Business Case Proposal Form Instructions

PURPOSE

The purpose of these instructions is to provide a guideline for the PPMO and other members of the ITS Team who are tasked with assisting customers on the development of business cases for their requests. The Business Case is a form that is meant to be completed in partnership between the team from ITS and the requesting customer. These instructions form a guide to assist in completing the form.

A Note to Customers: If you receive a copy of these instructions as are asked to complete the business case without the assistance of a member of the Portfolio and Project Management Office or similar, please contact the PPMO directly at PMO@gmu.edu for assistance.

OVERVIEW

A business case provides a high-level description of a request that aids governance bodies, advisory councils, and/or George Mason leadership in reviewing, approving, and prioritizing investments, initiatives, and other requests. The business case form is comprised of five sections:

1. **General Information** – This section captures who is making the request and presenting the business case.
2. **Executive Summary and Background** – This section captures a brief description of the request and identifies key components that will assist with the request's prioritization.
3. **Solutions Overview** – This section captures what will be built/developed/delivered for the request and identifies key components such as the project scope and project dependencies across Mason.
4. **Anticipated Costs and Resources** – This section captures the costs and resources needed for the request and how it will be paid for.
5. **Additional Information** – This section captures any documents or files that would be useful when reviewing, approving, and prioritizing investments, requests, and initiatives.

Each section outlined below will contain a link to its respective completed section in an example business case located in the appendix.

SECTION 1 – GENERAL INFORMATION

The **General Information** section allows the requestor to specify who is making the request and presenting the business case. A completed example can be found here: **SECTION 1 – GENERAL INFORMATION**

REQUEST TITLE
This section describes the request and gives a non-technical reader an idea of what the request is about. Avoid using product names when naming the request (e.g., use "Enterprise Instant Chat" instead of "Microsoft Teams").

DATE
This section captures the date the business case form is initiated.

REQUEST/ORGANIZATIONAL SPONSOR
This section captures the name of the requesting or organizational sponsor that will be responsible for supporting and providing the funding and resources for the request if approved.

REQUESTING ACADEMIC OR BUSINESS UNIT
This section identifies the corresponding academic or business unit of the requesting or organizational sponsor. Examples include academic units such as "College of Humanities and Social Sciences" or departments such as "Information Technology Services".

REQUESTOR'S DEPARTMENT

This section identifies the department of the requesting or organizational sponsor. This may be at a lower level than the Academic or Business Unit. It is more about the area where the requestor resides, such as a group within University Life.

DEAN/VP/UNIT LEAD SIGNATURE

This section captures the signature from a Dean, VP, or unit lead that must be provided to confirm approval of the request before submission. We ask for this information to help ensure that units have visibility to all the requests coming from within their organization. It also provides an opportunity to compare and set priorities for requests from within the same organization **PRIOR** to submitting the request for governance review.

REQUESTOR'S PRIORITY

This section captures the relative importance of the request to the sponsor or requestor. While it is acknowledged that all requests are important to those requesting them, validating priority relative to operations and compliance of the university and related functions help inform overall decision-making.

VALUE	DESCRIPTION
Low Priority	The request is nice to have but not necessarily needed right away. There may be existing processes or approaches in place that accomplish similar things; however, this would improve processes given the opportunity.
Medium Priority	The request is necessary for business functions. There may be an existing solution that needs improvements, but the current process is functioning. Without taking action, this could become critical in the future.
High Priority	The request is critical to the organization's success. The current solution functionality may be obsolete within a year, the university will be out of compliance and/or face operational issues or risks.

SUBMITTER NAME

This section captures the name of the request submitter that will be responsible for follow-up regarding the request. The submitter may be the same or different from the Sponsor.

SUBMITTER EMAIL

This section captures the email of the request submitter.

SECTION 2 – EXECUTIVE SUMMARY AND BACKGROUND

The **Executive Summary and Background** section allows the requestor to provide a brief description of who they are, a summary of the request and its impacted parties and departments along with identifying key components that will assist with the request's prioritization. A completed example can be found here: **SECTION 2 – EXECUTIVE SUMMARY AND BACKGROUND** (CTRL + click to view a completed example for this section).

DESCRIPTION

This section focuses on capturing a summary of the request that can be easily understood by any member of the George Mason community. It includes what is being requested and a description of what it will do/accomplish. It may be something new, replacing something, or even retiring something that currently exists (or a combination).

OVERALL FOCUS AREA

This section is where the submitter will determine the focus area for the request. The focus area helps determine the reporting requirement of the request. Requests that exceed cost thresholds set by the Virginia Information Technology Agency (VITA) must be reported to the state. Requests that fall under the Research or Instructional focus areas are exempt from this reporting requirement.

VALUE	DESCRIPTION
Instructional Focused	Focused on tools or processes that deliver academic or instructional tools (e.g., Blackboard, classrooms).
Research Focused	Focused on activities related to conducting or facilitating research.
Administrative Focused	Focused on the back-office or administrative functions of the university (e.g., Banner, reporting, etc.). These are typically more business-focused such as HR, Finance, and other similar functions vs. student-focused.
Infrastructure Focused	Focused on enabling technologies used to support other activities (e.g., network, authentication, servers, etc.).
Facilities Focused	Focused on physical structures used to support other activities (e.g., air quality control for technical environments, building conduits enabling technical infrastructure, etc.).
Academic Support Focused	Focused on areas that support the academic mission and students such as advising, registration, and student experience areas that are not directly academic, but also not purely seen as administrative in nature.

TECHNOLOGY COMPONENT
This section focuses on capturing if the request involves a technology component.

CUSTOM SOFTWARE DEVELOPMENT
If there is a technology component to the request, select if custom software or applications will need to be developed. This relates to what is reported to the state regarding development activities. This information along with the amount of development costs (internal labor costs) helps determine if it is an asset that must be amortized.

VALUE	DESCRIPTION
Yes	The project will require custom software or application development for either the entire solution or only part of the solution. The Mason team or its contractor will build the custom software or application rather than purchase an "off the shelf" solution that only requires implementation.
No	The project does not include software or application development but involves implementation of a commercial product.
Unsure	The project may or may not include custom software or application development. It is yet to be determined.

SATISFYING REQUIREMENTS OR UNIVERSITY MANDATES
This section focuses on capturing if the request will satisfy any legal, regulatory, or statutory requirements or university mandates. If **Yes**, the name of the requirement or mandate and a description should be included in this section. A mandate is required by a federal, state, local, university, or educational policy and/or the law.

OBJECTIVE/PROBLEM STATEMENT
This section focuses on capturing a summary of the problem or opportunity for improvement that the request seeks to solve along with any contextual background or history. This section will also be used to capture the current process and key objectives that will address the problem or opportunity for improvement.

AUDIENCE
This section focuses on outlining the parties that will be affected by a new solution (students, faculty, staff, external constituents, etc.) along with how they will benefit after implementation. Please state the audience member and a numerical estimation of how many of the population will be interacting with the solution (if the audience is all students, then state all students).

VALUE STATEMENT

This section focuses on the potential value that a new solution will bring. Benefits may be financial (e.g., increased tuition or revenues, reduced costs, improved margins, etc.) or non-financial (e.g., reduced risk, enhanced reputation, increased efficiency, enhanced student/staff experience, etc.).

RISKS

This section captures any risks that the university may incur if a new solution is not implemented or if the problem is not addressed. Possible risk categories include the following:

VALUE	DESCRIPTION
Compliance Risk	Risks associate with the institution's adherence to applicable laws and regulations.
Financial Risk	Risks that threaten the university's assets or financial security. Often these risks arise from the effect of market forces.
Operational Risk	Risks that arise from people, processes, systems, and controls.
Strategic Risk	Risks affecting high-level goals that are aligned with and support the institution's mission.

MASON STRATEGIC ALIGNMENT

Mason's Strategic Plan is currently published online at http://strategicplan.gmu.edu and outlines 12 key goals for the University over the next 10 years. Using the strategic plan, identify which of the 12 goals your request directly supports. After selecting the goal(s), explain how the request aligns with the goal(s) selected. **Note, the current plan was developed for the period of 2014 – 2024 and is currently under revision for the future. As the plan changes, the goals to which requests are aligned will also change.**

FOCUS GROUP	VALUE	DESCRIPTION
For the Student	**Innovative Learning**	Deliver a transformative Mason Learning Experience that is experiential, global, and technology rich.
	Accessible Pathways	Provide multiple pathways and delivery formats to serve the needs of different students.
	Return on Investment	Enable all graduates to pursue meaningful lives and successful careers.
For the Community	**100,000 Career-Ready Graduates**	George Mason University will help meet the demands of the commonwealth, the region, and the world for dynamic, creative, collaborative thinkers, doers, and problem-solvers.
	Innovation Engine	Contribute to the economic and civic vitality of the region by driving entrepreneurship and innovation and by creating learning partnerships with private and public organizations.
	Community Builder	Contribute to the cultural vitality of our community through regional partnerships and commitments to the arts, athletics, and community engagement.
For the Teacher	**Well-Being**	Become a model well-being university that supports and enhances well-being for all of its members.
	Diverse Academic Community	Create an inclusive and diverse academic community that reflects the diversity of the National Capital Region.

FOCUS GROUP	VALUE	DESCRIPTION
	Support Teaching & Faculty Excellence	Mason will provide an environment and resources to support faculty and encourage academic innovation and excellence.
For Research	**Elevate Research**	Strengthen Mason's research and scholarship portfolio to solidify the institution's position as a public research university of the highest caliber.
	Research of Consequence	Enhance Mason research in domains of great academic, societal, and economic consequence.
	Global Engagement	Expand opportunities for global learning by creating partnerships and programs to support student and faculty mobility and collaboration.

SECTION 3 – SOLUTIONS OVERVIEW

The **Solutions Overview** section focuses on outlining what will be built/developed/delivered for the request and identifies key components such as the project scope and project dependencies across Mason. A completed example can be found here: **SECTION 3 – SOLUTIONS OVERVIEW** (CTRL + click to view a completed example for this section).

POTENTIAL SOLUTIONS
This section focuses on listing potential solutions, the preference for each solution, and details why it is or is not the preferred solution. The requestor should also include the option/impact of not implementing the request. The solutions can be specific or general (for example, a general solution may be the implementation of a new process and/or product, or a specific solution would be the implementation of this procedure and/or product ABC). If potential products are known, they can be included here; however, this business case is intended to be developed and reviewed **PRIOR** to any procurement or Request for Proposal (RFP) activities. ITS is working to provide a list of current software and solutions available that provide services that can help inform these options. Details are provided on the ITS website at https://its.gmu.edu by searching "software" or via the ASRB-approved list, also located on the site.

SCOPE
This section will depict how well thought-out the request is at the time of the request submission. This section will outline the work to be performed – what is included and what is not included. It is expected that some requests will be more developed than others. Please state if Standard Operational Procedures and a change in the procedures has been documented (current versus future state documentation).

DEPENDENCIES
This section focuses on highlighting any major dependencies between the request and other Mason initiatives. This section will capture how the request will interact with current and planned initiatives that may impact the timeline.

ANY SIMILAR, EXISTING MASON SOLUTION
This section focuses on capturing any tools, processes, resources (e.g., software, solutions, etc.) currently in place at Mason and how a new solution is unique and not duplicative.

SUCCESS CRITERIA
This section focuses on measurable/quantifiable factors that would indicate that the implementation of the request has been successful. This section will also capture in narrative form how the request's success will be evaluated. It is important to have a clear vision of success and completion articulated prior to the start. This helps keep the focus on the goals and can help identify when changes or additions to the scope begin to lead the effort off the target path and experience delays.

GOAL/DELIVERABLES
This section focuses on capturing what the request will produce and any major anticipated deliverables.

SECTION 4 – ANTICIPATED COSTS AND RESOURCES

The **Anticipated Costs and Resources** section focuses on capturing a rough order of magnitude (ROM) estimate of costs and resources needed for the request and how it will be paid for. Costs and resources include labor, time, money, and resources (e.g., hardware, software licensing, equipment, tools, etc.). The goal is to understand, at a high level, what it will take to fully fund the solution so that goals can be realized, and the solution supported at the necessary level in the future, as many times funding for initial purchase is available; however, funding and resources for implementation and operations (recurring) are often overlooked or insufficient to realize the full benefits of the investment. By considering these costs upfront, they are more likely to be fully funded and addressed, leading to a higher probability of long-term success.

A completed example can be found here: **SECTION 4 – ANTICIPATED COSTS AND RESOURCES** (CTRL + click to view a completed example for this section).

FUNDING AVAILABILITY
This section will identify if funding has been identified, planned, and allocated for the implementation and maintenance of the request. Requestors will have the ability to select one of the following options:

VALUE	DESCRIPTION
Existing Funding	There is allocated funding that will be used to fund the request. If existing funding exists, provide the allocated capital and operating funding amounts for this request.
Net New Funding/Additional Funding	The request will require new or additional funding to be secured.
Unsure	It is unclear if the request will require new or existing funding.
None Needed	The request does not require any new or existing funding.

RESOURCE REQUIREMENTS
This section will list known or anticipated resources (e.g., hardware, software licensing, equipment, tools, etc.) that the request will need to be completed.

MASON STAFF
This section will list known or anticipated high-level Mason staffing resource requirements along with the university entities that will be involved in the request. The current status of staffing resources should be included if known. Consider existing staff and how they will be involved moving forward.

OTHER STAKEHOLDERS
This section will list any known or anticipated stakeholders (external/third-party) that will be engaged with the request (both from a planning and execution perspective) and include how the stakeholders will be involved with the request.

COSTS
This section will list the high-level financial resource requirements and are divided into two sections: Procurement Costs and Internal Labor Costs. The Procurement Costs section focuses on the costs associated with procurement across three categories: Software – Licensing/Subscription, Hardware – Purchase/Hosting, Resources – 3rd Party/Consulting, and Other. The Internal Labor Costs section focuses on estimating the labor cost for Mason

resources for the request in the categories are listed in the table below. The cost of each resource requirement will be estimated and recorded under the appropriate cost type listed in the table below. Cost estimates can be developed using the Project Estimation Tool available on the ITS website at https://its.gmu.edu/wp-content/uploads/3bProject-Estimation-Tool.xlsx.

VALUE	DESCRIPTION
Business Analysis	This includes requirements gathering and business process engineering of the solution. This focuses on developing a clear understanding of the solution and what it will accomplish and how.
Solution Procurement	This includes time spent on the RFP or RFI process and encompasses time spent on solution demos, proposal review, solution selection, etc.
Solution Design, Development, and Configuration	This includes the detailed system design and configuration of any software or solution and implementation of the design. This is the technical implementation.
System Integration	This includes the design and development of integrations between systems (e.g., integrating with Banner, Salesforce, etc.)
Reporting	This includes generating reports needed to complete day-to-day operations or to meet mandate or compliance requirements.
Testing and Verification	This includes conducting system and user acceptance testing of the solution prior to release. This includes tasks done to ensure that the requirements have been satisfied and the solution meets the needs defined in the project scope.
Training and Communication	This includes the development of training, end-user, communications, service catalog entries, knowledge base, or other organizational change management-related materials for implementation.
Deployment	This includes the time spent on deploying the solution and any supporting work needed to ensure the system is working properly.
Project Management	This includes documenting and facilitating the work to be done by the project including scope, schedule, issue tracking, and ensuring completion of tasks.
Other	This includes work that does not fall into the categories above.

The costs figures listed in this section are not the final budget quote but serve as estimations of how much funding the request will need to be completed – these are rough order of magnitude (ROM) estimates. If there are incremental costs associated with additional modules for larger projects, please indicate these costs. Additionally, if providing estimates for different approaches/options, this table can be repeated to show potential differences.

VALUE	DESCRIPTION
One-Time/Never to Repeat Costs	Initial deployment and/or stand-up costs such as professional services, consultants, implementation services, hardware, travel, training, vehicles, and one-time licensing costs for software.
Annual Recurring/Post Request Operating Costs	Ongoing costs such as salary/fringe for new FTEs, utilities (dial tone, cellular, data, wireless, gas, electricity, water), other rental costs, recurring cloud software licensing, software and/or hardware maintenance, Virtual Machines (VMs) disk storage.
Annual Life-Cycle Renewal Costs	Think of this as a 'savings' account to replace any of the one-time costs that don't last forever. For example, this is 1/4th of the physical hardware purchased (not Virtual Machines) or 1/4th of software upgrades (if not part of software maintenance), or 1/4th of professional services to implement

VALUE	DESCRIPTION
	the next upgrade, or 1/8th of a vehicle estimated to last for eight years. Divide the estimated renewal costs by the number of years until a refresh is needed.

ESTIMATED SAVINGS

This section will list the cost savings that the request can provide. Cost savings can include money, time, or resources. The supporting rationale can be included to provide more detail on the potential cost savings.

CONSTRAINTS

This section will list key constraints under which a request must be completed. Constraint categories can include scope, schedule, budget, quality, resources, and environment.

VALUE	DESCRIPTION
Scope Constraint	There is a minimum number of requirements that the request must meet.
Schedule Constraint	There is a deadline that the request must be completed by.
Budget Constraint	There is a limited budget to complete the request.
Quality Constraint	There is a mandatory condition or specification that the request must meet.
Resources Constraint	There is a limited amount of staffing resources that can be utilized to complete the request.
Environment Constraint	There are ongoing initiatives or projects that the request may compete with for priority.

SECTION 5 – ADDITIONAL INFORMATION

The **Additional Information** section is focused on capturing any documents or files that would be useful when reviewing, approving, and prioritizing investments, requests, and initiatives.

APPENDIX A: EXAMPLE BUSINESS CASE

This is an example of a completed business case to serve as a guide to fill out the five sections in the form.

SECTION 1 – GENERAL INFORMATION

REQUEST TITLE	MESA Migration to the Cloud	**DATE**	10/15/2021
REQUEST / ORGANIZATIONAL SPONSOR	Ben Allen	**REQUESTING ACADEMIC OR BUSINESS UNIT**	ITS
REQUESTOR'S DEPARTMENT	Enterprise Infrastructure Services	**DEAN / VP / UNIT LEAD SIGNATURE**	Kevin Borek
REQUESTOR'S PRIORITY	*Select the relative importance of this effort to the requestor and/or sponsor* *Low = nice to have but not necessarily needed right away, Medium = Necessary for business functions, High = critical to the organization's success.* ☒ High ☐Medium ☐Low		
SUBMITTER NAME	Ben Allen	**SUBMITTER EMAIL(S)**	Ballen5@gmu.edu

SECTION 2 – EXECUTIVE SUMMARY AND BACKGROUND

DESCRIPTION
Provide a summary of the request that can be easily understood by any member of the George Mason community.

MESA M: Drive is George Mason University's enterprise file storage and sharing solution. It is a SAMBA server running on Red Hat Enterprise Linux. The system is past the end of its service life, (SAMBA version 3, RHEL 6, Dell PowerEdge R510) and needs to be replaced. In addition, the system is starting to experience service failures related to the Name Service Cache Daemon (NSCD) that impact system availability. In discussing possibilities with the technical team, any replacement or repair activity would be a large, complex undertaking.

The ITS Roadmap for Microsoft 365 Services has already identified migration of MESA to M365 Services (SharePoint, OneDrive, Teams) as a future strategic project. Since it's already part of ITS' plan of intent, accelerating the migration would be more efficient than running a MESA repair or replacement project and then running a migration project afterward.

OVERALL FOCUS AREA (*Choose one*)	☐Instructional Focused ☐Research Focused ☐Administrative Focused ☐Infrastructure Focused ☐Facilities Focused	
TECHNOLOGY COMPONENT?	☒ Yes ☐No ☐Unsure	If **Yes**, does it require developing custom software or applications? ☐ Yes ☒No ☐Unsure
DOES YOUR REQUEST SATISFY ANY LEGAL / REGULATORY / STATUTORY REQUIREMENTS OR UNIVERSITY MANDATE?	☐ Yes ☒ No	If **Yes**, describe the mandate.

OBJECTIVE / PROBLEM STATEMENT
Please describe the problem, issue, or opportunity that this request seeks to solve or address, and any contextual background or history. What is the current process? What will your request accomplish? List key objectives.

The current enterprise file storage and sharing solution is past the end of its service life. In discussions with the technical team, any replacement or repair activity would be a large and complex undertaking. Since the migration of MESA to M365 Services has been identified as a future strategic project, accelerating the migration would be more efficient than running a MESA repair or replacement followed by a migration project afterward. The enterprise file storage solution will enable features such as:
- Integration with enterprise collaboration platforms and tools (M365 – Teams and SharePoint)
- Ability to host sensitive data
- Enable secure access to documents and data without the use of a VPN
- Independent of campus facilities for storage or access
- Ability to provision appropriate access automatically based on user role and/or affiliation

AUDIENCE
Who is the audience? Who will benefit from this request (students, faculty, staff, external constituents etc.), and how will they benefit?

The entire Mason organization (faculty, staff, and students) will migrate over to a cloud storage system and benefit from features such as:
- Integration with enterprise collaboration platforms and tools (M365 – Teams and SharePoint)
- Ability to host sensitive data
- Enable secure access to documents and data without the use of a VPN
- Independent of campus facilities for storage or access
- Ability to provision appropriate access automatically based on user role and/or affiliation

VALUE STATEMENT
What potential value will this request bring (e.g., financial, service, functionality)? What are the benefits of this request? Benefits may be financial (e.g., increased tuition or revenues, reduced costs, improved margins, etc.) or non-financial (e.g., reduced risk, enhanced reputation, increased efficiency, enhanced student/staff experience, etc.).

- Increased reliability
- Increased file storage capacity
- Ability to host sensitive data through improved security and data integrity
- Secure access to documents and data without the use of a VPN
- Enhanced user experience through increased ease of access to data and collaboration tools
- Reduced total cost of ownership through the eliminate the acquisition, operations, and maintenance costs of an on-premises solution
- Improvement access management for sensitive data

RISKS
Specify any risks to the University (compliance, financial, operational, strategic) that may be encountered if the problem is not addressed.

- Potential loss in data and file accessibility due to services failures of the current MESA file storage system impacting system availability.
- Significant increased acquisition, operations, and maintenance costs for an on-premises solution versus a cloud storage solution.
- Inefficient process for provisioning data access to new and existing users in the current MESA file storage system.

MASON STRATEGIC PLAN ALIGNMENT
If this request relates to Mason's Strategic Plan, state the relevant Mason Goals to which the request directly aligns or supports. Information on Mason's Strategic Plan and goals is found at: http://strategicplan.gmu.edu/

Upon selecting the Strategic Plan or goal alignment(s), provide additional details/explanation of the alignment.

Strategic Goal	Primary Goal (Y/N)	Alignment to Strategic Goal
Return on Investment	Y	The implementation of a cloud storage solution will eliminate the acquisition, operations, and maintenance costs for an on-premises solution. This will indirectly lower the cost pressure to raise tuition for current and prospective students through increased control on IT expenses.

SECTION 3 – SOLUTIONS OVERVIEW

POTENTIAL SOLUTIONS
Describe the potential solutions identified and provide any known details of that solution. Include at least one alternative.

Potential Solution	Preferred Option (Y/N)	Description – details about the solution and why or why not it may be the preferred option. Also include the option/impact of not implementing the request at all (status quo).
Migration to M365 Services	Y	The ITS Roadmap for Microsoft 365 Services has already identified migration of MESA to M365 Services (SharePoint, OneDrive, Teams) as a future strategic project. Since it's already part of ITS' plan of intent, accelerating the migration would be more efficient than running a MESA repair or replacement project and then running a migration project afterward.
MESA repair or replacement	N	The current system is starting to experience service failures that impact system availability and replacement activities for the current solution would be a large and complex undertaking. The upgrade to Red Hat 7 would be a complex migration effort that would take at least a year.

SCOPE
What work needs to be done to deliver the solution? What are the areas of impact for this request? What areas are not in scope for this request?

For each independent academic or business unit:
- Assess the overall state of the current MESA file storage environment (access permission, file structure, data sensitivity, file identification for migration)
- Design and create file storage and sharing structure
- Setup the appropriate environments (SharePoint or MS Teams based on data sensitivity)
- Restrict access to current MESA file storage environment after data is migrated over to M365 Services
- Retirement of the current MESA file storage system

DEPENDENCIES
Describe any major dependencies between your request and other initiatives. Dependencies are logical relationships between two or more activities that may impact the timeline. Describe how this request will interact with current and planned operations or initiatives where there are no dependencies. Discuss how it will support and/or be supported by those activities.

- M365 Governance Services (762) – this tool needs to be implemented to ensure Mason can properly manage the infrastructure for the M365 storage solution
- Sensitivity Labels (720) – this project will create a system of labels that identify sensitive data to prevent inappropriate sharing of data
- Tenant Migration (668) – business and academic units need to be in a unified tenant to benefit from the increased collaboration of the M365 cloud file storage solution

ANY SIMILAR, EXISTING MASON SOLUTIONS?
Are there any tools, processes, resources (e.g., software, tools, solutions, etc.) currently in place at Mason that are similar to those that this request will create? Explain your process for identifying such resources and how this request would add to them and not duplicate them.

The current MESA file storage system is past the end of its service life and will be replaced by the M365 solution.

SUCCESS CRITERIA
How will we know that this request has been successful? What are the measurable/quantifiable factors or standards that will indicate success? Describe in narrative form how the request's success will be evaluated. Quantitative targets, when known, may be entered into the chart below.

Metric or Value	Baseline	Target
Ex: Hours between receipt of customer e-mails and initial reply sent back to customer	*Ex. Current response time is 30 hours*	*Ex. Reduce initial response time to customer e-mails to under 24 hours*
Identify data that needs to be migrated	Current data is stored on the MESA M:Drive	100% of data is migrated to M365 Services (SharePoint or MS Teams)
Map appropriate access to data	Access is provisioned on the MESA M:Drive	Access is appropriately provisioned in M365 Services
Identify sensitive data appropriately	Current sensitive data is stored on the MESA M:Drive and may not be identified properly	Appropriate sensitivity labels applied to all sensitive data in M365 Services

GOAL / DELIVERABLES
What will this request produce? What products, processes, and/or services? Attach any available documents/diagrams about the future state. What are the major anticipated deliverables from your request? These are products developed by the request (e.g., servers installed, network changes, application admin tasks, account creation, security roles, system configurations, authentication needs, etc.).

- Migrate all data currently stored in the MESA file storage system over to M365 Services
- Establish storage structures for each business or academic unit
- Appropriate user access is provisioned in M365 Services
- Ensure all sensitive data is identified and labelled accordingly
- Retire the current MESA file storage

SECTION 4 – ANTICIPATED COSTS AND RESOURCES

IS FUNDING CURRENTLY AVAILABLE FOR THIS REQUEST IDEA OR WILL NET NEW FUNDS NEED TO BE REQUESTED? Check one or more options.	☐ Existing Funding ☐ Net New Funding / Additional Funding ☒ Unsure ☐ None Needed
If existing funding exists, please provide the allocated capital and operating funding amounts for this request.	

RESOURCE REQUIREMENTS
What known or anticipated resources (such as hardware, software licensing, equipment, etc.) does this request need? Add/change resources as needed. Estimate (plus/minus 50%) the level of effort. In addition, indicate the ongoing support requirements, including potential offsets.

- Licensing fee for a tool from consulting services for cloud migration
- ShareGate licensing fees

MASON STAFF
What are the known or anticipated high-level Mason staffing resource requirements? What entities from the University will be involved? What is the current status of staff resources?

- Independent Mason business or academic units
- ITS resources

OTHER STAKEHOLDERS
Are there any other known or anticipated stakeholders (external/third-party) that will be engaged in this endeavor, both for planning and execution? How are they involved – what is the connection?

- External consultant costs for cloud migration (AvePoint and Smartronix have expressed interest). External consultant costs will be the biggest contributor to projects costs.

COSTS
What are the high-level financial resource requirements (software costs, external consultants, equipment and supplies, travel, etc.)? Differentiate between new/marginal funding and ongoing/maintenance funding needs. Use the chart to articulate costs.

In this section, estimate (plus/minus 20%) the cost of the proposed request.
1. **One-Time/Never to Repeat Costs**: Initial deployment and/or stand-up costs such as professional services, consultants, implementation services, hardware, travel, training, vehicles, and one-time licensing costs for software.
2. **Annual Recurring/Post Request Operating Costs:** Ongoing costs such salary/fringe for new FTEs, utilities (dial tone, cellular, data, wireless, gas, electricity, water), other rental costs, recurring cloud software licensing, software and/or hardware maintenance, Virtual Machines (VMs) disk storage.
3. **Annual Life-Cycle Renewal Costs:** Think of this as a 'savings' account to replace any of the one-time costs that don't last forever. For example, this is 1/4th of the physical hardware purchased (not Virtual Machines) or 1/4th of software upgrades (if not part of software maintenance) or 1/4th of professional services to implement the next upgrade or 1/8th of a vehicle estimated to last for eight years. Divide the estimated renewal costs by the number of years until a refresh is needed.]

Description of Item	Cost Category	One-Time/ Never-to-Repeat Costs	Annual Recurring/Post-Request Operating Costs	Annual Life-Cycle Renewal Costs
Mason resources	Resources - Mason	$1,000,000.00	$0.00	$0.00
Consultants for cloud migration (includes tool for cloud migration)	Resources - 3rd Party / Consulting	$250,000.00	$0.00	$0.00
ShareGate licensing fee	Software - Licensing / Subscription	$5,000.00	$0.00	$0.00
	Total Costs	**$1,255,000.00**	**$0.00**	**$0.00**

CONSTRAINTS
What are the key constraints? (Request constraints are limitations under which a request must be completed. Constraint categories can include scope, schedule, budget, quality, resources, and environment.)

- Limited Mason resources.

SECTION 5 – ADDITIONAL INFORMATION

ADDITIONAL INFORMATION / ATTACHMENTS

Please provide any additional information, files, attachments, or documents that may be relevant to your request or helpful to Mason leadership in their review.