Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: O365 Program 2021-2022   **Project ID: DE1182OP**

Leadership Group: IT Steering Committee		
Department: Information Technology	**Division:** IT – Internal Services	
Project Sponsor: Tammi Shepherd	**Date Requested:** 10/1/2020	**PM Customer No.** 182
Request Type: ___*New Development*___ *Enhancement* *Customer Support* *Planned System Maintenance or Upgrade*		
IT Team Name: eGovernment	**IT Team No:** E	
Project Manager/Leader: Cassy Zakens		
Account Number: 17020	**Account Description:** IT Application Services	**Customer Name:** IT
Grant Funded? Yes <u>No</u>	**Mandate?** Yes <u>No</u> **Mandate Source:**	

Project Goal

To implement additional integrations and features within the Office 365 suite for County users so that Oakland County IT can expand the value and recognize investment with Office 365.

Business Objective

To implement additional features of Office 365 with appropriate governance so that user adoption and productivity is increased across the County.

Major Deliverables
- Detailed project plan
- Okta Integration
- MS Teams enablement
- Additional Office 365 features and functionality implemented
- Updated Governance

Approach
- Implement Okta / O365 integration
- Enable MS Teams Countywide, including training, usage & support model
- Encourage platform adoption through the development of best practices and training on the following:

  - Teams / Groups
  - OneDrive
  - OneNote
  - Office Online
  - SharePoint Online
  - IT: Graph

Project Name: O365 Program 2021-2022 **Project ID: DE1182OP**

Research & Analysis

Gartner Research Recommendation: Research Conducted

Key Findings

- Microsoft Office 365 Groups and Teams have turned from exclusive, optional services into core services as they are integral to the overall Microsoft Office 365 ecosystem and the future roadmap of the service.

- Office 365 services will continue to diverge from their on-premises counterparts, if such counterparts exist at all.

- Customization capabilities will always be limited in the online version, in comparison with the on-premises version.

- Office 365's mature functions will change slowly (if at all), but new services, features and updates are introduced frequently.

Recommendations

- Application leaders evaluating or implementing Office 365 should:

- Ensure IT teams adapt their internal IT processes to cope with the frequency of Office 365 updates.

- Prioritize evaluation of the impact of Microsoft Teams on the business and its staff, and create a governance model and adoption strategy around this service.

- Dedicate staff to manage the aggressive change management schedule and monitor the new services, roadmap and messaging from Microsoft.

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users: 4,850 County employees and external users

Divisions: All

Leadership Groups: All

Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: O365 Program 2021-2022   **Project ID: DE1182OP**

Risk

Business Environment: **High** - Project will dramatically change existing business processes or will negatively affect the business environment if implementation is unsuccessful.

Technical Environment: **High** - New or non-standard technology.

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:

Role:	Name	Hours per Day
Project Sponsor:	Tammi Shepherd	As needed

Facilities

•

Technical

•

Funding

• Office 365

Other

•

Priority

•

Constraints

•

Exclusions

• none

Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: O365 Program 2021-2022   **Project ID: DE1182OP**

PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	**Hours: 7428**	
Total Estimated Technical Systems	**Hours: 700**	
Total Estimated CLEMIS	**Hours:**	
Total Estimated Internal Services	**Hours: 300**	
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: 8428**	**Cost: $ 1,397,573**

Project Name: O365 Program 2021-2022   **Project ID: DE1182OP**

PROJECT COMPLETION AUTHORIZATION

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

O365 Program 2021-2022 - Size Estimate (+/- 10% to 50%)

	Type	ID	Task Name	Estimated Hours	Estimate Notes
1					
2					
3	3	000000	Microsoft Office 365 Enterprise Program	8,428	
4				8,428	

Oakland County -- O365 Program 2021-2022
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:	695,310	702,263	0	0	0	0	1,397,573
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	695,310	702,263	0	0	0	0	1,397,573
Annual Return on Investment	(695,310)	(702,263)					(1,397,573)
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	695,310	1,397,573	1,397,573	1,397,573	1,397,573	1,397,573	1,397,573
Cumulative Return on Investment	(695,310)	(1,397,573)	(1,397,573)	(1,397,573)	(1,397,573)	(1,397,573)	(1,397,573)
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:			

Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Increased productivity with Office apps enhanced with the latest AI tools and online file storage.	Intangible Benefit					0	
Built-in privacy and compliance tools.	Intangible Benefit					0	
Tools to collaborate, share, and communicate with cross-functional teams and business units.	Intangible Benefit					0	
Anytime, anywhere access to files.	Intangible Benefit					0	
Improved accuracy	Intangible Benefit					0	
Ability to detect abnormal events	Intangible Benefit					0	
Ability to find out useful but hitherto unnoticed information.	Intangible Benefit					0	
Ability to analyze larger data to find patterns which were impossible earlier due to the sheer size of data (Big Data)	Intangible Benefit					0	
Elimination of some controls thus releasing manpower (e.g., Lock Tracking in Word eliminates the need to compare documents)	Intangible Benefit					0	
Utilizing existing manpower for higher level business specific activities rather than mundane but necessary activities(Speak Cells on Enter feature in Excel eliminates the need for supervisors – called Checkers).	Intangible Benefit					0	

Oakland County -- O365 Program 2021-2022

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
Increased productivity with Office apps enhanced with the latest AI tools and online file storage.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Built-in privacy and compliance tools.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Tools to collaborate, share, and communicate with cross-functional teams and business units.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Anytime, anywhere access to files.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Improved accuracy	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Ability to detect abnormal events	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Ability to find out useful but hitherto unnoticed information.	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Ability to analyze larger data to find patterns which were impossible earlier due to the sheer size of data (Big Data)	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Elimination of some controls thus releasing manpower (e.g., Lock Tracking in Word eliminates the need to compare documents)	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0
Utilizing existing manpower for higher level business specific activities rather than mundane but necessary activities(Speak Cells on Enter feature in Excel eliminates the need for supervisors – called Checkers).	Intangible Benefit	x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0

Oakland County -- O365 Program 2021-2022
Return on Investment Analysis

Savings Summary

	Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
	Tangible Benefit:							
	Tangible Benefits Subtotal:							
	Cost Avoidance:							
	Cost Avoidance Subtotal:							
	Intangible Benefit:							
	Increased productivity with Office apps enhanced with the latest AI tools and online file storage.							
	Built-in privacy and compliance tools.							
	Tools to collaborate, share, and communicate with cross-functional teams and business units.							
	Anytime, anywhere access to files.							
	Improved accuracy							
	Ability to detect abnormal events							
	Ability to find out useful but hitherto unnoticed information.							
	Ability to analyze larger data to find patterns which were impossible earlier due to the sheer size of data (Big Data)							
	Elimination of some controls thus releasing manpower (e.g., Lock Tracking in Word eliminates the need to compare documents)							

Savings Summary

	Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
	Utilizing existing manpower for higher level business specific activities rather than mundane but necessary activities(Speak Cells on Enter feature in Excel eliminates the need for supervisors – called Checkers).							
Savings Total:								

Oakland County -- O365 Program 2021-2022

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier	Y1	Y2	Y3	Y4	Y5	Y6	Y1
IT Hours - New Development 2020-21	Development Svcs		HR	4,214	165	695,310	1.010	x						695310
IT Hours - New Development 2021-22	Development Svcs		HR	4,214	165	695,310	1.010		x					

Oakland County -- O365 Program 2021-2022

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions				
		Y2	Y3	Y4	Y5	Y6
IT Hours - New Development 2020-21	Development Svcs					
IT Hours - New Development 2021-22	Development Svcs	702263				

Oakland County -- O365 Program 2021-2022

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 2020-21	695,310	702,263					1,397,573
Development Services Subtotal:	**695,310**	**702,263**					**1,397,573**
Hardware:							
Hardware Subtotal:							
Software:							
Software Subtotal:							
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	**695,310**	**702,263**					**1,397,573**

Oakland County -- O365 Program 2021-2022

Return on Investment Analysis

Assumptions

Date	Assumption Description