

# estimate

estimate • analyze • plan • control

## Organizing IT Project Information

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# SEER: A Business Necessity for IT Governance and IT Project Management



## Manage IT Investments

- Maximize value or minimize cost
- Determine investments via Portfolio Planning
- Provide realistic schedule & budget
- Achieve best value when outsourcing

## Risk Management

- CEO's/CIO's & Senior Managers Hate Surprises  
- choose your risk tolerance
- Provides auditable & traceable decision making

## Process

- Drives repeatable process & continuous improvement
- Consistent estimation/ planning framework for IT Best Practices i.e.; COBIT, ITIL and CMMI

## Responsiveness

- Fast/Objective Analysis of Project Alternatives/Trade-offs

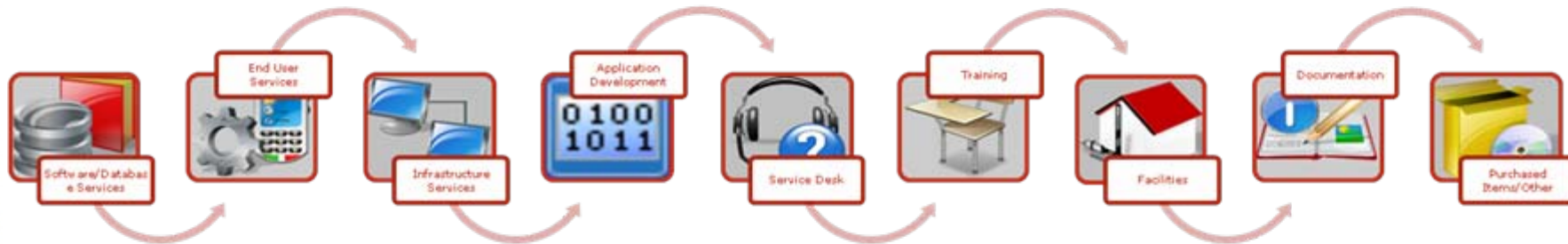
# Total Ownership Cost for IT Systems



- Life Cycle Phases



- Functional Areas



- Labor / Roles



# Anatomy of a IT Project Estimate



The goal of each estimate is to include the full cost of the project.

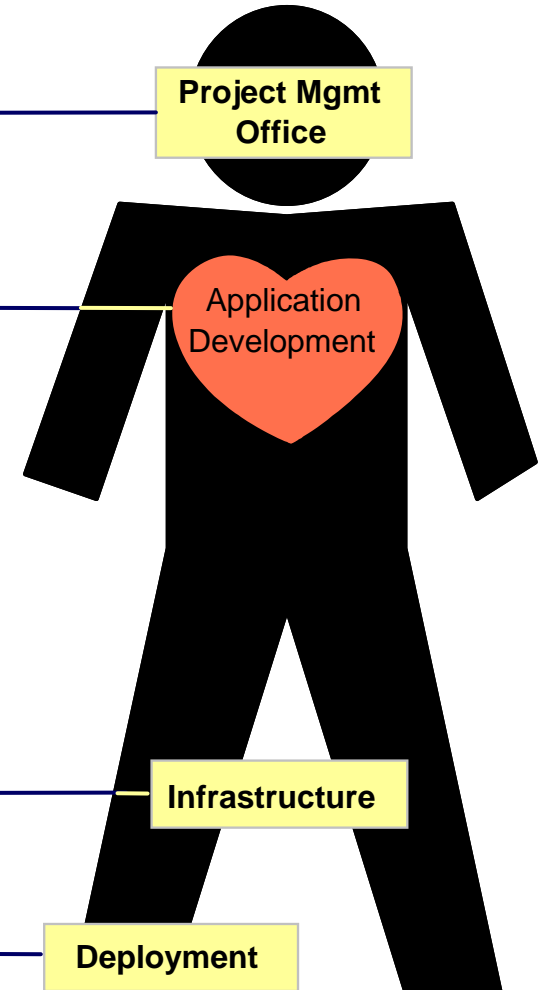
One method that can be used to accomplish this is to develop a common framework for all estimates that can be used to identify potential costs.

The estimator uses this framework as a starting point for preparing a Work Breakdown Structure (WBS).

## Level 2 Framework

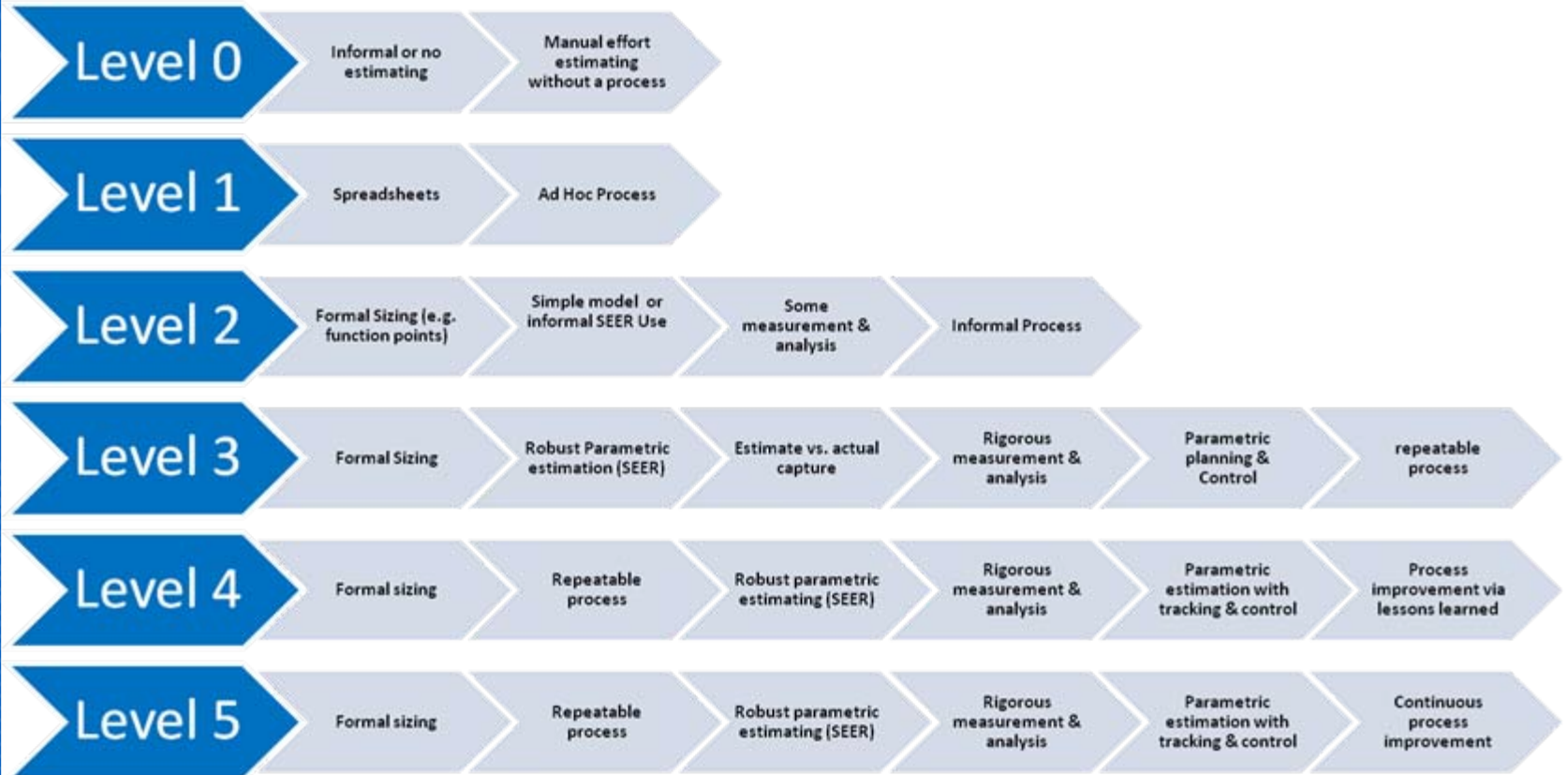
- Project Mgmt Support
  - Security
  - Dev & End-User Trng
  - Facilities and Site Prep
- Core Application Dev.
  - Application Interfaces
  - Common Bus. Services
- Infrastructure PMO
  - Development Infra
  - Modernized Infra .
  - FIT Environment
  - SAT Environment
  - Enterprise Services
  - Portal
  - Networks
  - Security Audit Infra .
  - Production Env .
- Deployment Services
  - Services Desks
  - Facilities & Site Prep

## Level 1 Framework





# Estimation Organizational Maturity

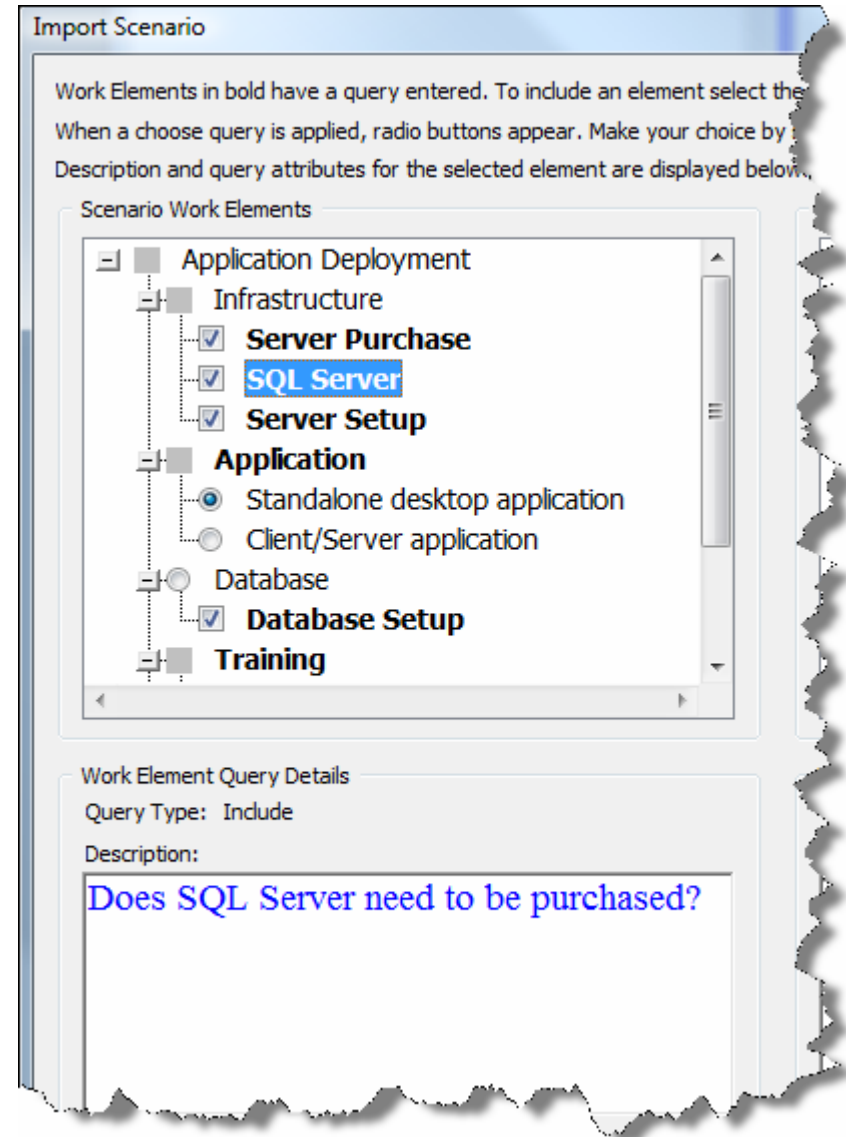


# Scenarios & Catalogues



The scope of this task depends on the amount of local data available

- Created specifically for the organization
  - Project Management
  - Infrastructure & End Users
  - Security
  - Facilities
  - Training
- Can be used later as a
  - Rough Order Magnitude (ROM) starting point for a future estimate –or–
  - a repeating common process that is based on historical practices.



# Typical Template for IT Projects



## $\Sigma$ 1 Project Estimate Template

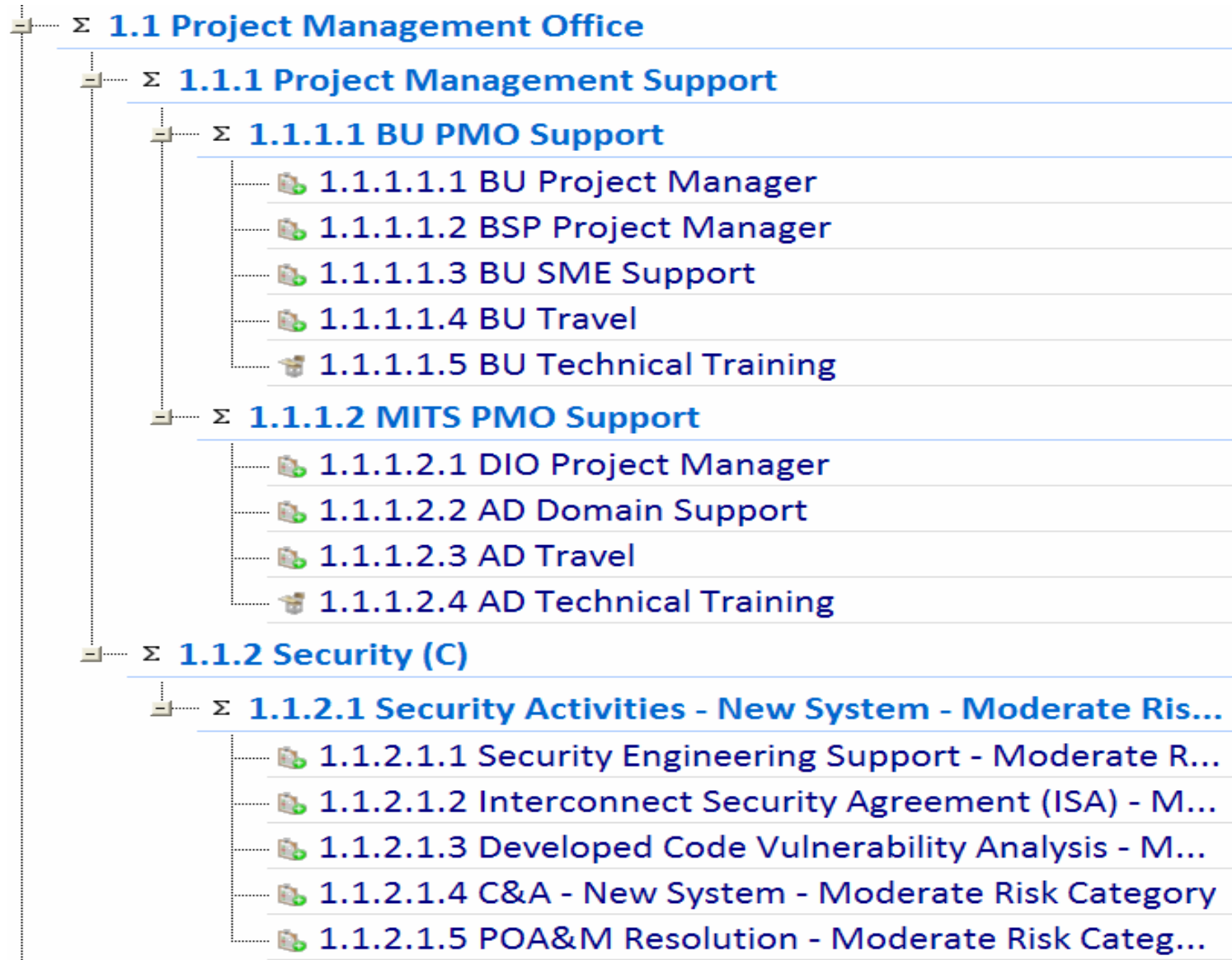
### $\Sigma$ 1.1 Project Management Office

### $\Sigma$ 1.2 Applications Development

### $\Sigma$ 1.3 Project Infrastructure

### $\Sigma$ 1.4 Deployment and Implementation Services

# Project Management Activities





# Application Development Areas



## Σ 1.2 Applications Development

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### Σ 1.2.1 Applications Development - Core Application

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### Σ 1.2.2 Middleware (C)

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### Σ 1.2.3 Common Business Services (C)

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### Σ 1.2.4 Other Interfacing Systems (C)

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# Project Infrastructure Activities



## Σ 1.3 Project Infrastructure

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+ Σ 1.3.1 Infrastructure Project Support (C)

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+ Σ 1.3.2 Development Tools (C)

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+ Σ 1.3.3 DITE Environments (C)

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+ Σ 1.3.4 Network (C)

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+ Σ 1.3.5 Portal (C)

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+ Σ 1.3.6 Production Environment

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+ Σ 1.3.7 Disaster Recovery Environment

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# Deployment Support



- [-] Σ **1.4 Deployment and Implementation Services**

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- [-] Σ **1.4.1 Transition Management Services (C)**

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- [-] Σ **1.4.2 End User Equipment & Services (C)**

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- [-]  **1.4.2.1 EUES PMO - Small (<1,000 HW/SW Installations)**

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- [-] Σ **1.4.2.2 Desktop Software Deployment Support**

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- [-] Σ **1.4.2.3 Desktop Hardware Deployment Support**

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- [-] Σ **1.4.3 Service Desks**

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- [-]  **1.4.3.1 Probe & Response Guide**

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- [-]  **1.4.3.2 Enterprise IT Support Help Desk**

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- [-]  **1.4.3.3 Taxpayer Technical Support Help Desk**

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- [-]  **1.4.3.4 IRS Business System End-user Support Help Desk**

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- [-]  **1.4.3.5 IRS Partner Technical Support Technical Support ...**

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- [-] Σ **1.4.4 Facilities and Site Preparation**

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## Benefits of using the SEER for IT Model



- Multiplies the capabilities of estimators
  - Typical skilled estimator can handle 2 to 4 times as many estimates compared to using a spread sheet method
- Rapid Estimates based on Knowledge bases defaults
  - Applies Industry Standards across estimation elements
- Quick Calibration for customer unique factors
  - Skill mix and contractor vs. in-house labor for example
- Captures organizational estimation history
  - Estimates (and assumptions) are available via DB which insure repeatability and consistency of estimates
- Provides Portfolio Estimate views of Cost, Schedule, Effort and Risks for:
  - Better of utilization of finite IT budget dollars
  - Better Project ROI
- Facilitates the use of Estimation Best Practices via inter organizational calibration
- Improved accuracy, consistency and fidelity

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Challenges of Today's IT Projects*

