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| **Work Title:** Infrastructure Collection | | | | | | | | | | | | | | |
| **Prepared By: Gavin Wilson** | | | | | | | | | **Date: 29/01/2014** | | | | | |
| **RMS #:** | |  | **Requestor: David Hall** |  | | | **Priority:** | | |  | | | | |
|  | | | | | | | | | | | | | | |
| **Business Overview of the Idea/Problem/Opportunity:**  Briefly summarise the problem or opportunity to be addressed. This statement provides a basis for the rest of the document. Write this in terms of the organisational problem discovered, not in terms of the solution needed.  Include the Business reason to do the work, Business Objectives, Business Approver/Authoriser, Business Benefits, Stakeholders and an overview of the user profile(Who, How Many, type, predicated, usage pattern) | | | | | | | | | | | | | | |
| **Purpose Statement (Goals):**  This is what you intend to do to address the problem or opportunity identified above. This will be used as a continual point of reference for any questions that arise regarding scope or purpose. This should be written in language that is easy for everyone to understand. It describes what will be implemented, corrected, installed, replaced or otherwise addressed to solve the problem. | | | | | | | | | | | | | | |
| **In Scope (Objectives/Deliverables):**   * Objectives and deliverables are a more detailed version of the purpose (goals) statement. They outline what will be accomplished in this piece of work(work). * Objective statements clarify the boundaries of the purpose statement and define boundaries of the scope of the work. * Every objective must be accomplished in order to reach the goal and accomplish the purpose of this work. * Consider including as objectives / deliverables:   + Your requirements gathering process   + A formal implementation plan   + Service definition work   + Handoffs / recommendations to other teams   High Level  Replacement SAN storage (to replace the EMC SAN) [Gold Storage]  Middle Tier Storage (to provide a comparatively cost effective storage option for systems that do not require full SAN performance or services) [Silver Storage]  Backup capabilities  Archiving capabilities  Server requirements (for MyApps and VMware)  Low Level  Corporate Planner Databases Relocation (RMS: XG180012)  Test and Development Environment for ITS (RMS: XK120070)  IBM Blade Centers – Review and decommission where possible (RMS: WH3101125)  Management system for App-V 5 (RMS: XD030005)  Microsoft SCCM Review (RMS: WH3101298)  Infoblox review/replacement (RMS: WH3101301) | | | | | | | | | | | | | | |
| **Out of Scope:**   * List any issues, risks, dependencies, or related work that stakeholders may assume is part of the work, but in fact is out of scope. * This is often the most important piece of your startup, because it states the issues that you will not get caught up in. | | | | | | | | | | | | | | |
| **High Level Business Requirements**   * Detail any Functional, Non-Functional(Constraints), data requirements, Training requirements known. * Detail Current Business Processes/Functionality and proposed Future Business Process/Functionality. | | | | | | | | | | | | | | |
| **Methods/Approach:**   * How will you complete this work? What is your strategy for completion? * What tools will you use? Will you procure or otherwise acquire hardware, software or people services? * Will this work change or impact a defined ITS service? If so, how will you manage the transition to operations? | | | | | | | | | | | | | | |
| **Success Criteria:**   * This is the measurable business value resulting from doing this work. * What must exist for the client to say the work was a success? * Address quantitative and tangible business benefits in terms of what will be improved, what problems will be reduced or what benefit will this be to the organisation. | | | | | | | | | | | | | | |
| **Risks and Dependencies:**   * Use this section as a lightweight risk mitigation plan. Use clear risk language, noting potential impacts and identifying mitigations (e.g., “If x happens, that will mean y, and we will have to do z”). * Identify any factors that can affect the outcome of the work including major dependencies on other events or actions. * These factors can affect deliverables, success, and completion of the work. * Record anything that can go wrong (and would have a significant impact on the work), and estimate the probability. | | | | | | | | | | | | | | |
| **Issues and Policy Implications:**   * Identify any known issues that will need to be addressed or managed around. * Describe any implications for RGU. Who are the key stakeholders? What is the path to resolution? Does this need to be resolved for the work to move forward? | | | | | | | | | | | | | | |
| **Assumptions:**   * Detail any assumptions made during the production of this document. | | | | | | | | | | | | | | |
| **Required Consultations:**  The following consultations may be required (or advantageous), depending on your work. | | | | | | | | | | | | | | |
| **Work Resources (people, equipment, assets):**   * Resource assignments require consideration with and consent from appropriate managers and team leads (including clear expectations setting about the level of requested commitment). Indicate whether managers have been consulted on the proposed assignments. * People – work staff, participants and those impacted (general classifications OK), technical lead (if necessary) and functional lead (if necessary) * Other – software, expertise, procured items, outside expertise, etc. | | | | | | | | | | | | | | |
| Work Budget  Identify all estimated expenses for the work. For example, software licenses, consulting / service costs, and printed work materials are common one-time expenses, while server hosting and maintenance agreements are examples of ongoing costs. | | | | | | | | | | | | | | |
| **One-Time Costs:** | | | | | | | | | | | | | | |
| **#** | **Line Item** | | | | | | | | | | **Estimated Cost** | | | |
| 1 |  | | | | | | | | | |  | | | |
| 2 |  | | | | | | | | | |  | | | |
|  | **Subtotal:** | | | | | | | | | |  | | | |
| **Ongoing Costs:** | | | | | | | | | | | | | | |
| 1 |  | | | | | | | | | |  | | | |
| 2 |  | | | | | | | | | |  | | | |
|  | **Subtotal:** | | | | | | | | | |  | | | |
|  | **Total Work Estimate for Year One:** | | | | | | | | | |  | | | |
| **Work Timeline:**  Use this section to define the work schedule. | | | | | | | | | | | | | | |
| # | Activity | | | | | | | Start | | | | End | |
| 1 |  | | | | | | |  | | | |  | |
| 2 |  | | | | | | |  | | | |  | |
| 3 |  | | | | | | |  | | | |  | |
| 4 |  | | | | | | |  | | | |  | |
| 5 |  | | | | | | |  | | | |  | |
| 6 |  | | | | | | |  | | | |  | |
| Work Duration (est): | | | | | | Work Budget (est): | | | | | | | | |
| **To Be Completed by Appropriate Manager -** Proposals will be reviewed by the sponsor and ITS to be approved or escalated to appropriate approval authority | | | | | | | | | | | | | | |
| If known, enter the work sponsor’s name.  **Work Sponsor:** | | | | | If known, enter the Work Manager’s name.  **Work Manager:** | | | | | | | |  | |