

***Information Technology***

***2023/2024***

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

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Project Management Office

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## **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.

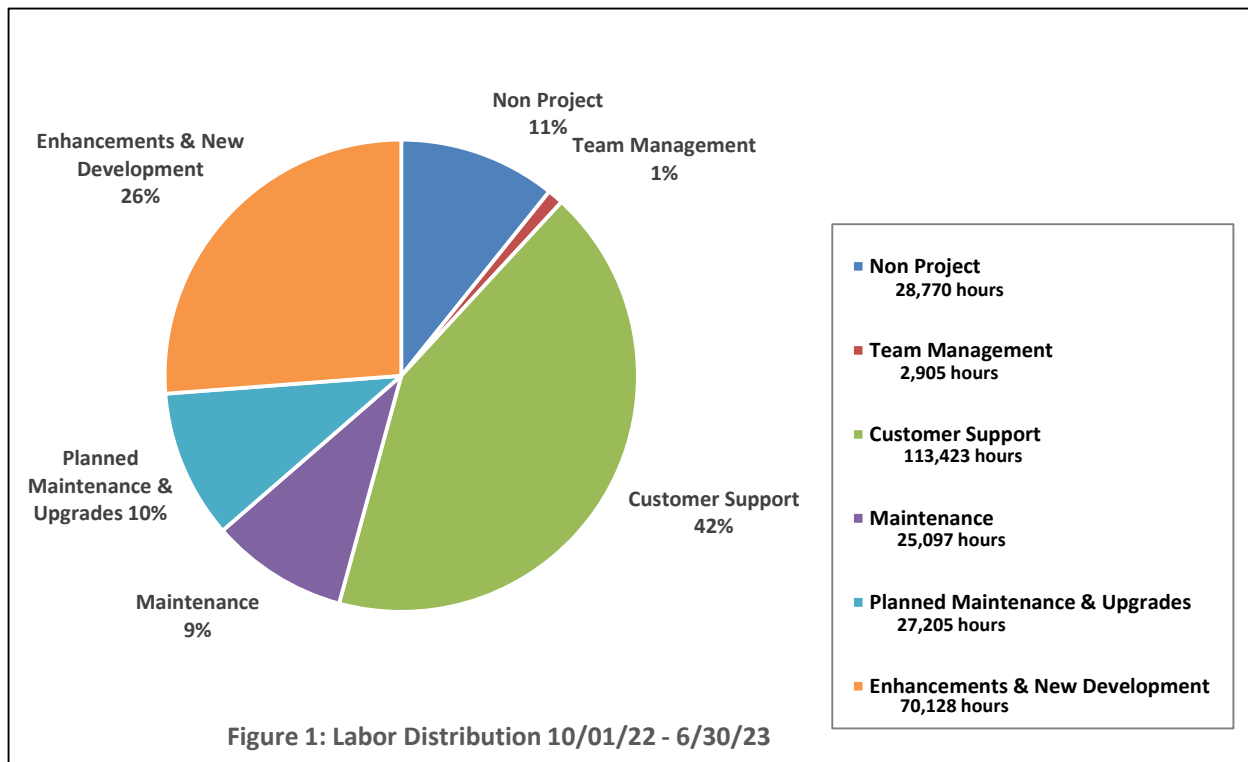
**Customer Support:** Preliminary or detail scope and approach, work order preparation, customer instruction and training, phone calls and e-mail response. Cross-training and system orientation.

**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 June 30, 2023.

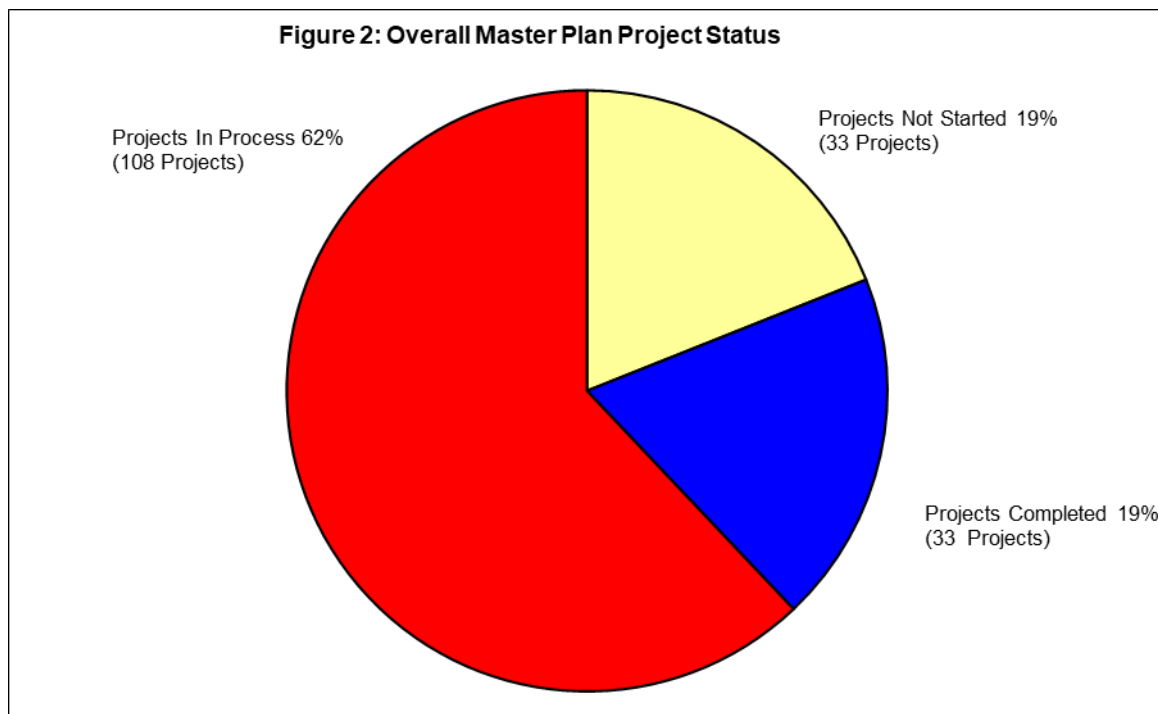


In the 2023/2024 Master Plan, IT planned for a 70% fixed labor delivery and 30% discretionary. Analysis of the Third quarter of Fiscal Year 2023 reveals, 74% of IT's labor force was spent supporting and maintaining the County's current systems (including Customer Support, Maintenance, Planned Maintenance 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 174 Enhancement and New Development projects on the 2023/2024 Master Plan across the seven Leadership Groups. Of these projects, 33 are completed, 108 are In Process, and 33 are Not Started. As of June 30, 2023, 70,128 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**

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 06/30/2023	Complete
01	OCSO Body Cam Implementation	136	109	100%
02	CLEMIS Jail Management System Phase II	2,290	1,314	72%
03	OCSO CCTV Storage	465	443	93%
04	CLEMIS Mugshot RFP	577	448	87%
05	CFIRS NEMSIS Version 3.5 Upgrade & Certification	1,614	850	74%
06	CLEMIS Location-based Enterprise Program	2,987		
06A	CLEMIS Location-Based Project - Research & Design		990	100%
06B	CLEMIS Location-based Phase 2		2,021	100%
07	New Mugshot Implementation	1,358		
08	CLEMIS Platform Rewrite Program	1,000		
09	CFIRS Occupancy - Inspection Mobile Prevention Info	543		
10	Sheriff's Program Budget	2,000	970	50%
11	CLEMIS New Agency Deployment Budget	1,000	867	90%
12	CAD Program Budget	1,000	168	17%
13	CLEMIS Reports Program Budget	1,500	660	45%
14	CLEAR Program Budget	1,000	258	26%
15	FRMS / CFIRS Program Budget	1,000	1,092	96%
16	CLEMIS JMS Program Budget	33	8	24%
17	CLEMIS New Site Implementation Budget	600	276	43%
18	CLEMIS Enhancement Budgets	1,000	131	14%
	CLEMIS Sizing Budget	200	4	2%
	Unallocated	0		
	<b>Total</b>	<b>20,303</b>	<b>10,609</b>	

**Master Plan Executive Summary**

**CLEMIS Radio Leadership Group 2023-2024**

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 06/30/2023	Complete
01	CLEMIS Radio Replacement 2023-2024	2,784		
01A	OAKWIN Radio System Enhancement - Radio Mngmt		285	100%
01B	OAKWIN Radio System Enhancement - Ph3		1,685	96%
01C	OAKWIN Radio System Enhancement-Recording P2		345	81%
02	Radio Management WIFI	635	11	2%
03	T2911	328	328	100%
04	CLEMIS Radio Enhancement Budget	1,130	899	86%
	Unallocated	9,920		
	<b>Total</b>	<b>14,797</b>	<b>3,553</b>	

**Master Plan Executive Summary**

**Courts Justice Administration Leadership Group 2023-2024**

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 06/30/2023	Complete
01	Criminal Justice Reform Compliance Ph 1	1,110	1,810	100%
02	FOC Security Audit 2022	15	19	100%
03	Clean Slate - Restore Cases from Microfiche	108	108	100%
04	Circuit Court Judge Switch 2023	400	200	50%
05	Redact PII Data on Probate Court Filings	201	48	25%
06	Circuit Court Judge Switch 2024	300		
07	Courts Mandates Enhancement Budget 2023-2024	800	470	59%
08	FOC Security Audit Remediation	250	198	100%
09	District-Court AV Backup Enhancement	512	8	2%
10	Circuit - e-filing GAP Remediation	1,485		
11	Imaging Program 2023-2024	16,324		
11A	Imaging Program Management		53	97%
11B	Imaging Program - Prosecutor Implementation		557	93%
11C	Imaging Program - Medical Examiner Imaging Solution		337	100%
11D	Imaging Program - Integrate Imaging into CStar			4%
11E	Imaging Program - MIDC Enhancements and Integrations		213	19%
11F	Imaging Program - District-Automated Check-in for Probation Office			
11G	Imaging Program - Courts DMS Enhancements			
11H	Imaging Program - FOC Autoforms Replacement			
11I	Imaging Program - LFMM Enhancements v2.0			
11J	Imaging Program - NHD Database Consolidation and Conversion			
11K	Imaging Program - Treasurer Chargeback Processing System			
11L	Imaging Program - BottomLine Data Archival Enhancement Budget			
11M	Imaging Program - Architecture Management			2%
11N	Send Marriage Divorce to SOM Electronically			
11O	Risk Management File Digitization		117	20%
12	Case Management System	1,239		
12A	Case Management System RFP Ph 1		244	100%
12B	Case Management System RFP Ph 2		262	100%
13	CSTAR Data Integration	1,072		
14	Circuit-Probate MiCourt Integration Phase 1	781	485	76%
15	JOS Replacement	809	1,195	84%
16	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 - 06/30/2023	Complete
17	Medical Examiner FCMS Enhancement	1,086	185	17%
18	Children's Village Case Management Reporting	1,016		
19	Citizen Engagement Budget - Courts LG	300	9	3%
20	Courts Justice Administration Enhancement Budgets	2,320	623	28%
	Courts Sizing Budget	600	24	4%
	Prosecutor - SharePoint Effort		601	50%
	Redact PII Data on Court Forms	10	23	100%
	Unallocated	0		
	<b>Total</b>	<b>30,946</b>	<b>7,776</b>	

**Master Plan Executive Summary**

**Finance/Admin Leadership Group 2023-2024**

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 06/30/2023	Complete
01	MyInsight Implementation	361	362	100%
02	ARP - HSD Inventory Management Implementation	49	49	100%
03	Point of Sale Terminal Replacement RFP	1,874	1,229	53%
04	Physical Records Management System	1,256	188	65%
05	FHCM Implementation Program 2023-2024	4,417		
05A	FHCM & HCM Archival Solution for PS Data		522	87%
05B	FHCM WRC CAMS Workday Integration		79	100%
05C	FHCM Roadmap Implementations		952	88%
05D	FHCM & HCM Archival Solution for PS Data - Implementation			
05E	FHCM Remaining ETC			
06	Vehicle Operations Garage System Migration	1,598	271	24%
07	HR Retirement 1099-R Processing	681	423	71%
08	BOC Codify Resolutions and Proclamations	1,533	211	90%
09	CMS Replacement Part 2	3,859	3,948	99%
10	Digital Asset Management Application Replacement	911	7	2%
11	Emergency Management Security Network - Phase 1	2,708	31	1%
12	Economic Development Salesforce Enhancements (2023-24)	1,500	831	57%
13	HR Applicant/Recruiting Software Replacement	864	310	37%
14	Public Communications CRM Implementation	662	244	41%
15	Distributed eLearning Solution Implementation Ph II	1,403		
16	Veterans - Client Services Data Tracking & Reporting	1,446	142	11%
17	Audit Management System Replacement	579	16	4%
18	County Executive Program Budget 2023-2024	800	84	11%
19	HR Internet Redesign	573		
20	HR Intranet/Telegraph Redesign	639	63	13%
21	Employee Engagement Budget	300	24	8%
22	Citizen Engagement Budget - Finance LG	1,000	76	8%
23	Finance/Admin Enhancement Budgets	4,010	1,462	36%
	Finance/Admin Sizing Budget	600	18	3%
	HIPAA Enhancement Budget 2023-24	100	44	44%
	Unallocated	0		
<b>Total</b>		<b>33,723</b>	<b>11,584</b>	

**Master Plan Executive Summary**

**Internal Services Leadership Group 2023-2024**

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 06/30/2023	Complete
01	SC Communications Change Order Services	1,000	148	15%
02	ARP - IT Funded Initiatives 2023-2024	819	318	53%
03	IT HR / Fiscal Services Initiatives	100	9	9%
04	IT Department Initiatives	1,000	1,020	95%
05	PCI Enhancement Budget	200	52	26%
06	eCommerce Service Fee Compliance	161	161	100%
07	G2GCS Program	6,083	547	13%
07A	eCommerce Platform		86	17%
07B	Account Services Application Migration		251	25%
08	Service Center Application Replacement - RFP	1,600		
09	O365 Program 2023-2024	7,853		
09A	O365 Program Management		822	60%
09B	M365 - MS Teams Organizational Implementation		9	100%
09C	O365 Enhancement Budget		317	44%
09D	O365 File Share End User Adoption		200	10%
10	eGovernment Program Development	200	28	16%
11	Application Development Program Budget	620	249	42%
12	Project Management Program 2023-24	500	368	77%
13	IT Service Agreements Budget	775	295	38%
14	Internal Services Enhancement Budgets	680	260	39%
	Internal Services Sizing Budget	125		
	Unallocated	0		
	<b>Total</b>	<b>21,516</b>	<b>5,136</b>	

**Master Plan Executive Summary**

**Land Leadership Group 2023-2024**

Priority	Project	Hours	Hours Expended	Percent
		Allocated	10/01/2022 - 06/30/2023	Complete
01	FM GIS Indoors	118	118	100%
02	EH Enterprise Imp - Accela Implementation	94	94	100%
03	RCOC Traffic Signal Management 2023-2024	403	15	4%
04	LAMS Rewrite Phase 4	429	419	89%
05	Equalization LAMS Photo Automation	442	315	81%
06	OCIA Lease Management Application	310	285	100%
07	Property Gateway Invoicing Enhancements	1,058	506	99%
08	AAT Mandate Program Budget 2023-2024	1,000	344	35%
09	OCHD Mandate Program Budget 2023-2024	150		7%
10	FMO Replace BMS Phase 4	368	76	23%
11	CAMS Enterprise Enhancements 2023-2024	200	108	54%
12	WRC Legacy App Rewrite Phase 2	2,452	684	33%
13	WRC Northstar Replacement Phase 2	4,169	722	28%
14	Accela Foods Implementation	600		
15	FM GIS Indoors Implementation	436	246	59%
16	WRC Development Budget 2023-2024	1,800	345	20%
17	GIS Enterprise Program (2023-24)	4,800	2,175	46%
18	BS&A Development Budget 2023-2024	1,650	692	42%
19	Equalization BOR Replacement	1,428	3	0%
20	FPE Resource Planning System	508	4	1%
21	FM CAMS Enhancements 2023-2024	345		
22	Municipal Services IT Program 2023-2024	150		
23	Citizen Engagement Budget - Land LG	200	17	8%
24	Land Enhancement Budgets	1,941	574	30%
	Land Sizing Budget	300		
	Unallocated	150		
	<b>Total</b>	<b>25,501</b>	<b>7,738</b>	

**Master Plan Executive Summary**

**Technical Systems Leadership Group 2023-2024**

		Hours	Hours Expended	Percent
Priority	Project	Allocated	10/01/2022 - 06/30/2023	Complete
01	Customer Change Order Services	13,500	7,561	56%
02	UCC Voice Change Order Services	3,000	1,201	38%
03	Server Admin Change Order Services	6,680	2,494	39%
04	Network Services Change Order Services	1,050	439	42%
05	Building Program 2023-24	800	269	33%
06	ARP - Remote Work 3	117	117	100%
07	Workstation Enhancements	5,579	730	16%
08	Universal Threat Management Replacement	371	371	100%
09	UCC2 Program 2023-2024	4,293		
09A	UCC2 - Program Management		141	100%
09B	UCC2 - Wi-Fi Expansion Group B		292	100%
09C	UCC2 - MDSL Connect Integration			10%
09D	UCC2 - VOIP Phase 4		430	100%
09E	UCC2 - VOIP Phase 5		1,209	100%
09F	UCC2 - VOIP Phase 6		255	25%
10	ARP - Remote Work 2	805	805	100%
11	Papercut Implementation	126	126	100%
12	IT Infrastructure Modernization-PH1	417	417	100%
13	IT Infrastructure Modernization	6,642		
13A	IT Infrastructure Modernization-PH2		221	17%
14	Cloud Program	2,401		
14A	Cloud RFP - Initial		122	100%
15	SEP Program 2023-2024	10,658	2,810	28%
16	Data Center Colocation RFP	202	202	100%
17	Legacy Copper Services Transition Strategy	688		
18	File Share Services Improvement	1,722	27	2%
19	IAM Innovation Program Budget	1,100	515	48%
20	Enterprise Architecture Program	3,632	1,732	50%
21	IAM Citrix Phase I-Analysis & Design	198	198	100%
22	IAM Expansion Budget	3,839	283	10%
23	Antivirus Replacement - Program	5,248		
23A	Antivirus Replacement - RFP		39	6%
24	CTO Technology Planning	400	222	64%
25	Technical Systems & Networking Enhancement Budgets	1,310	506	40%

**Master Plan Executive Summary**

**Technical Systems Leadership Group 2023-2024**

		Hours	Hours Expended	Percent
Priority	Project	Allocated	10/01/2022 - 06/30/2023	Complete
	TSN Sizing Budget	400		
	Unallocated	-875		
	<b>Total</b>	<b>74,503</b>	<b>23,733</b>	