

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

**Project Name: eForms**

**Project ID: DE4188EF**

<b>Leadership Group: Common Services</b>		
<b>Department: Information Technology</b>		<b>Division: DISC</b>
<b>Project Sponsor: Jim Taylor</b>	<b>Date Requested: April 27, 2004</b>	<b>PM Customer No. 188</b>
<b>Request Type:</b>	<i>New Development</i> <b>XX</b>	<i>Enhancement</i>
	<i>Maintenance</i>	<i>Customer Support</i>
<b>IT Team Name: eGovernment</b>		<b>IT Team No: E</b>
<b>Project Manager/Leader: Norma Miller</b>		
<b>Account Number:</b>	<b>Account Description:</b>	<b>Customer Name:</b>
<b>Grant Funded? Yes</b>	<b>No XX</b>	<b>Mandate? Yes No XX</b>
		<b>Mandate Source:</b>

**Project Goal**

This is a feasibility phase for a potential eForms project: which may lead to the development of a web-based form management platform so that Oakland County can develop and manage online forms, which the county citizens can fill out, submit and optionally digitally sign via the Internet.

**Business Objective**

The eForms project will improve the customer (citizen) satisfaction by offering a much more efficient alternative method for form entry, submission and signing, avoiding printing, writing and mailing the traditional paper forms. And it also significantly improves the county employee efficiency and reduces the county management cost by providing paperless form information collection, tracking and storage processes.

**Major Deliverable**

1. Collect and confirm the requirements, including work flow and security control.
2. Evaluate possible vendors and solutions based on the requirements.

**Benefits**

***Return on investment (ROI)***

Should eForms be implemented and based on an estimated 600,000 forms per year, at an average labor charge of \$1.55 per form, potential staff savings per year could be

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\$930,000.

***Revenue/Cost Recovery***

Possible cost recovery revenue could be realized by charging enhanced access fee based on policy decision.

***Intangible***

**Improved Service**

Service is enhanced for citizens due to the convenience and timeliness of online form reviewing, data entry, form submission and digital signing. The system eliminates citizens' expense and activities for printing and mailing the forms. It will also provide the citizens' access to the information they submitted, which currently has to be done by calling the county clerks.

**Product/Service Accuracy**

Incidents of lost, misfiled, or misrouted files will be minimized or eliminated since all the form information is stored in the database rather than in physical paper. And digital signature will provide the data integrity and consistency.

**Product/Service Productivity**

Eliminate the process of sending mail, receiving mail, organizing and storing paper forms and entering data to systems. Also provides a easy way to analyze the form data and to generate reports. Makes the data exchange with and transfer to other systems much more easier and simpler.

**Impact**

**Number of users**

All Oakland County citizens and County departments and agencies.

**Divisions**

ALL

**Leadership Groups**

Common services

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**Risk**

**Business Environment**      Low

**Technical Environment**      Medium

**Assumptions**

**Staffing**      Resources will be available for the hours indicated per the attached project plan. The following roles and resources' availability will be as follows:

<b><u>Role:</u></b>	<b><u>Name</u></b>	<b><u>Hours per Day</u></b>
Project Sponsor:	Jim Taylor	TBD
Project Manager:	Andy Hu / Katherine Hammond	TBD
Data Base Administrator:		
Source System Expert:		
Business Analyst:		
Programmer/Analyst:		

**Facilities**

- Project Team will be located within existing IT building

**Technical**

- TBD

**Funding**

- TBD

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Other

Priority

**Constraints**

- 

**Exclusions**

-

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s):</b>		
<b>Total Estimated Systems Development</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 12 DBA</b>	<b>Cost: 1,464</b>
	<b>Hours: 12 NS</b>	<b>Cost: 0</b>
<b>Total Estimated DISC</b>	<b>Hours: 693</b>	<b>Cost: 84,546</b>
<b>Total Estimated CLEMIS</b>	<b>Hours:</b>	<b>Cost:</b>
<b>IT Systems Development Division Manager Approval:</b>	<b>Date:</b>	
<b>IT Technical Systems Division Manager Approval:</b>	<b>Date:</b>	
<b>IT DISC Division Manager Approval:</b>	<b>Date:</b>	
<b>IT CLEMIS Division Manager Approval:</b>	<b>Date:</b>	
<b>IT Resource Manager Approval:</b>	<b>Date:</b>	
<b>IT Resource Manager Approval:</b>	<b>Date:</b>	
<b>IT Resource Manager Approval:</b>	<b>Date:</b>	
<b>IT Resource Manager Approval:</b>	<b>Date:</b>	
<b>IT Resource Manager Approval:</b>	<b>Date:</b>	
<b>IT Management Approval:</b>		
Approved:                      Yes                      No	<b>Date:</b>	
Reason:		
<b>Project Sponsor Approval:</b>		
<b>Title:</b>	<b>Date:</b>	

**PROJECT SUMMARY**

<b>Authorized Systems Development (see above)</b>	<b>Hours: 717</b>	<b>Cost: \$86,010</b>
<b>Preliminary Estimated Systems Development for Future Phases</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Grand Total Estimated Systems Development</b>	<b>Hours: 717</b>	<b>Cost: \$86,010</b>

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## PROJECT COMPLETION AUTHORIZATION

<b>Customer Acceptance of Product:</b>	
Title:	Date:
<b>Project Office Review:</b>	Date:

**Niku Workbench - [eForms Feasibility - Size Estimate (-10% to +50%) (Read-Only)]**

Type	ID	Task Name	Guideline	Estimated Hours	Estimate Notes
Phase	000000-1	PROJECT MANAGEMENT		48	
Phase		Feasibility		597	
Phase		5077637		48	
Phase	0000001-1	PROJECT PLANNING AND CONTROL			
Phase	300000-0	WEB REVIEW AND PLANNING		24	
Phase	400000-0	WEB DESIGN			
Phase	700000-0	WEB PRODUCTION IMPLEMENTATION			
Phase	800000-0	WEB HARD LAUNCH IMPLEMENTATION			
Phase	900000-0	FOLLOW-UP			
Phase	080000-0	POST IMPLEMENTATION SUPPORT			
Phase	000000	PROJECT MANAGEMENT			
Phase	0000001	PROJECT PLANNING AND CONTROL			
Phase	300000	WEB REVIEW AND PLANNING			
Phase	400000	WEB DESIGN			
Phase	700000	WEB PRODUCTION IMPLEMENTATION			
Phase	800000	WEB HARD LAUNCH IMPLEMENTATION			
				717	

Task Type not equal to Milestone

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*Project Summary*

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
<b>Costs:</b>							
Development Services Subtotal:	86,010	0	0	0	0	0	86,010
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
<b>Annual Statistics:</b>							
Annual Total Savings	0	0	0	0	0	0	0
Annual Total Costs	86,010	0	0	0	0	0	86,010
Annual Return on Investment	(86,010)						(86,010)
Annual Costs/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	0	0	0	0	0	0	0
Cumulative Total Costs	86,010	86,010	86,010	86,010	86,010	86,010	86,010
Cumulative Return on Investment	(86,010)	(86,010)	(86,010)	(86,010)	(86,010)	(86,010)	(86,010)
Cumulative Cost/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							
<b>Signatures:</b>							
Project Sponsor	Date: _____						
Information Technology Project Manager	Date: _____						
Technical Services Manager	Date: _____						







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**eForms**  
 Return on Investment Analysis

*Cost Detail*

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost
IT Hours - New Development	Development Svcs		HR	705	122	86,010
IT Hours - Network Specialist	Development Svcs		HR	12	0	0
IT Hours - System Maintenance	Development Svcs				122	0
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	Annual Multiplier	Affects Project ROI?						Potential Cost Extension				
			Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	
IT Hours - New Development	Development Svcs		x						86,010				
IT Hours - Network Specialist	Development Svcs												
IT Hours - System Maintenance	Development Svcs												
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												

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*Cost Detail*

Cost Description	Project Cost Category	s	
		Y5	Y6
IT Hours - New Development	Development Svcs		
IT Hours - Network Specialist	Development Svcs		
IT Hours - System Maintenance	Development Svcs		
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		

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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
<b>Development Services:</b>							
IT Hours - New Development	86,010						86,010
IT Hours - Network Specialist							
IT Hours - System Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
PC System - Acquisition							
PC System - Maintenance							
Notebook - Acquisition							
Notebook - Maintenance							
Mini Notebook - Acquisition							
Mini Notebook - Maintenance							
Laserprinter 1 - Acquisition							
Laserprinter 1 - Maintenance							
Laserprinter 2 - Acquisition							
<i>Development Services Subtotal:</i>	<b>86,010</b>						<b>86,010</b>
<b>Hardware:</b>							
<i>Hardware Subtotal:</i>							
<b>Software:</b>							
<i>Software Subtotal:</i>							
<b>Infrastructure:</b>							
<i>Infrastructure Subtotal</i>							
<b>Training:</b>							
Project Staff Training							
<i>Training Subtotal:</i>							
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>86,010</b>						<b>86,010</b>



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*Assumptions*

Date	Assumption Description