

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

Project Name: Polling and Surveys

Project ID: DE7188PS

Leadership Group: IT Steering Committee			
Department: Information Technology		Division: eGovernment	
Project Sponsor: Ed Poisson	Date Requested:	PM Customer No. 188	
Request Type:	<i><u>New Development</u></i>	<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: Sandy Jaszczak			
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 an online polling and survey service so that departments and agencies can measure citizen satisfaction and opinions by January 2007.

Business Objective

To increase communication between citizens and county government to better satisfy the needs of the community.

Major Deliverables

- Project Plan and Return on Investment
- Risk Management Plan
- Communication Plan
- Issue Logs
- Request For Proposals
- Online polling and survey service
- Policies and Procedures
- Support Plan

Approach

- Gather and document polling and survey requirements.
- Evaluate solution alternatives based on requirements.
- Conduct cost/benefit analysis of alternatives and recommend a solution.
- Write RFP based on requirements.
- Implement polling and survey service.
- Develop a support plan.
- Develop and document policies and procedures.

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Install software in development and production.
Conduct user and technical training.
Launch poll on specified county web sites.

Benefits

See Return on Investment (ROI) Analysis Document

Intangible

Upon its implementation, Oakland County will have an survey and polling product that:

- Represents the technological leadership of the County
- Provides local residents and businesses with a chance to offer feedback to county initiatives.
- Encourages participation within the site and within the County.
- Offers tangible benefits to the end-user.
- Increased citizen satisfaction.
- Addresses the unique needs of residents and businesses.

Impact

Number of Users 100,000 per year based upon 10% survey response rate.

Divisions Any department or agency with web site desiring polling and survey service.

Leadership Groups ALL

Risk

Business Environment Medium – Project requires some changes to existing business processes.

Technical Environment Low – Proven or previously implemented technologies.

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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:	Ed Poisson	TBD
Project Manager:	Sandy Jaszczak	TBD
Project Lead:	TBD	TBD
Administrator:	TBD	TBD

Facilities

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

Technical

- Changes will need to be made to web sites including poll.

Funding

- E Government Software budget will cover software acquisition costs. Labor hours required to install support and maintain this project will come from eGovernment Master Plan allocation.

Other

- None

Priority - To be determined

Constraints

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

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Exclusions

- Electronic forms are not covered by the polling or surveys and are not covered within the service.
- Time and funds required to create surveys and analyze results within individual departments is not the responsibility of eGovernment.

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PROJECT PHASE AUTHORIZATION

Phase(s):		
Total Estimated Application Services	Hours:	Cost:
Total Estimated Technical Systems	Hours: 60	Cost: \$7,320
Total Estimated eGovernment Services	Hours: 622	Cost: \$75,884
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: 682	Cost: \$83,204
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 682	Cost: \$83,204

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PROJECT COMPLETION AUTHORIZATION

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

The screenshot shows the 'Open Workbench' application window. The main area displays a table with the following data:

Type	ID	Task Name	Estimate Hours	Estimate Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	148	\$18,056.00	
Phase	040000	BUSINESS REQUIREMENTS	103	\$12,566.00	
Phase	050000	EVALUATION/VENDOR SELECTION	94	\$11,468.00	
Phase	060000-0	IMPLEMENTATION	174	\$21,228.00	
Phase	070000	MARKETING/COMMUNICATIONS	94	\$11,468.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	69	\$8,417.99	
			682	\$83,203.99	

The left sidebar contains a 'Favorites' section with the following items:

- Size Estimates
- Size Estimates - Detail
- Size Estimate - Core Work
- Size Estimates - Phase Level
- Size Estimate (-10% I)
- Master Planning
- Customer Reporting
- Status Reporting
- Closed Project
- Variance Reporting
- Scope Change
- Mini Project Approval
- Project Renegotiation
- Enhancement Budget
- Insurance & Compliance
- Weekly Analysis
- Weekly Tracking
- Project Approval Packet
- Annual ReEngineering

Oakland County -- Polling and Surveys
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:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	56,120	56,120	56,120	56,120	56,120	56,120	336,720
Costs:							
Development Services Subtotal:	98,149	14,945	14,945	14,945	14,945	14,945	172,874
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	20,000	3,200	3,200	3,200	3,200	3,200	36,000
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	56,120	56,120	56,120	56,120	56,120	56,120	336,720
Annual Total Costs	118,149	18,145	18,145	18,145	18,145	18,145	208,874
Annual Return on Investment	(62,029)	37,975	37,975	37,975	37,975	37,975	127,846
Annual Costs/Savings Ratio	210.53%	32.33%	32.33%	32.33%	32.33%	32.33%	
Project Cumulative Statistics:							
Cumulative Total Savings	56,120	112,240	168,360	224,480	280,600	336,720	336,720
Cumulative Total Costs	118,149	136,294	154,439	172,584	190,729	208,874	208,874
Cumulative Return on Investment	(62,029)	(24,054)	13,921	51,896	89,871	127,846	127,846
Cumulative Cost/Savings Ratio	210.53%	121.43%	91.73%	76.88%	67.97%	62.03%	62.03%
Year Positive Payback Achieved			Year 3				Year 3
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: _____						

Oakland County -- Polling and Surveys

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		HR	622	122	75,884	
IT Hours - System Maintenance	Development Svcs			123	122	14,945	
IT Hours - Tech Services SA	Development Svcs				41	0	
IT Hours - Tech Services SA Maint	Development Svcs				41	0	
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					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	

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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
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure					0	
Server - Maintenance	Infrastructure					0	
Server Sftwre - Acquisition/Upgrade	Infrastructure		EA	4	5,000	20,000	
Server Sftwre - Acquisition/Upgrade	Infrastructure					0	
Server Sftwre - Maintenance	Infrastructure		ANN	4	800	3,200	
Promotion and Advertising	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 -- Polling and Surveys
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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						75,884						
IT Hours - System Maintenance	Development Svcs	x	x	x	x	x	x	14,945	14,945	14,945	14,945	14,945	14,945	
IT Hours - Tech Services SA	Development Svcs													
IT Hours - Tech Services SA Maint	Development Svcs													
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													
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													

Oakland County -- Polling and Surveys
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
Term Emulation SFTW-Acquisition	Software												
Term Emulation SFTW-Maintenance	Software												
Server - Acquisition/Upgrade	Infrastructure												
Server - Maintenance	Infrastructure												
Server Sftwre - Acquisition/Upgrade	Infrastructure	x						20,000					
Server Sftwre - Acquisition/Upgrade	Infrastructure												
Server Sftwre - Maintenance	Infrastructure		x	x	x	x	x		3,200	3,200	3,200	3,200	3,200
Promotion and Advertising	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

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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	75,884						75,884
IT Hours - System Maintenance	14,945	14,945	14,945	14,945	14,945	14,945	89,670
IT Hours - Tech Services SA							
IT Hours - Tech Services SA Maint							
IT Hours - Tech Services DB	7,320						7,320
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	98,149	14,945	14,945	14,945	14,945	14,945	172,874
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
Server Sftwre - Acquisition/Upgrade	20,000						20,000
Server Sftwre - Maintenance		3,200	3,200	3,200	3,200	3,200	16,000
<i>Software Subtotal:</i>	20,000	3,200	3,200	3,200	3,200	3,200	36,000
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	118,149	18,145	18,145	18,145	18,145	18,145	208,874

