



# FINANCE DEPT. PROJECT REQUEST

Date: 5/19/2006

<b>PROJECT NAME:</b>	<b>UNISYS PERFORMANCE ANALYSIS</b>
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<b>PROJECT DESCRIPTION</b>	<p>To conduct an analysis of the Unisys contract and the Outsourcing Business Case to determine how well the partnership has met its contractual obligations and if the outsourcing program has achieved the cost-benefit assertions made in the original business case. The analysis will also examine the major amendments to the Unisys contract and a quality of service survey targeting managers of the core customer base to determine customer satisfaction. Benchmarking of services provided by Unisys will also be examined.</p>
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 (Requestor) **Bill Beck, BIS** Date Approved: \_\_\_\_/\_\_\_\_/\_\_\_\_

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 (Sponsor) **Patrick Born, Finance** Date Approved: \_\_\_\_/\_\_\_\_/\_\_\_\_

**AUTHORIZING DEVELOPMENT OF DETAILED PROJECT PROPOSAL**

With my signature, I authorize the Finance Department to develop a detailed Project Proposal response including a Statement of Work (SoW), estimated budget and timeframe to complete the project after acceptance.

**APPROVALS:**

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 (Director) **Heather Johnston, Finance** Date Approved: \_\_\_\_/\_\_\_\_/\_\_\_\_

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 (Project Manager) **Jodi Molenaar-Hanson, Finance** Date Approved: \_\_\_\_/\_\_\_\_/\_\_\_\_



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**PROJECT NAME:** UNISYS PERFORMANCE ANALYSIS

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## I. GENERAL REQUEST INFORMATION

<b>DATE SUBMITTED</b>	05/03/2006
<b>BUSINESS UNIT KEY CONTACT</b>	Jodi Molenaar-Hanson, 673-3188, jodi.molenaar@ci.minneapolis.mn.us
<b>NEW PRODUCT OR UPGRADE</b>	NA
<b>REQUESTED COMPLETION DATE</b>	08/31/05
<b>PROJECT FUNDING SOURCE TO RESEARCH PROJECT</b>	BIS & Finance
<b>EXPECTED BUDGET</b>	\$ 50,000.00
<b>BUSINESS CASE/ BENEFITS/ IMPACT OF NON-ACTION</b>	<p>DELIVERABLES:</p> <ul style="list-style-type: none"> <li>• Cost-benefit analysis of the original business case, specifically testing the accuracy of the value proposition three years after implementation</li> <li>• Benchmarks of services provided</li> <li>• Examination of the scope of the original proposal as compared to the current service provision</li> <li>• Examination of IT spending, historical and present</li> </ul>

## II. PROJECT DETAIL / BUSINESS CASE

<p><b>PROJECT OBJECTIVES</b> (Provide the key objectives and deliverables for this project)</p>	<ul style="list-style-type: none"> <li>• Compare Unisys contractual obligations to actual performance</li> <li>• Assess value and quality of service related to contract amendments</li> <li>• Test business case assertions and compare to actual results</li> <li>• Gauge customer satisfaction</li> <li>• Examine select contract amendments and change orders for price comparison to existing contract</li> <li>• Compare Unisys contract against industry benchmarks</li> <li>• Compare customer expectations on what they thought was in the Unisys base contract to what was actually</li> </ul>
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	covered in the contract
<b>PROJECT DEPENDENCIES</b> (List other tasks or projects that must be completed in order to successfully complete this project)	<ul style="list-style-type: none"> <li>• Develop and administer survey (BIS)</li> <li>• Receiving requested data</li> <li>• Availability of interviewees</li> </ul>
<b>SCOPE</b> (At a high level, list the work that is considered "in-scope" for this project. Include: Number and location of all Client Sites; Number and Model of PC, Printers, and Network devices by site; any 3 <sup>rd</sup> Party requirements)	<ul style="list-style-type: none"> <li>• Customer survey (performed by BIS)</li> <li>• Review of SAS-70 internal control audit</li> <li>• Compare specific deliverables in Unisys contract to actual</li> <li>• Value and quality assessment of contract amendments</li> <li>• Define, collect, and present benchmark information</li> </ul>
<b>EXCLUSIONS</b> (List the work that is considered "out of scope" for this project)	<ul style="list-style-type: none"> <li>• Customer wish lists</li> <li>• Renegotiate Unisys contract</li> <li>• Discussion with Unisys regarding results</li> </ul>
<b>ASSUMPTIONS</b> (List the tasks you assume will occur as a part of this project)	<ul style="list-style-type: none"> <li>• Develop and administer survey</li> <li>• Discussion with BIS around analysis sample, number of samples, project requests, and contract amendments</li> </ul>
<b>KEY STAKEHOLDERS</b> (List the Managers and Directors who are affected by this project)	<ul style="list-style-type: none"> <li>• BIS</li> <li>• Finance</li> <li>• Customer Depts. (Public Works, Regulatory Services, Police, Fire, Emergency Preparedness, Human Resources)</li> </ul>
<b>SPECIAL REQUESTS</b> (Request a specific Project Manager, Business Analyst or Project Coordinator; request that the PMO handle this project with a certain management style; make notes about unique customer needs and/or other requirements)	<ul style="list-style-type: none"> <li>• Consultant</li> <li>• Financial Analyst</li> <li>• BIS Accounting staff</li> <li>• Director of Mgmt &amp; Budget</li> </ul>