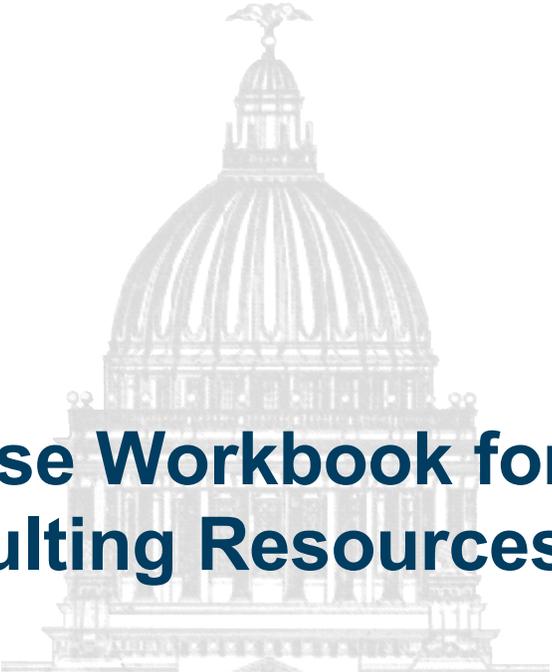




Mississippi Department of Information Technology Services

A faint, light gray background image of the Mississippi State Capitol dome, featuring a large central dome with a statue on top, surrounded by classical architectural details.

Business Case Workbook for IT Consulting Resources

August 2020

BACKGROUND

Mississippi Department of Information Technology Services (ITS) Legislation

The authority shall have the following powers, duties, and responsibilities:

(a) The authority shall provide for the development of plans for the efficient acquisition and utilization of computer equipment and services by all agencies of state government, and provide for their implementation. In so doing, the authority may use the MDITS staff, at the discretion of the executive director of the authority, or the authority may contract for the services of qualified consulting firms in the field of information technology and utilize the service of such consultants as may be necessary for such purposes....

ITS Board Requirements

For projects with an estimated lifecycle cost above the Director Approval threshold, the procuring agency must receive ITS Board approval of the technology and approach, prior to conducting the procurement.

Documentation to be prepared by the procuring agency for presentation to the Board should include: complete lifecycle costs, direct and indirect; appropriate quantified analyses of anticipated financial return and benefits from the implementation of the technology, such as return on investment and cost/benefit assessment; and narrative describing the rationale for the technology and anticipated benefits from its implementation that are not financial in nature.

Documentation to be prepared by ITS for presentation to the Board should include identification of any equipment, software, staff, or services included in the acquisition that represent a redundant cost to the State, based on ITS enterprise infrastructure, along with the estimated lifecycle cost of such redundancy.

Upon approval of the technology direction by the Board and completion of the relevant procurement process, the procuring agency, in conjunction with ITS, will present the recommendation on award of contract to the ITS Board for approval, along with updates to the original analyses based on actual contract costs and any other additional information available to ITS and the procuring agency.

BUSINESS CASE WORKBOOK INSTRUCTIONS

A business case must be completed on IT projects requiring ITS Board Approval and the project must be approved in the ITS Online Planning System. It is recommended that project managers enter all IT related project into the ITS Online Planning System and use this workbook as a guide in developing project justification and preliminary financial analysis for all IT projects.

An electronic business case template is available in Word format and should be used to complete the required business case. All applicable sections must be completed. The content in this Business Case Workbook provides suggestions for completing each section.

For additional information regarding this workbook and the business case template, or if other IT planning assistance is needed, please contact:

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BUSINESS CASE FOR IT CONSULTING RESOURCES

PROJECT IDENTIFICATION

Agency/Division/Program Area	<i>(Agency/Division/Program Area)</i>
Project Manager	<i>(Project Manager's Name, Title, Email, and Phone Number)</i>
Project Number and Name	<i>(ISS Project Number and Name of Project)</i>

CURRENT SITUATION AND BUSINESS NEED FOR IT CONSULTING RESOURCES

Briefly describe the current situation or business needs driving the request for temporary IT consulting resources.

Please identify the number of resources, technical experience of each, and any certifications that are required. Include a job description for each resource.

Resource Questions – Please provide answers to the following:

- ❖ How is this job function currently being handled?
- ❖ Is the agency unable to hire or retain staff to perform this job function?
- ❖ What would be the job classification if hiring a full-time employee?
- ❖ How long will each resource be needed?
- ❖ Is the required resource(s) associated with a legislative or federal mandate?

PROPOSED SOLUTION

This section should include a description of the proposed solution. Describe why the solution is being proposed, the approach or strategy and identify high-level milestones and dates.

This section should focus solely on the proposed solution. All other solutions that were considered should be detailed in the 'Alternatives to the Proposed Solution' section found later in the workbook.

PROJECT GOALS AND OBJECTIVES

Describe the anticipated goals and objectives that would be met with the additional IT consulting resource.

IMPACT IF NO ACTION TAKEN

Detail the implications of NOT contracting additional IT consulting resources. What would the impact be on the organization and/or project?

FUNDING

List and describe any sources for project funding. Will grant money be used? Are federal funds available?

PROJECT COST / RESOURCE ESTIMATE SUMMARY

Provide a summary of costs and/or a resource estimate. The lesser of a five-year outlook or project lifecycle is recommended. Below are examples of ways to show the total cost including:

One-time Costs such as:

- ❖ Consulting/contractor (for set-fee deliverables, coaching, etc. including travel)
- ❖ State personnel (ITS, agency, direct and indirect, including expected rate increases over the outlook period)
- ❖ Training

Ongoing Costs such as:

- ❖ Consulting/contractor (including projected rate increases over the outlook period)
- ❖ State personnel (direct and indirect, including any rate increases over the outlook period)
- ❖ Training

Current Request

Contractor Type	Number Needed	Hourly Rate	Number of Hours Anticipated	Total Cost
Total Request				

The current request is for XX years and is not to exceed \$_____.

Total Project Life Cycle Cost (If applicable)

Date	Description	Amount	Cumulative Total Cost
Current Request			

The Total Life Cycle Cost with this request is \$_____.

COST BENEFIT ANALYSIS / RETURN ON INVESTMENT

Briefly justify the costs or investment that must be made to realize the identified business benefits of the temporary consulting services and the work that they provide. Document the quantitative analysis, e.g., calculations of anticipated savings, costs avoided, return on investment, etc. Also indicate what, if any, price negotiations were done to ensure that your agency received the best possible price.

Compare total costs and total quantifiable benefits to determine how long it will take for the resources to pay for themselves, if applicable. For example, resources that costs \$100,000 and will realize an annual cost savings of \$20,000 will pay for themselves in five years. Whenever this type of analysis is performed, the total resource cost is used regardless of any offsetting special funds that may be available.

Note: Not all benefits are quantifiable. Qualitative benefits should also be discussed in this section for a valid assessment to be made.

ALTERNATIVE SOLUTION ESTIMATE – FULL TIME STATE EMPLOYEE POSITION(S)

State Employee Position (Indicate if Position is available)	Number of Full Time Positions	Expected Yearly Salary (Based on Position including 36% Fringe)	Total
Total Amount			\$

Note: This must be included.

ALTERNATIVES TO THE PROPOSED SOLUTION

Other Options Considered	Reasons for Rejecting Alternative Solution
Option 1 – Describe the alternative solutions. Typically this would include obtaining or filling a State PIN.	Explain why the alternative solution was not chosen.
Option 2 – If applicable	

ADDITIONAL COMMENTS