

Oakland County Department of Information Technology Project Scope and Approach

Project Name: EDMS Prototype

Project ID: DB5351EP

Leadership Group: Courts		
Department: Circuit Court Clerk's		Division: Civil/Criminal
Project Sponsor: Judge Michael Warren	Date Requested: 7/15/05	PM Customer No. 351
Request Type: <i>New development</i>		
IT Team Name: Courts		IT Team No: B
Project Manager/Leader: Rick Perry		Account No: 13000
Grant Funded	No	Mandate No
Mandate Source:		

Project Goal

To implement and evaluate a prototype EDMS application which includes the state e-filing component, workflow to increase efficiency in the case management process, and provide interfaces to CMS, financials application, and imaging system so that it can be determined the feasibility for Oakland County to fully implement e-filing by March 2006.

EDMS will enhance the level of service provided to attorneys, litigants and the public. Some components of the EDMS are already operational. Others will be added in stages over time. When fully operational, the EDMS will consist of three components:

- A. Electronic Filing – The electronic filing component would allow the court, attorneys and pro per litigants to file and serve pleadings, notices, opinions, orders and other court documents (E-Documents) electronically, via the Internet.
- B. Electronic Management – The electronic management component would allow judges and court staff to electronically access, route, manage, and utilize E-Documents.
- C. Electronic @ccess – The electronic @ccess component would make E-Documents available via the Internet.

Business Objective

Prototype e-filing, workflow, and integration with CMS, financials, and imaging systems.

Major Deliverables:

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- A. System Design Specification
- B. New code for workflow and systems integration.
- C. Project Management and support on the e-filing component from the state.
- D. Prototype evaluation

Approach

Establish a prototype to include 1 judge, civil complaints after complaint filing, and start with 5 cases expanding to 25 cases over four months. Evaluate and determine next steps after the prototype. Success milestones will be established and measured for success

Follow standard project planning methodology.

Benefits

Return on

Investment (ROI) See Return on Investment (ROI) Analysis Document

Impact

Number of Users	25
Divisions	Circuit Court, Clerk's Office
Leadership Groups	Courts

Risk

Business Environment **High** -- project dramatically changes existing business process.

Technical Environment **Medium** -- previously implemented technologies, new requirements.

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Assumptions

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

<u>Role:</u>	<u>Name</u>	<u>Hours per day</u>
Project Sponsor:	Judge Michael Warren	1.0
Customer Project Managers	Libby Smith	1.5
	Connie Spak	1.5
Project Manager:	Rick Perry	TBD
Business Analyst:	TBD	TBD
Programmer	TBD	TBD

Facilities User site locations – for meetings and system deployment.

Technical County-standard PC's connected through the existing County Network (LAN), operating under Windows

Funding Leadership Group funding

Other

Priority

Constraints To coordinate with ongoing and existing maintenance and other I.T. programs.

Exclusions

**Oakland County
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PROJECT PHASE AUTHORIZATION

Phase(s): All	
Total Estimated Application Services	Hours: 965 Cost: \$117,730
Total Estimated Technical Services	Hours: Cost:
Total Estimated eGovernment Services	Hours: Cost:
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 Management Approval:	
Approved: Yes No	Date:
Reason:	
Project Sponsor Approval:	
Title:	Date:

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Project Summary

Authorized Development (see above)	Hours:		Cost:	
Preliminary Estimated Development for Future Phases	Hours:		Cost:	
Grand Total Estimated Development	Hours:	965	Cost:	\$117,730

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PROJECT COMPLETION AUTHORIZATION

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

Sizing Estimate

Phase	00000	PROJECT MANAGEMENT	227	\$27,694.00
Phase	04000	BUSINESS/TECHNICAL SYSTEM DESIGN	117	\$14,274.00
Phase	06000	PROGRAMMING	295	\$35,990.00
Phase	07000	IMPLEMENTATION	116	\$14,152.00
Phase	08000	POST IMPLEMENTATION SUPPORT	210	\$25,620.00
			965	\$117,730.00

Oakland County -- Electronic Document Requirements Study

Return on Investment Analysis

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Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	277,899	289,015	300,575	312,598	325,102	338,106	1,843,296
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	117,730	0	0	0	0	0	117,730
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	277,899	289,015	300,575	312,598	325,102	338,106	1,843,296
Annual Total Costs	117,730	0	0	0	0	0	117,730
Annual Return on Investment	160,169	289,015	300,575	312,598	325,102	338,106	1,725,566
Annual Costs/Savings Ratio	42.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Project Cumulative Statistics:							
Cumulative Total Savings	277,899	566,914	867,489	1,180,087	1,505,190	1,843,296	1,843,296
Cumulative Total Costs	117,730	117,730	117,730	117,730	117,730	117,730	117,730
Cumulative Return on Investment	160,169	449,184	749,759	1,062,357	1,387,460	1,725,566	1,725,566
Cumulative Cost/Savings Ratio	42.36%	20.77%	13.57%	9.98%	7.82%	6.39%	6.39%
Year Positive Payback Achieved	Year 1						Year 1
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 -- EDMS Prototype
Return on Investment Analysis for full implementation

<i>Savings Detail</i>							
Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Clerk's office						0	
1. Less time required for electronic document intake. Savings per day \$267 for 8 Circuit Court Records Specialist x 247 working days in a year. Savings allows workload to be redistributed.	Tangible Benefit		ANN	247	267.00	65,949	1.040
2. Reduces time spent preparing, scanning, and filing documents. 3 Office Assistant I salary reduced by 30%. Savings allows workload to be redistributed.	Tangible Benefit		ANN	3	9,759.00	29,277	1.040
3. Reduces time spent locating, pulling, and refiling files for court hearings. Savings per judge \$475 x 10 judges for a year. Savings allows workload to be redistributed.	Tangible Benefit		ANN	10	475.00	4,750	1.040
4. Reduces the amount of ribbons required for document processing	Tangible Benefit		EA	7	103.00	721	1.040
5. Reduces the amount of labels required for document processing	Tangible Benefit		EA	38	44.00	1,672	1.040
						0	
						0	
						0	
						0	
						0	
						0	
						0	
Judges, judicial staff, and court staff						0	
						0	
1.Reduction in time spent filing and retrieving paper documents and files.	Tangible Benefit		ANN	156	20.00	3,120	1.040

Oakland County -- EDMS Prototype
Return on Investment Analysis for full implementation

Benefit/Savings Description	Project Savings Category	<i>Savings Detail</i>			Rate per Unit	Total Savings	Annual Multiplier
		Budget Category/Funding Source	Unit Desc	Units			
2. Hyperlink use to improve access to statutes, exhibits, court rules and etc.	Tangible Benefit		ANN	858	33.00	28,314	1.040
3. Efficiency gained by cut/paste of electronic text in opinions and orders.	Tangible Benefit		ANN	286	33.00	9,438	1.040
4. Efficiency gained through use of electronic notes attached to pleadings and files.	Tangible Benefit		ANN	260	20.00	5,200	1.040
5. Efficiencies gained through the use of electronic workflow through the life of the case.	Tangible Benefit		ANN	1,690	20.00	33,800	1.040
6. Reduction in traffic (couriers, attorneys, etc.) and face-to-face interaction with judicial and court staff -- resulting in increased efficiency due to less interruptions.	Tangible Benefit		ANN	2,860	20.00	57,200	1.040
7. Reduced mailing envelope and postage costs.	Tangible Benefit		ANN	103,940	0.37	38,458	1.040
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- EDMS Prototype
Return on Investment Analysis for full implementation

Benefit/Savings Description	Project Savings Category	Affected Judges						Potential Savings Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Clerk's office													
1. Less time required for electronic document intake. Savings per day \$267 for 8 Circuit Court Records Specialist x 247 working days in a year. Savings allows workload to be redistributed.	Tangible Benefit	x	x	x	x	x	x	65,949	68,587	71,330	74,184	77,151	80,237
2. Reduces time spent preparing, scanning, and filing documents. 3 Office Assistant I salary reduced by 30%. Savings allows workload to be redistributed.	Tangible Benefit	x	x	x	x	x	x	29,277	30,448	31,666	32,933	34,250	35,620
3. Reduces time spent locating, pulling, and refiling files for court hearings. Savings per judge \$475 x 10 judges for a year. Savings allows workload to be redistributed.	Tangible Benefit	x	x	x	x	x	x	4,750	4,940	5,138	5,343	5,557	5,779
4. Reduces the amount of ribbons required for document processing	Tangible Benefit	x	x	x	x	x	x	721	750	780	811	843	877
5. Reduces the amount of labels required for document processing	Tangible Benefit	x	x	x	x	x	x	1,672	1,739	1,808	1,881	1,956	2,034
Judges, judicial staff, and court staff													
1.Reduction in time spent filing and retrieving paper documents and files.	Tangible Benefit	x	x	x	x	x	x	3,120	3,245	3,375	3,510	3,650	3,796

Oakland County -- EDMS Prototype
Return on Investment Analysis for full implementation

Benefit/Savings Description	Project Savings Category	Affected Years						Potential Savings Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
2. Hyperlink use to improve access to statutes, exhibits, court rules and etc.	Tangible Benefit	x	x	x	x	x	x	28,314	29,447	30,624	31,849	33,123	34,448
3. Efficiency gained by cut/paste of electronic text in opinions and orders.	Tangible Benefit	x	x	x	x	x	x	9,438	9,816	10,208	10,616	11,041	11,483
4. Efficiency gained through use of electronic notes attached to pleadings and files.	Tangible Benefit	x	x	x	x	x	x	5,200	5,408	5,624	5,849	6,083	6,327
5. Efficiencies gained through the use of electronic workflow through the life of the case.	Tangible Benefit	x	x	x	x	x	x	33,800	35,152	36,558	38,020	39,541	41,123
6. Reduction in traffic (couriers, attorneys, etc.) and face-to-face interaction with judicial and court staff -- resulting in increased efficiency due to less interruptions.	Tangible Benefit	x	x	x	x	x	x	57,200	59,488	61,868	64,342	66,916	69,593
7. Reduced mailing envelope and postage costs.	Tangible Benefit	x	x	x	x	x	x	38,458	39,996	41,596	43,260	44,990	46,790

**Oakland County --
EDMS Prototype**
Return on Investment Analysis for full implementation

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Clerk's office							
1. Less time required for electronic document intake. Savings per day \$267 for 8 Circuit Court Records Specialist x 247 working days in a year. Savings allows workload to be redistributed.	65,949	68,587	71,330	74,184	77,151	80,237	437,438
2. Reduces time spent preparing, scanning, and filing documents. 3 Office Assistant I salary reduced by 30%. Savings allows workload to be redistributed.	29,277	30,448	31,666	32,933	34,250	35,620	194,194
3. Reduces time spent locating, pulling, and refiling files for court hearings. Savings per judge \$475 x 10 judges for a year. Savings allows workload to be redistributed.	4,750	4,940	5,138	5,343	5,557	5,779	31,507
4. Reduces the amount of ribbons required for document processing	721	750	780	811	843	877	4,782
5. Reduces the amount of labels required for document processing	1,672	1,739	1,808	1,881	1,956	2,034	11,090
Judges, judicial staff, and court staff							
0							
1.Reduction in time spent filing and retrieving paper documents and files.	3,120	3,245	3,375	3,510	3,650	3,796	20,695
2. Hyperlink use to improve access to statutes, exhibits, court rules and etc.	28,314	29,447	30,624	31,849	33,123	34,448	187,806
3. Efficiency gained by cut/paste of electronic text in opinions and orders.	9,438	9,816	10,208	10,616	11,041	11,483	62,602
4. Efficiency gained through use of electronic notes attached to pleadings and files.	5,200	5,408	5,624	5,849	6,083	6,327	34,491
5. Efficiencies gained through the use of electronic workflow through the life of the case.	33,800	35,152	36,558	38,020	39,541	41,123	224,195
6. Reduction in traffic (couriers, attorneys, etc.) and face-to-face interaction with judicial and court staff -- resulting in increased efficiency due to less interruptions.	57,200	59,488	61,868	64,342	66,916	69,593	379,406
7. Reduced mailing envelope and postage costs.	38,458	39,996	41,596	43,260	44,990	46,790	255,090
<i>Tangible Benefits Subtotal:</i>	277,899	289,015	300,575	312,598	325,102	338,106	1,843,296
Cost Avoidance:							
<i>Cost Avoidance Subtotal:</i>							
Savings Total:	277,899	289,015	300,575	312,598	325,102	338,106	1,843,296

Oakland County -- EDMS Prototype
Return on Investment Analysis for full implementation

		<i>Cost Detail</i>					
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	965	122	117,730	
IT Hours - System Maintenance	Development Svcs			0	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	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure					0	

Oakland County -- EDMS Prototype
Return on Investment Analysis for full implementation

		<i>Cost Detail</i>					
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				0	0	
Project Staff Training	Training					0	
User Training	Training					0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- EDMS Prototype
Return on Investment Analysis for full implementation

Cost Description	Project Cost Category	Affects Cost Detail						Potential Cost Extensions						
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs	x						117,730						
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													
Term Emulation SFTW-Acquisition	Software													
Term Emulation SFTW-Maintenance	Software													
Server - Acquisition/Upgrade	Infrastructure													

Oakland County -- EDMS Prototype
Return on Investment Analysis for full implementation

Cost Description	Project Cost Category	Affects Cost <i>Cost Detail</i>						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												

Oakland County -- EDMS Prototype
Return on Investment Analysis for full implementation

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	117,730						117,730
IT Hours - System Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	117,730						117,730
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:	117,730						117,730

Oakland County -- EDMS Prototype
Return on Investment Analysis for full implementation

Assumptions

Date	Assumption Description
Court Staff	
22-Mar-05	Over the 6-year payback period an average of 10 judges would participate; the initial pilot would start with 2 judges and continue to increase over the 6 year period, with a projected average of 10 judges over the 6 year period.
22-Mar-05	The first two pilot dockets would be limited to civil filings; later dockets may include family division or other case types.
22-Mar-05	50% of pleadings, per docket, would be filed electronically
22-Mar-05	A lesser ROI would be realized at the beginning of the 6-year payback period and a greater ROI would occur at the end of the 6-year payback period.
22-Mar-05	The Case Flow and ADR Offices must be included in the electronic workflow
22-Mar-05	Average clerk wage (w/o fringe) is \$20/hr
22-Mar-05	All e-filing judges would adopt real-time docketing
22-Mar-05	12 Groups = 10 chambers, 1 Case Management Office (CMO) and 1 Court Admin Office
22-Mar-05	CMO notice postage = \$.32 Plus .05 per envelope.
22-Mar-05	Mailings limited to those sent by CMO.
22-Mar-05	Motion praecipe process must be included in automated workflow.
22-Mar-05	Initial Pilot will be two judges
22-Mar-05	These are very preliminary estimates and the only costs are derived from the feasibility phase. This ROI will be revised during this first phase.