

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

Project Name: Judicial Scheduling Screen

Project ID: DB5351SS

Leadership Group: Courts			
Department: Circuit Court		Division: Civil/Criminal & Family Division	
Project Sponsor: Libby Smith	Date Requested:	PM Customer No.	
<i>Request Type:</i> Enhancement/New Development			
IT Team Name: Courts		IT Team No: B	
Project Manager/Leader: Shiva Bachu			
Account Number: 95189	Account Description: Circuit Court System	Customer Name:	Circuit Court
Grant Funded? No	Mandate? No, support of a mandate Mandate Source: AO 2003-7, LAO 2004-06		

Project Goal

To provide the Circuit Court with the ability to more efficiently schedule court dates within its case management system so that it reduces the data redundancy of docket entries, by February 2006.

Business Objective

Currently staff from multiple offices are required to enter the same data in as many as three different screens, often times requiring them to close out and view data in a fourth or fifth screen and return to a data entry screen to complete a case event scheduling for one event date. The requested enhancement is intended to increase staff productivity by eliminating redundant data entry and allowing users to utilize multiple windows in order to access commonly used mainframe screens (see attached example). It is likely that the enhancements will improve the timeliness of real-time entry of court dates and information, thereby reducing duplicate data entries by the Case Management Office and judicial staff and eliminate duplicate data entries by the County Clerk's Office.

Major Deliverables

Enhance the JCST data entry screen to include fields currently unique to the JCSTC screen. To include the ability for staff to toggle between the JCST screen and JCCD, JCDE, and JCCM keeping the data as entered in JCST until screen information completed.

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Judicial Scheduling Screen

Project ID: DB5351SS

Sample Screen:

CASE NUMBER <u>YYYY XXXXXX SS</u> (Auto Info) _____ V. (Auto Info) _____	JCDE SCREEN FUTURE DATES (Auto Info)
APPEARANCE DATE <u>MMDDYYYY</u> OR <u>TO</u> (TEXT) _____ APPEARANCE TIME _____ (use current format) APPEARANCE TYPE <u> </u> JUDGE _____ NOTICE YES <u>(default)</u> NO _____ ADJOURNMENT: CODE _____ FROM DATE <u>MMDDYYYY</u> REASON: _____ BY STIP & ORDER _____ BY NOTICE _____ ALL PARTIES MUST APPEAR _____ (CREATE OWN FREE FORM TEXT) _____ NOTICE YES <u>(default)</u> NO _____ <u>(toggle)</u> JCCD <u>(toggle)</u> JCCM (toggle so that case # & case name visible on screens until changed)	

Approach

- Follow standard Project Management Office Model
- Analyze the existing programs
- Design the System
- Modify existing programs and test them
- Implement the programs and support them

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

Project Name: Judicial Scheduling Screen

Project ID: DB5351SS

Benefits

Return on

Investment (ROI) Significant reduction of staff time required for redundant processing of court dates and verification of case information.

Reduction: Weekly approximately 3,696 duplicate docket entries will be eliminated with the implementation of the Judicial Scheduling Screen.

ITEM	USERS	CURRENT NUMBER OF ENTRIES	TIME PER SCREEN	TIME PER WEEK	WEEKLY GOAL	TIME PER SCREEN	TIME PER WEEK	WEEKLY TIME SAVINGS
Docket Entries:								
JCST Screen	8 Judicial Clerks, 5 Case Management Office Clerks	1774 per week	30 seconds each	15 hrs	0 per week		0 hrs	15 hrs
JCSTC Screen	8 Judicial Clerks, 5 Case Management Office Clerks	148 per week	30 seconds each	1 hr	0 per week		0 hrs	1 hr
JCCM Screen (for court dates)	8 Judicial Clerks, 2 Clerk's Office	1774 per week	30 seconds each	15 hrs	0 per week		0 hrs	15 hrs
JCCD Screen	2 Clerks Office, 5 Case Management Office Clerks	3,548 per week	30 seconds each	30 hrs	1774 per week	30 seconds each	15 hrs	15 hrs
JCDE Screen	2 Clerks Office, 5 Case Management Office Clerks	500 per week	30 seconds each	4 hrs	500 per week	15 seconds each	2 hrs	2 hrs
New JCST Screen	8 Judicial Clerks, 5 Case Management Office Clerks				1774 per week	45 seconds each	22 hrs	-22 hrs
TOTALS PER WEEK		7,744 entries		65 hrs	4,048 entries		39 hrs	26 hrs

***Revenue/
Cost Recovery***

Labor savings will be experienced by Case Management Office staff, judicial staff and Clerk's Office staff. Reduction in the duplication of docket entries lessens the opportunity for liability due to human error.

Intangible

1. More efficient use of staff time
2. Improved service to the customer
3. Less likelihood for human error

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

Project Name: Judicial Scheduling Screen

Project ID: DB5351SS

Improved Service By enhancing the data entry screen, to be shared by all court staff, it is more likely that entries will be made timely and accurately. Parties should receive court date information quicker and without conflicting dates.

Product/Service

Accuracy By eliminating the redundancy of docket entries there is less room for error and incorrect notices being sent.

Product/Service

Productivity

Impact

Number of Users

- Circuit Court Case Management Office staff
- Circuit Court judicial staff
- County Clerk's Office staff
- Litigants
- Attorneys
- General Public

Divisions

Circuit Court: Civil/Criminal Division & Family Division
Probate Court: Family Division
Clerk/Register

Leadership Groups Courts

Risk

Business Environment Low – little or no impact to existing business processes

Technical Environment Medium – previously implemented technologies with new aspects and/or new requirements

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

Project Name: Judicial Scheduling Screen

Project ID: DB5351SS

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:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Libby Smith	TBD
Project Manager:	Shiva Bachu	TBD
Data Base Administrator:		
Source System Expert:		
Business Analyst:		
Programmer/Analyst:		

Facilities

-
-

Technical

-
-

Funding IT

-
-

Other

-

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

Project Name: Judicial Scheduling Screen

Project ID: DB5351SS

-

Priority

Constraints

-
-

Exclusions

-
-

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

Project Name: Judicial Scheduling Screen

Project ID: DB5351SS

PROJECT PHASE AUTHORIZATION

Phase(s): ALL		
Total Estimated Application Services	Hours: 195	Cost: \$23,790.00
Total Estimated Technical Systems	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 Resource Manager Approval:		Date:
IT Management Approval:		
Approved: Yes No		Date:
Reason:		
Project Sponsor Approval:		
Title:		Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 195	Cost: \$23,790
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 195	Cost: \$23,790

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

Project Name: Judicial Scheduling Screen

Project ID: DB5351SS

PROJECT COMPLETION AUTHORIZATION

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

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Judicial Scheduling Screen

Project ID: DB5351SS

The screenshot shows the Niku Workbench application window titled "Judicial Scheduling Screen - Size Estimates - Phase Level". The main area displays a table with the following data:

Type	ID	Task Name	Hours	Estimate	Estimate	Estimate
Phase	000000	PROJECT MANAGEMENT	39	\$4,758.00		
Phase	010000	TECHNICAL DESIGN	12	\$1,464.00		
Phase	020000-0	PROGRAMMING	120	\$14,640.00		
Phase	030000	IMPLEMENTATION	12	\$1,464.00		
Phase	040000	POST IMPLEMENTATION SUPPORT	12	\$1,464.00		
			195	\$23,790.00		

The left sidebar contains a "Favorites" section with "Size Estimates" selected, and a list of reporting options including Master Planning, Customer Reporting, Status Reporting, Closed Project, Variance Reporting, Scope Change, Mini Project Approval, Project Renegotiation, Enhancement Budget, Assurance & Compliance, Weekly Analysis, Weekly Tracking, Project Approval Packet, and Annual ReEngineering.

The taskbar at the bottom shows the Start button and several open applications: Niku :: Project Overvi..., EXTRA! Personal Client, EXTRA! Personal Client, Inbox - Microsoft Out..., JCC, and Niku Workbench - [...]. The system clock shows 12:51 PM.

Oakland County -- Judicial Scheduling Screen
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:	42,390	43,238	44,103	44,985	45,884	46,802	267,402
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	23,790	0	0	0	0	0	23,790
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:	170	108	110	112	114	117	731
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	42,390	43,238	44,103	44,985	45,884	46,802	267,402
Annual Total Costs	23,960	108	110	112	114	117	24,521
Annual Return on Investment	18,430	43,130	43,993	44,873	45,770	46,685	242,881
Annual Costs/Savings Ratio	56.52%	0.25%	0.25%	0.25%	0.25%	0.25%	
Project Cumulative Statistics:							
Cumulative Total Savings	42,390	85,628	129,731	174,716	220,600	267,402	267,402
Cumulative Total Costs	23,960	24,068	24,178	24,290	24,404	24,521	24,521
Cumulative Return on Investment	18,430	61,560	105,553	150,426	196,196	242,881	242,881
Cumulative Cost/Savings Ratio	56.52%	28.11%	18.64%	13.90%	11.06%	9.17%	9.17%
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: _____						

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			195	122	23,790	
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	

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	Circuit Court				0	
Training Judicial Clerks			ANN	4	26	106	1.020
Training Case Management Clerks			ANN	2	26	51	1.020
Training County Clerks			ANN	1	26	13	1.020
						0	
						0	

Oakland County -- Judicial Scheduling Screen

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						23,790						
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													

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												
Training Judicial Clerks		x	x	x	x	x	x	106	108	110	112	114	117
Training Case Management Clerks		x						51					
Training County Clerks		x						13					

Oakland County -- Judicial Scheduling Screen
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	23,790						23,790
IT Hours - System Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	23,790						23,790
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
Judicial Clerks	106	108	110	112	114	117	667
Case Management Clerks & County Clerks	64						64
<i>Training Subtotal:</i>	170	108	110	112	114	117	731
Other:							
<i>Other Subtotal:</i>							
Costs Total:	23,960	108	110	112	114	117	24,521

