

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Enterprise Content Management Proof of Concept Project ID: DE7188CM

Leadership Group: IT Steering Committee			
Department: Information Technology		Division: eGovernment	
Project Sponsor: Ed Poisson	Date Requested: 7/21/2006	PM Customer No. 188	
Request Type:	<u><i>New Development</i></u>	<i>Enhancement</i>	<i>Customer Support</i>
	<i>Planned System Maintenance or Upgrade</i>		
IT Team Name: eGov Program Services		IT Team No: E	
Project Manager/Leader: Jim Taylor			
Account Number: 30004	Account Description: IT - eGovernment	Customer Name:	IT - eGovernment
Grant Funded? Yes <u>No</u>	Mandate?	Yes	<u>No</u>
	Mandate Source:		

Project Goal

To implement a proof of concept Enterprise Content Management system so that 1,500 pilot documents can be organized, indexed, secured, versioned, and made readily accessible to authorized Drain Division employees by December 2007.

Business Objective

The ECM project will improve accessibility to vital documents that employees access and update on a regular basis. The system will provide a simple method for retrieving, updating, securing, and versioning of the pilot documents. With the implementation of workflow and approval processes, efficiencies will be gained in reviewing, approving, and publishing document modifications. A robust security model will ensure that only those with proper credentials can access the document repository.

Major Deliverables

- Project Plan and Return on Investment
- Risk Management Plan
- Communication Plan
- Issue Logs
- Security Model
- Implemented ECM Solution
- Policies and Procedures
- Support Plan
- Marketing and Promotion Plan

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Approach

- Gather and document ECM system requirements
- Evaluate solution alternatives based on requirements
- Conduct cost/benefit analysis of alternatives and recommend a solution
- Modify ROI projections and documentation
- Revise Project Plan
- Installation and configuration of ECM Server environment
- Installation and configuration of database for information storage
- Integration with Netegrity for employee authentication
- Import and Tag pilot documents
- Develop and implement Security Model
- Document and implement workflow components
- Develop a support plan
- Develop and document policies and procedures
- Develop administrator and end-user training materials
- Conduct user and technical training
- Launch ECM system
- Develop Marketing and Promotion Plan.
- Implement Marketing and Promotion Plan

Benefits

See Return on Investment (ROI) Analysis Document

Intangible

Upon its implementation, Oakland County will have a leading edge Enterprise Content Management System that:

- Represents the technological leadership of the County
- Reduce document development time and lifecycle
- Reduce search time for knowledge workers
- Reduction in printing costs
- Reduction in lost files and/or file modifications
- Increased security controlling document access
- Enhanced auditing abilities with version control and workflow
- Detailed statistical and reporting data not previously available

Impact

Number of Users All authorized Drain ISO-9000 employees.

Divisions Drain

**Oakland County
Department of Information Technology
Project Scope and Approach**

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Constraints

- Project is limited to 1,500 documents from one department.

Exclusions

Oakland County Department of Information Technology Project Scope and Approach

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PROJECT PHASE AUTHORIZATION

Phase(s):	
Total Estimated Application Services	Hours: Cost:
Total Estimated Technical Systems	Hours: 86 Cost: \$ 7,320
Total Estimated eGovernment Services	Hours: 986 Cost: \$ 120,292
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: 1072 Cost: \$ 127,612
Preliminary Estimated Development for Future Phases	Hours: Cost:
Grand Total Estimated Development	Hours: 1072 Cost: \$ 127,612

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PROJECT COMPLETION AUTHORIZATION

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

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Open Workbench - [Enterprise Content Management Proof of Concept - Size Estimate (+/- 10% to 50%)]

File Edit View Tools Window Help

[All Resources]

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	358	\$43,676.	
Phase	0000001	PROJECT PLANNING AND CONTROL	40	\$4,880.0	
Phase	030000	BUSINESS AREA REQUIREMENTS	60	\$7,320.0	
Phase	040000	BUSINESS SYSTEM DESIGN	60	\$7,320.0	
Phase	050000	TECHNICAL DESIGN, INSTALL & PROGRAM	266	\$29,280.	
Phase	060000-0	EDUCATION, MARKETING, POLICIES	244	\$29,768.	
Phase	070000	IMPLEMENTATION	4	\$488.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	40	\$4,880.0	
			1,072	\$127,612.0	

For Help, press F1 Task Type not equal to Milestone NUM

Oakland County -- Enterprise Content Management Proof of Concept
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:	14,040	14,040	14,040	14,040	14,040	14,040	84,240
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	183,974	14,640	14,640	14,640	14,640	14,640	257,174
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	177,000	27,000	27,000	27,000	27,000	27,000	312,000
Infrastructure Subtotal:	16,850	3,850	3,850	3,850	3,850	3,850	36,100
Training Subtotal:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	14,040	14,040	14,040	14,040	14,040	14,040	84,240
Annual Total Costs	377,824	45,490	45,490	45,490	45,490	45,490	605,274
Annual Return on Investment	(363,784)	(31,450)	(31,450)	(31,450)	(31,450)	(31,450)	(521,034)
Annual Costs/Savings Ratio	2691.05%	324.00%	324.00%	324.00%	324.00%	324.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	14,040	28,080	42,120	56,160	70,200	84,240	84,240
Cumulative Total Costs	377,824	423,314	468,804	514,294	559,784	605,274	605,274
Cumulative Return on Investment	(363,784)	(395,234)	(426,684)	(458,134)	(489,584)	(521,034)	(521,034)
Cumulative Cost/Savings Ratio	2691.05%	1507.53%	1113.02%	915.77%	797.41%	718.51%	718.51%
Year Positive Payback Achieved							NO PAYBACK
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: _____						

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		HR	986	122	120,292	
IT Hours - System Maintenance	Development Svcs		HR	120	122	14,640	
IT Hours - Tech Services SA	Development Svcs			26	41	1,066	
IT Hours - Tech Services SA Maint	Development Svcs			16	41	656	
IT Hours - Tech Services DB	Development Svcs			60	122	7,320	
User Hours - New Development	Development Svcs					0	
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs			1	40,000	40,000	
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	Server costs Acquisition= \$8086 Annual Maintenance= \$11,685					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	

Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
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			2	6,500	13,000	
Server - Maintenance	Infrastructure			2	1,925	3,850	
Server Sftwre - Acquisition/Upgrade	Infrastructure		EA	1	150,000	150,000	
Server Sftwre - Maintenance	Infrastructure		ANN	1	27,000	27,000	
TDB	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	

Oakland County - Enterprise Content Management Proof of Concept
Return on Investment Analysis

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						120,292						
IT Hours - System Maintenance	Development Svcs	x	x	x	x	x	x	14,640	14,640	14,640	14,640	14,640	14,640	
IT Hours - Tech Services SA	Development Svcs	x						1,066						
IT Hours - Tech Services SA Maint	Development Svcs	x						656						
IT Hours - Tech Services DB	Development Svcs	x						7,320						
User Hours - New Development	Development Svcs													
User Hours - PTNE/OT	Development Svcs													
Contractor Professional Services	Development Svcs	x						40,000						
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	Server costs Acquisition= \$8086 Annual Maintenance= \$11,685													
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													

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Return on Investment Analysis

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
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	x						13,000					
Server - Maintenance	Infrastructure	x	x	x	x	x	x	3,850	3,850	3,850	3,850	3,850	3,850
Server Sftwre - Acquisition/Upgrade	Infrastructure	x						150,000					
Server Sftwre - Maintenance	Infrastructure	x	x	x	x	x	x	27,000	27,000	27,000	27,000	27,000	27,000
TDB	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

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Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	120,292						120,292
IT Hours - System Maintenance	14,640	14,640	14,640	14,640	14,640	14,640	87,840
IT Hours - Tech Services SA	1,066						1,066
IT Hours - Tech Services SA Maint	656						656
IT Hours - Tech Services DB	7,320						7,320
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services	40,000						40,000
<i>Development Services Subtotal:</i>	183,974	14,640	14,640	14,640	14,640	14,640	257,174
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
Server Sftwre - Acquisition/Upgrade	150,000						150,000
Server Sftwre - Maintenance	27,000	27,000	27,000	27,000	27,000	27,000	162,000
<i>Software Subtotal:</i>	177,000	27,000	27,000	27,000	27,000	27,000	312,000
Infrastructure:							
Server - Acquisition/Upgrade	13,000						13,000
Server - Maintenance	3,850	3,850	3,850	3,850	3,850	3,850	23,100
<i>Infrastructure Subtotal</i>	16,850	3,850	3,850	3,850	3,850	3,850	36,100
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	377,824	45,490	45,490	45,490	45,490	45,490	605,274

