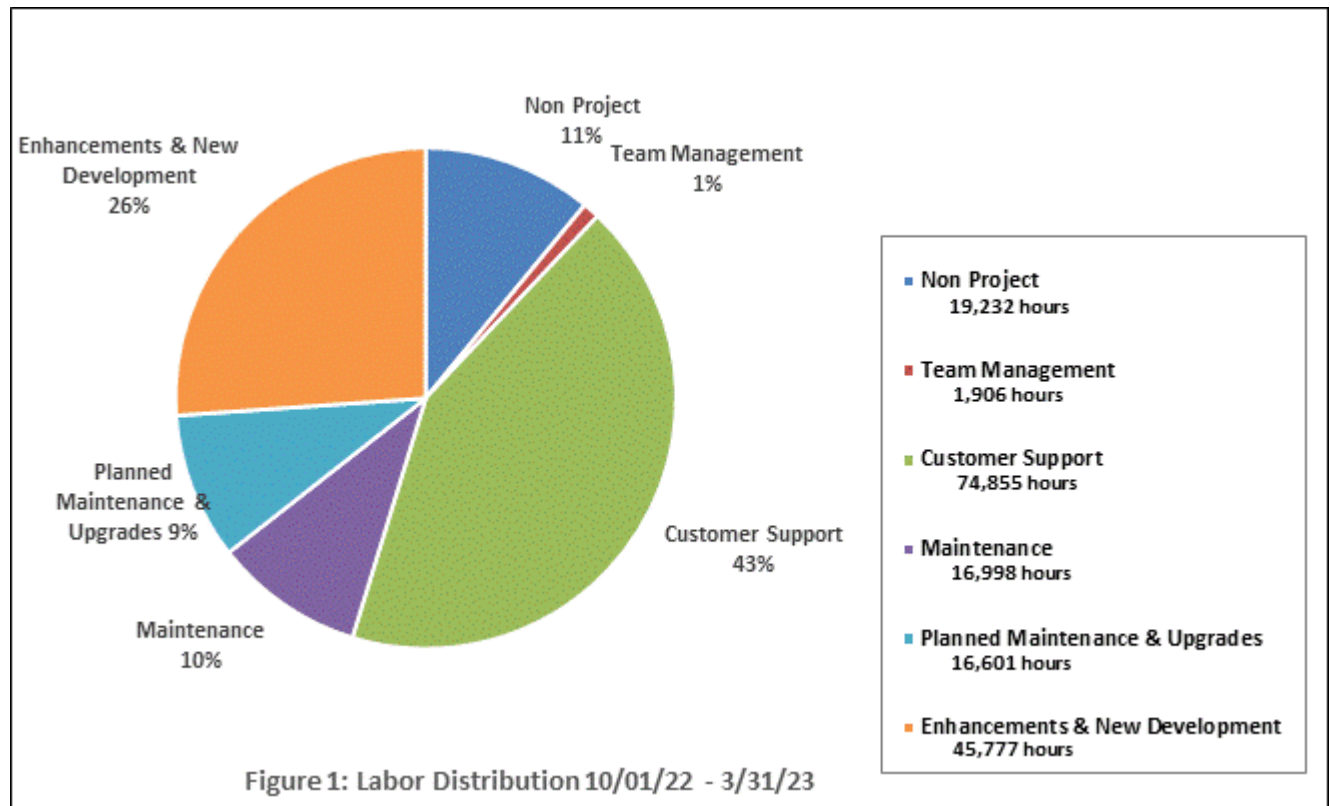
Customer Support: Preliminary or detail scope and approach, work order preparation, customer instruction and training, phone calls and e-mail response. Cross-training and system orientation.

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 March 31, 2023.

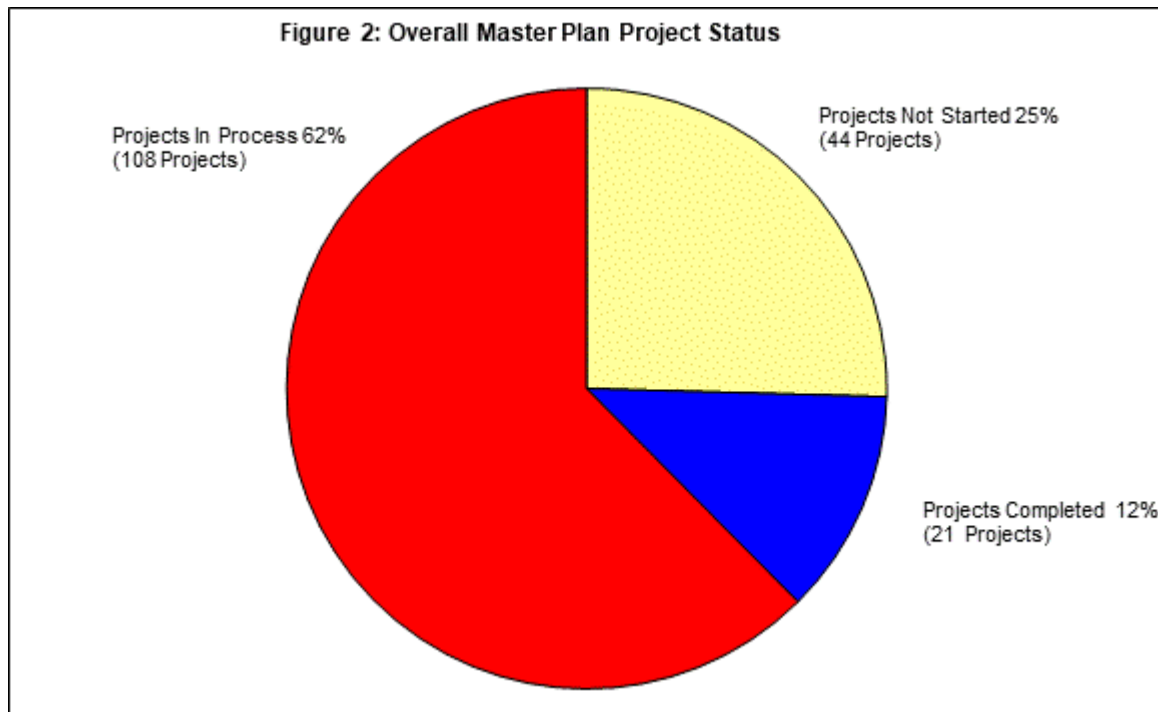


In the 2023/2024 Master Plan, IT planned for a 70% fixed labor delivery and 30% discretionary. Analysis of the Second quarter of Fiscal Year 2023 reveals, 74% of IT's labor force was spent supporting and maintaining the County's current systems (including Customer Support, Maintenance, Planned Maintenance and Upgrades, Team Management and Non-project time). The remaining 26% 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 173 Enhancement and New Development projects on the 2023/2024 Master Plan across the seven Leadership Groups. Of these projects, 21 are completed, 108 are In Process, and 44 are Not Started. As of March 31, 2023, 45,777 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.



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				
		Hours	Hours Expended	Percent
Priority	Project	Allocated	10/01/2022 - 03/31/2023	Complete
01	OCSO Body Cam Implementation	136	109	100%
02	CLEMIS Jail Management System Phase II	2,290	848	57%
03	OCSO CCTV Storage	465	280	88%
04	CLEMIS Mugshot RFP	445	317	64%
05	CFIRS NEMSIS Version 3.5 Upgrade & Certification	1,614	488	62%
06	CLEMIS Location-based Enterprise Program	2,987		
06A	CLEMIS Location-Based Project - Research & Design		990	100%
06B	CLEMIS Location-based Phase 2		920	51%
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	532	28%
11	CLEMIS New Agency Deployment Budget	1,000	499	58%
12	CAD Program Budget	1,000	116	12%
13	CLEMIS Reports Program Budget	1,500	510	34%
14	CLEAR Program Budget	1,000	215	22%
15	FRMS / CFIRS Program Budget	1,000	731	78%
16	CLEMIS JMS Program Budget	33	4	12%
17	CLEMIS New Site Implementation Budget	600	175	30%
18	CLEMIS Enhancement Budgets	1,000	83	9%
	CLEMIS Sizing Budget	200	4	2%
	Unallocated	0		
	Total	20,303	6,820	

Master Plan Executive Summary

CLEMIS Radio Leadership Group 2023-2024

		Hours	Hours Expended	Percent
Priority	Project	Allocated	10/01/2022 - 03/31/2023	Complete
01	CLEMIS Radio Replacement 2023-2024	2,784		
01A	OAKWIN Radio System Enhancement - Radio Mngmt		285	100%
01B	OAKWIN Radio System Enhancement - Ph3		821	77%
01C	OAKWIN Radio System Enhancement-Recording P2		167	71%
02	Radio Management WIFI	635		
03	T2911	1,030	325	64%
04	CLEMIS Radio Enhancement Budget	800	560	69%
	Unallocated	9,548		
	Total	14,797	2,157	

Master Plan Executive Summary				
Courts Justice Administration Leadership Group 2023-2024				
Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 03/31/2023	Complete
01	Criminal Justice Reform Compliance Ph 1	1,110	1,437	88%
02	FOC Security Audit 2022	15	19	100%
03	Clean Slate - Restore Cases from Microfiche	106	106	100%
04	Circuit Court Judge Switch 2023	400	200	48%
05	Redact PII Data on Probate Court Filings	201	18	9%
06	Circuit Court Judge Switch 2024	300		
07	Courts Mandates Enhancement Budget 2023-2024	800	437	55%
08	FOC Security Audit Remediation	250	62	27%
09	District-Court AV Backup Enhancement	512	5	1%
10	Circuit - e-filing GAP Remediation	1,465		
11	Imaging Program 2023-2024	16,082		
11A	Imaging Program Management		18	95%
11B	Imaging Program - Prosecutor Implementation		365	90%
11C	Imaging Program - Medical Examiner Imaging Solution		252	97%
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		128	10%
11H	Imaging Program - Courts DMS Enhancements			
11I	Imaging Program - FOC Autofoms 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		255	16%
13	CSTAR Data Integration	1,072		
14	Circuit-Probate MiCourt Integration Phase 1	761	454	64%
15	JOS Replacement	809	585	91%
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				
		Hours	Hours Expended	Percent
Priority	Project	Allocated	10/01/2022 - 03/31/2023	Complete
18	District-Automated Check-in for Probation Office	831		
19	Medical Examiner FCMS Enhancement	1,086	79	7%
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	386	17%
	Courts Sizing Budget	600	24	4%
	Prosecutor - SharePoint Effort		492	68%
	Redact PII Data on Court Forms	10	23	100%
	Unallocated	0		
	Total	32,543	5,592	

Master Plan Executive Summary

Finance/Admin Leadership Group 2023-2024

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 03/31/2023	Complete
01	MyInsight Implementation	361	191	91%
02	ARP - HSD Inventory Management Implementation	49	49	100%
03	Point of Sale Terminal Replacement RFP	1,874	552	48%
04	Physical Records Management System	1,256	103	26%
05	FHCM Implementation Program 2023-2024	4,417		
05A	FHCM & HCM Archival Solution for PS Data		448	85%
05B	FHCM WRC CAMS Workday Integration		79	100%
05C	FHCM Roadmap Implementations		710	68%
05D	FHCM & HCM Archival Solution for PS Data - Implementation			
05E	FHCM Remaining ETC			
06	Vehicle Operations Garage System Migration	1,598	166	11%
07	HR Retirement 1099-R Processing	681	118	29%
08	BOC Codify Resolutions and Proclamations	1,533	144	21%
09	CMS Replacement Part 2	3,859	2,750	79%
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	535	37%
13	HR Applicant/Recruiting Software Replacement	864	184	23%
14	Public Communications CRM Implementation	662	85	13%
15	Distributed eLearning Solution Implementation Ph II	1,403		
16	Client Services Data Tracking & Reporting	1,446	30	3%
17	Audit Management System Replacement	579		
18	Risk Management File Digitization	621	31	4%
19	County Executive Program Budget 2023-2024	800	41	5%
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	63	6%
24	Finance/Admin Enhancement Budgets	4,010	846	22%
	Finance/Admin Sizing Budget	600	10	2%
	HIPAA Enhancement Budget 2023-24	100	41	40%
	Unallocated	0		
	Total	34,344	7,187	

Master Plan Executive Summary

Internal Services Leadership Group 2023-2024

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 03/31/2023	Complete
01	SC Communications Change Order Services	1,000	90	10%
02	ARP - IT Funded Initiatives 2023-2024	619	251	41%
03	IT HR / Fiscal Services Initiatives	100	6	6%
04	IT Department Initiatives	1,000	617	64%
05	PCI Enhancement Budget	200	35	17%
06	eCommerce Service Fee Compliance	161	161	100%
07	G2GCS Program	6,083	317	7%
07A	eCommerce Platform		8	2%
08	Service Center Application Replacement - RFP	1,600		
09	O365 Program 2023-2024	7,853		
09A	O365 Program Management		525	38%
09B	M365 - MS Teams Organizational Implementation		9	100%
09C	O365 Enhancement Budget		157	20%
09D	O365 File Share End User Adoption		104	7%
10	eGovernment Program Development	200	3	1%
11	Application Development Program Budget	620	205	34%
12	Project Management Program 2023-24	500	222	46%
13	IT Service Agreements Budget	775	167	22%
14	Internal Services Enhancement Budgets	680	147	22%
	Internal Services Sizing Budget	125		
	Unallocated	0		
	Total	21,516	3,022	

Master Plan Executive Summary				
Land Leadership Group 2023-2024				
Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 03/31/2023	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	310	83%
05	Equalization LAMS Photo Automation	442	245	70%
06	OCIA Lease Management Application	310	220	90%
07	Property Gateway Invoicing Enhancements	1,058	304	75%
08	AAT Mandate Program Budget 2023-2024	1,000	223	24%
09	OCHD Mandate Program Budget 2023-2024	300		
10	FMO Replace BMS Phase 4	368	31	9%
11	CAMS Enterprise Enhancements 2023-2024	200	99	50%
12	WRC Legacy App Rewrite Phase 2	2,452	133	6%
13	WRC Northstar Replacement Phase 2	4,169	353	14%
14	Accela Foods Implementation	2,627		
15	FM GIS Indoors Implementation	436	86	26%
16	WRC Development Budget 2023-2024	1,800	212	12%
17	GIS Enterprise Program (2023-24)	4,800	1,587	34%
18	CAMS Public Request Portal 2023-2024	802		
19	BS&A Development Budget 2023-2024	1,650	374	25%
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	7%
25	Land Enhancement Budgets	1,941	453	24%
	Land Sizing Budget	300		
	Unallocated	0		
	Total	28,142	4,858	

Master Plan Executive Summary

Technical Systems Leadership Group 2023-2024

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 03/31/2023	Complete
01	Customer Change Order Services	13,500	5,145	38%
02	UCC Voice Change Order Services	3,000	852	27%
03	Server Admin Change Order Services	6,680	1,685	26%
04	Network Services Change Order Services	1,050	260	25%
05	Building Program 2023-24	800	122	16%
06	Universal Threat Management Replacement	371	371	100%
07	UCC2 Program 2023-2024	3,146		
07A	UCC2 - Program Management		122	99%
07B	UCC2 - Wi-Fi Expansion Group B		292	100%
07C	UCC2 - MDSL Connect Integration			10%
07D	UCC2 - VOIP Phase 4		430	100%
07E	UCC2 - VOIP Phase 5		971	76%
08	ARP - Remote Work 2	805	805	100%
09	Papercut Implementation	126	126	100%
10	IT Infrastructure Modernization-PH1	544	397	86%
11	IT Infrastructure Modernization	6,515		
11A	IT Infrastructure Modernization-PH2		18	2%
12	Cloud Program	2,401		
12A	Cloud RFP - Initial		122	100%
13	SEP Program 2023-2024	10,658	1,927	19%
14	Data Center Colocation RFP	202	202	100%
15	Legacy Copper Services Transition Strategy	688		
16	File Share Services Improvement	1,722	27	2%
17	IAM Innovation Program Budget	1,100	378	35%
18	Enterprise Architecture Program	3,632	1,187	35%
19	IAM Citrix Phase I-Analysis & Design	198	198	100%
20	IAM Expansion Budget	3,839	234	8%
21	Antivirus Replacement	5,248		
22	CTO Technology Planning	400	9	4%
23	Technical Systems & Networking Enhancement Budgets	1,310	264	20%
	ARP - Remote Work 3	400		
	TSN Sizing Budget	400		
	Unallocated	-675		

Master Plan Executive Summary

Technical Systems Leadership Group 2023-2024

		Hours	Hours Expended	Percent
Priority	Project	Allocated	10/01/2022 - 03/31/2023	Complete
	Total	68,060	16,141	