

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Access Oakland ePayments

Project ID: DJ6187EP

Leadership Group: Common Services – DW/EA				
Department: Treasurer			Division: Administration	
Project Sponsor: Pat Dohany, Keith Sawdon		Date Requested: 04/04/06		PM Customer No. 711
Request Type:	<i>X New Development</i>		<i>Enhancement</i>	<i>Customer Support</i>
	<i>Planned System Maintenance or Upgrade</i>			
IT Team Name: eGov – Application Services			IT Team No: J	
Project Manager/Leader: Hasan Chowdhury				
Account Number:	Account Description:		Customer Name:	Treasurer
Grant Funded?	Yes	No XX	Mandate?	Yes No XX
			Mandate Source:	

Project Goal

To provide electronic check, ACH and recurring payment options to the Access Oakland framework so that online services customers may utilize these payment options when making online payments or purchases over the internet by November 2006.

Business Objective

Provide the ability to pay for online services by electronic check, ACH debit and where necessary recurring payment capabilities to reduce customer and County transaction costs.

Major Deliverables

- Project Plan and Return on Investment
- Risk Management Plan
- Communication Plan
- Issue Logs
- ePayment Framework that allows for electronic check, ACH debit and recurring payments
- Standard payment module shopping and express checkout for each type of payment
- Revised Access Oakland Fee Schedule
- Documented Web Service Application Programmer Interface (API)
- Integration with existing eCommerce application and payments
- Electronic Payment Transaction Posting to Peoplesoft
- Marketing and Promotion Plan

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Approach

Gather and document ePayment software requirements.
Evaluate solution alternatives based on requirements.
Conduct cost/benefit analysis of alternatives and recommend a solution.
Install, configure, or build new ePayment application.
Integrate and test ePayment application with various applications.
Request modifications to the Access Oakland fee schedule.
Develop Marketing and Promotion Plan.
Conduct user and technical training.
Launch ePayments application into production environment.
Implement Marketing and Promotion Plan

Benefits

See Return on Investment (ROI) Analysis Document for Tangible Benefits.

Intangible

Upon its implementation, Oakland County will have created an Access Oakland ePayment product that:

- Represents the technological leadership of the County
- Provides individuals and businesses with the ability to make payments or pay for products by electronic check, ACH debit, or recurring payment when applicable anytime, anywhere over the Internet.
- Encourages participation within the site and within the County.
- Offers tangible benefits to the end-user.
- Addresses the unique needs of residents and businesses.

Impact

Number of Users Estimate 7,300 based on 20% of 36.5K last year.

Divisions All divisions providing online payments or purchases.

Leadership Groups ALL

Risk

Business Environment Low – little or no impact to existing business processes.

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Technical Environment Medium – previously implemented technologies with new aspects and/or new requirements.

Assumptions

Staffing IT Staffing: resources will be available for the hours indicated per the attached project plan.

Other Staffing: additional staffing will be available as follows:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Pay Dohany, Keith Sawdon	As needed
Project Lead	TBD	TBD
Systems Analyst	TBD	TBD
Web Developer	TBD	TBD
Database Administrator	TBD	TBD
Network Administrator	TBD	TBD

Facilities

- Current work areas will be used to support the staff required to implement this project.

Technical

- Current environment will be used to support new ePayment application functionality.

Funding

- County Treasurer Delinquent Tax Revolving Fund (DTRF).

Other

- None

Priority - To be determined.

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Constraints

- Availability of County personnel and funding.
- Coordination with other ongoing activities within the County.

Exclusions

- Hours for new application integrations developed during this project will need to be staffed and funded by the individual project.

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PROJECT PHASE AUTHORIZATION

Phase(s):		
Total Estimated Application Services	Hours:	Cost:
Total Estimated Technical Systems	Hours: 8	Cost: \$488.00
Total Estimated eGovernment Services	Hours: 941	Cost: \$114,802.00
Total Estimated CLEMIS	Hours:	Cost:
Total Estimated Internal Services	Hours:	Cost:
IT Application Services Division Manager Approval:		Date:
IT Technical Systems Division Manager Approval:		Date:
IT eGovernment Services Division Manager Approval:		Date:
IT CLEMIS Division Manager Approval:		Date:
IT Internal Services Division Manager Approval:		Date:
IT Resource Manager Approval:		Date:
IT Resource Manager Approval:		Date:
IT Resource Manager Approval:		Date:
IT Resource Manager Approval:		Date:
IT Resource Manager Approval:		Date:
IT Management Approval:		
Approved: Yes No		Date:
Reason:		
Project Sponsor Approval:		
Title:		Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 949	Cost: 115,290.00
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 949	Cost: 115,290.00

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PROJECT COMPLETION AUTHORIZATION

Customer Acceptance of Product:	
Title:	Date:
Project Office Review:	Date:

	Type	ID	Task Name	Estimated Hours	Estimated Cost
	Phase	000000	☐ PROJECT MANAGEMENT	307	\$37,454.
	Phase	040000	☐ BUSINESS SYSTEM DESIGN & INVESTIGATE ALTERNATIVES	80	\$9,760.0
	Phase	050000	☐ TECHNICAL DESIGN	104	\$12,688.
	Phase	060000-0	☐ PROGRAMMING	370	\$45,140.
	Phase	070000	☐ IMPLEMENTATION	48	\$5,368.0
	Phase	080000	☐ POST IMPLEMENTATION SUPPORT	40	\$4,880.0
				949	\$115,290.0

**Access Oakland
ePayment**
Return on Investment Analysis

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	60,228	61,433	62,661	63,914	65,193	66,497	379,926
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	115,454	0	0	0	0	0	115,454
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	0	0	0	0	0	0	0
Infrastructure Subtotal:	0	0	0	0	0	0	0
Training Subtotal:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	60,228	61,433	62,661	63,914	65,193	66,497	379,926
Annual Total Costs	115,454	0	0	0	0	0	115,454
Annual Return on Investment	(55,226)	61,433	62,661	63,914	65,193	66,497	264,472
Annual Costs/Savings Ratio	191.69%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	60,228	121,661	184,322	248,236	313,429	379,926	379,926
Cumulative Total Costs	115,454	115,454	115,454	115,454	115,454	115,454	115,454
Cumulative Return on Investment	(55,226)	6,207	68,868	132,782	197,975	264,472	264,472
Cumulative Cost/Savings Ratio	191.69%	94.90%	62.64%	46.51%	36.84%	30.39%	30.39%
Year Positive Payback Achieved		Year 2					Year 2
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Project Sponsor	Date: _____						
Costs (including IT Resources) Reviewed By Information Technology Project Manager	Date: _____						
Costs (including IT Resources) Reviewed By Technical Services Manager	Date: _____						

Accss Oakland ePayments
Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
						0	
						0	

Accss Oakland ePayments
Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6

Access Oakland ePayments
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
IT Hours - New Development	Development Svcs			941	122	114,802	1.000
IT Hours - Technical Systems	Development Svcs			4	41	164	1.000
IT Hours - Database Development	Development Svcs			4	122	488	1.000
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs					0	
PC System - Acquisition	Hardware					0	
PC System - Maintenance	Hardware				2,304	0	
Notebook - Acquisition	Hardware					0	
Notebook - Maintenance	Hardware				2,372	0	
Mini Notebook - Acquisition	Hardware					0	
Mini Notebook - Maintenance	Hardware				2,196	0	
Laserprinter 1 - Acquisition	Hardware					0	
Laserprinter 1 - Maintenance	Hardware				1,104	0	
Laserprinter 2 - Acquisition	Hardware					0	
Laserprinter 2 - Maintenance	Hardware				1,208	0	
Laserprinter 3 - Acquisition	Hardware					0	
Laserprinter 3 - Maintenance	Hardware				1,860	0	
Image Workstations - Acquisition	Hardware					0	
Image Workstations - Maintenance	Hardware				3,496	0	
Terminals - Acquisition	Hardware					0	
Terminals - Maintenance	Hardware				644	0	
PRTR w/TERM ID - Acquisition	Hardware					0	
PRTR w/TERM ID - Maintenance	Hardware				1,072	0	
PRTR w/o TERM ID - Acquisition	Hardware					0	
PRTR w/o TERM ID - Maintenance	Hardware				1,072	0	
PC Maintenance User Owned	Hardware				2,304	0	
Printer Maintenance User Owned	Hardware				1,072	0	
Package Software - Acquisition	Software					0	
Package Software - Maintenance	Software					0	
Business Objects Access	Software					0	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure					0	

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Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
Server - Maintenance	Infrastructure					0	
Server Sftwre - Acquisition/Upgrade	Infrastructure					0	
Server Sftwre - Maintenance	Infrastructure					0	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
Internet Access	Infrastructure				180	0	
Project Staff Training	Training					0	
User Training	Training					0	
						0	
						0	
						0	
						0	
						0	

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Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	x						114,802					
IT Hours - Technical Systems	Development Svcs	x						164					
IT Hours - Database Development	Development Svcs	x						488					
User Hours - PTNE/OT	Development Svcs												
Contractor Professional Services	Development Svcs												
PC System - Acquisition	Hardware												
PC System - Maintenance	Hardware												
Notebook - Acquisition	Hardware												
Notebook - Maintenance	Hardware												
Mini Notebook - Acquisition	Hardware												
Mini Notebook - Maintenance	Hardware												
Laserprinter 1 - Acquisition	Hardware												
Laserprinter 1 - Maintenance	Hardware												
Laserprinter 2 - Acquisition	Hardware												
Laserprinter 2 - Maintenance	Hardware												
Laserprinter 3 - Acquisition	Hardware												
Laserprinter 3 - Maintenance	Hardware												
Image Workstations - Acquisition	Hardware												
Image Workstations - Maintenance	Hardware												
Terminals - Acquisition	Hardware												
Terminals - Maintenance	Hardware												
PRTR w/TERM ID - Acquisition	Hardware												
PRTR w/TERM ID - Maintenance	Hardware												
PRTR w/o TERM ID - Acquisition	Hardware												
PRTR w/o TERM ID - Maintenance	Hardware												
PC Maintenance User Owned	Hardware												
Printer Maintenance User Owned	Hardware												
Package Software - Acquisition	Software												
Package Software - Maintenance	Software												
Business Objects Access	Software												
Term Emulation SFTW-Acquisition	Software												
Term Emulation SFTW-Maintenance	Software												
Server - Acquisition/Upgrade	Infrastructure												

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Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Server - Maintenance	Infrastructure												
Server Sftwre - Acquisition/Upgrade	Infrastructure												
Server Sftwre - Maintenance	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

Access Oakland ePayments
Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	114,802						114,802
IT Hours - Technical Systems	164						164
IT Hours - Database Development	488						488
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	115,454						115,454
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	115,454						115,454

