

# Oakland County Department of Information Technology Project Scope and Approach

**Project**

**Name:** EFILING Requirements Study

**Project ID:** DB5351EF

<b>Leadership Group:</b> Courts		
<b>Department:</b> Circuit Court		<b>Division:</b> Civil/Criminal
<b>Project Sponsor:</b> Judge Michael Warren	<b>Date Requested:</b> 12-15-04	<b>PM Customer No.</b> 351
<b>Request Type:</b> <i>New development</i>		
<b>IT Team Name:</b> Courts		<b>IT Team No:</b> B
<b>Project Manager/Leader:</b> Rick Perry		<b>Account No:</b> 13000
<b>Grant Funded</b> No	<b>Mandate</b> No	<b>Mandate Source:</b>

## **Project Goal**

To develop a feasibility study, requirements document, a Request for Proposal, and comprehensive project plan for the Clerk’s office and the Circuit Court to establish a comprehensive Electronic Document Management System (EDMS) so that the Circuit Court will have the ability to administer justice with greater levels of efficiency, accessibility and productivity, by December 2005.

The 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**

Develop the plan for the court to develop the EDMS system.

**Oakland County  
Department of Information Technology  
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**Major Deliverables:**

- A. Feasibility Study
- B. Requirements Document.
- C. Request for Proposal.
- D. Project Plan with Scope and Approach and ROI.

**Approach** Follow standard project planning methodology.

**Benefits**

***Return on***

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

**Impact**

<b>Number of Users</b>	300+
<b>Divisions</b>	Circuit Court, Clerk's Office
<b>Leadership Groups</b>	Courts

**Risk**

**Business Environment** **Medium to high** -- project will require change to existing business processes.

**Technical Environment** **Medium to high** -- previously implemented technologies with new aspects and/or 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:

<b><u>Role:</u></b>	<b><u>Name</u></b>	<b><u>Hours per day</u></b>
Project Sponsor:	Judge Michael Warren	.75
Project Director:	Libby Smith	1.5
Project Manager:	Rick Perry	TBD
Data Base Administrator:	TBD	
Source System Expert:	TBD	
Business Analyst:	TBD	
Programmer Analyst:	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**

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s):</b> 1 EFILING Requirements Study	
<b>Total Estimated Systems Development</b>	<b>Hours: 630 Cost: \$76,860</b>
<b>Total Estimated DISC</b>	<b>Hours: 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 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>	
<b>Approved:</b> Yes No	<b>Date:</b>
<b>Reason:</b>	
<b>Project Sponsor Approval:</b>	
<b>Title:</b>	<b>Date:</b>

**Project Summary**

<b>Authorized Development (see above)</b>	<b>Hours: 630 Cost: \$76,860</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours: TBD Cost: TBD</b>
<b>Grand Total Estimated Development</b>	<b>Hours: Cost:</b>

# Oakland County Department of Information Technology Project Scope and Approach

**Project**

**Name:** EFILING Requirements Study

**Project ID:** DB5351EF

**PROJECT COMPLETION AUTHORIZATION**

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

CIRCUIT COURT PRELIMINARY ROI FOR EDMS PROJECT

### Efiling Requirements Study - Size Estimate (-10% to +50%)

Type	ID	Task Name	Guideline %	Estimated Hours	Estimated Cost
Phase	000000	PROJECT MANAGEMENT		126	\$15,372.00
Phase	040000	FESABILITY STUDY		120	\$14,640.00
Phase	050000	REQUIRMENTS DOCUMENT		210	\$25,620.00
Phase	060000	REQUEST FOR PROPOSAL		120	\$14,639.99
Phase	070000	DEVELOP PROJECT PLAN		54	\$6,588.00
				630	\$76,859.98

**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
<b>Benefits/Savings:</b>							
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
<b>Costs:</b>							
Development Services Subtotal:	76,860	0	0	0	0	0	76,860
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	277,899	289,015	300,575	312,598	325,102	338,106	1,843,296
Annual Total Costs	76,860	0	0	0	0	0	76,860
Annual Return on Investment	201,039	289,015	300,575	312,598	325,102	338,106	1,766,436
Annual Costs/Savings Ratio	27.66%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	277,899	566,914	867,489	1,180,087	1,505,190	1,843,296	1,843,296
Cumulative Total Costs	76,860	76,860	76,860	76,860	76,860	76,860	76,860
Cumulative Return on Investment	201,039	490,054	790,629	1,103,227	1,428,330	1,766,436	1,766,436
Cumulative Cost/Savings Ratio	27.66%	13.56%	8.86%	6.51%	5.11%	4.17%	4.17%
Year Positive Payback Achieved	Year 1						Year 1
State or Federal Mandate?							
<b>Signatures:</b>							
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 Requirements Study**  
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
<b>Clerk's office</b>						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	
<b>Judges, judicial staff, and court staff</b>						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 Requirements Study**  
Return on Investment Analysis

*Savings Detail*

<b>Benefit/Savings Description</b>	<b>Project Savings Category</b>	<b>Budget Category/Funding Source</b>	<b>Unit Desc</b>	<b>Units</b>	<b>Rate per Unit</b>	<b>Total Savings</b>	<b>Annual Multiplier</b>
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 Requirments Study**  
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
<b>Clerk's office</b>													
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
<b>Judges, judicial staff, and court staff</b>													
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 Requirements Study**  
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
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 Requirements Study**  
Return on Investment Analysis

*Savings Summary*

<b>Benefit/Savings Description</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>	<b>Total</b>
<b>Tangible Benefit:</b>							
<b>Clerk's office</b>							
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
<b>Judges, judicial staff, and court staff</b>							
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>	<b>277,899</b>	<b>289,015</b>	<b>300,575</b>	<b>312,598</b>	<b>325,102</b>	<b>338,106</b>	<b>1,843,296</b>
<b>Cost Avoidance:</b>							
<i>Cost Avoidance Subtotal:</i>							
<b>Savings Total:</b>	<b>277,899</b>	<b>289,015</b>	<b>300,575</b>	<b>312,598</b>	<b>325,102</b>	<b>338,106</b>	<b>1,843,296</b>

## Oakland County -- EDMS Requirements Study

## 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	630	122	76,860	
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	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure					0	

## Oakland County -- EDMS Requirements Study

As Of: March 22, 2005

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
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	

**Oakland County -- EDMS Requirements Study**  
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						76,860						
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 Requirements Study**  
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
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 Requirments Study**  
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	76,860						76,860
IT Hours - System Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	<b>76,860</b>						<b>76,860</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>							
<i>Training Subtotal:</i>							
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>76,860</b>						<b>76,860</b>

**Oakland County -- EDMS Requirements Study**  
Return on Investment Analysis

*Assumptions*

Date	Assumption Description
<b>Court Staff</b>	
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	<b>These are very preliminary estimates and the only costs are derived from the feasibility phase. This ROI will be revised during this first phase.</b>