

Oakland County Department of Information Technology Project Scope and Approach

Project Name: ADR - Replace Case Evaluation on Mainframe

Project ID: DB8312EV

Leadership Group: Courts			
Department: Circuit Court		Division: Court Business	
Project Sponsor: Kevin Oeffner	Date Requested: 5/08/08	PM Customer No. 312	
Request Type: <i>New Development</i>			
IT Team Name: Courts		IT Team No: B	
Project Manager/Leader: Mary Gaisert			
Account Number: 95189	Account Description: Circuit Court Systems	Customer Name:	Circuit Court
Grant Funded? No	Mandate? No	Mandate Source:	

Project Goal

To replace Case Evaluation mainframe system so that department staff can achieve higher efficiency and accuracy.

Business Objective

Eliminate time spent by staff entering repetitive data in Mainframe as well as improve service to customers and enhance reporting ability.

Major Deliverables

Application

- 1) Replace existing Case Evaluation Mainframe system
- 2) Add function to forward History
- 3) Add function to save Judgment Notice date and actual Judgment date
- 4) Add function to print notices at request and also batch process
- 5) Enhance existing fee waive function
- 6) Add ability to adjourn case evaluation hearings without date
- 7) Add ability to change the time on case
- 8) Enhance notices to more accurately reflect amounts owed
- 9) Pass docket and scheduling information back to mainframe CMS.

Reporting

- 10) Create new reports in application

Approach

Follow PMO standards and processes
Design System
Code and Test System

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Deploy to production

Benefits

Return on Investment (ROI) Analysis

Please see attached Return on Investment Analysis

Revenue/Cost Recovery

Intangible

Improved Service

- 1) Staff will be able to review the history of notices sent and money transactions
- 2) Staff will be able to print notices the next day instead of waiting for a once-a-week print job allowing parties to have a timely notice for their case evaluation event.
- 3) Staff will be able to waive fees on cases with multiple parties with a couple key strokes instead of 20 or more key strokes
- 4) Staff will be able to remove case evaluation dates from the docket enabling them to set other cases for that time. Cases without dates will be monitored for a new date or a disposition
- 5) Staff will be able to change the time a case is scheduled for evaluation eliminating the process of writing it in a book and other staff having to check the book for a possible new time while talking with parties.
- 6) Staff and the Treasurer's Office will not have to process refunds based on overpayment by parties.
- 7) Reports will be enhanced and new reports will be created.

Product/Service Accuracy

Product/Service Productivity

Impact

Number of Users – 9 users in Case Management Office

Divisions - Court Business

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Leadership Groups - Courts Justice Administration

Risk

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

Technical Environment Low – proven and previously implemented technologies.

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:	Kevin Oeffner	As needed
Business Representative	Diane Kratz	As needed

Facilities

-
-

Technical

- Data from the current mainframe VSAM files will be converted to the new SQL database.
- Netegrity sign on will be used for security.

Funding

- Information Technology
-

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Other

- The ADR web application will use the new .net framework that has been developed.
-

Priority

TBD

Constraints

-
-

Exclusions

-
-

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PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	Hours: 5,178	Cost: \$631,716
Total Estimated Technical Systems	Hours: 7	Cost: \$854
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 Management Approval:		
Approved: Yes No		Date:
Reason:		
Project Sponsor Approval:		
Title:		Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 5,185	Cost: \$632,570
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 5,185	Cost: \$632,570

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PROJECT COMPLETION AUTHORIZATION

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

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ADR - Replace Case Evaluation on Mainframe - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
3	000000	PROJECT MANAGEMENT	1,097	\$133,834.00	
Phase	000000-1	PROJECT PLANNING AND CONTROL			
Phase	010000	INITIAL SURVEY			
Phase	020000	FEASIBILITY STUDY			
Phase	030000	BUSINESS AREA REQUIREMENTS			
Phase	040000	BUSINESS SYSTEM DESIGN			
Phase	050000	TECHNICAL DESIGN	240	\$29,280.00	
Phase	060000-0	PROGRAMMING	3,348	\$408,456.00	
Phase	070000	IMPLEMENTATION	140	\$17,080.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	360	\$43,920.00	
			5,185	\$632,570.00	

DB8312EV - ADR - Replace Case Evaluation on Mainframe

3.1 - Provide an Enhanced Application Service Offering

- 3.1.1 - Increase application integration through web services
- 3.1.2 - Research and develop a Constituent Relationship Management (CRM) strategy
- 3.1.3 - Promote mobility and location integration in business applications
- 3.1.4 - Utilize ecommerce platform to offset costs and expand product offerings to customers
- 3.1.5 - Improve the quality, reliability and availability of all applications
- 3.1.6 - Increase the agility and responsiveness of business units by expanding customer analytics
- 3.1.7 - Leverage the County's Internet presence and portal as a branded consolidated point of access to all County information and services through a web browser
- 3.1.8 - Centralize identity and access management for all applications and content

3.2 - Enhance ability to provide effective and timely customer (County departments and CVTs) service

- 3.2.1 - Implement a centralized service center strategy to provide a single point of contact
- 3.2.2 - Implement the IT Infrastructure Library (ITIL) best practice framework for IT Service Management
- 3.2.3 - Define a service and support strategy that clearly identifies the IT service provided
- 3.2.4 - Provide a high-quality training program to empower employees through technology
- 3.2.5 - Develop a formalized customer communication plan
- 3.2.6 - Build IT Staff expertise through professional development
- 3.2.7 - Expand capacity through ongoing organizational review and selective outsourcing

3.3 - Implement a Standardized Infrastructure Strategy

- 3.3.1 - Deliver services using a shared technology infrastructure wherever possible
- 3.3.2 - Implement a Microsoft infrastructure strategy
- 3.3.3 - Implement a consolidated security strategy
- 3.3.4 - Establish a standard personal computing hardware and software product suite, SLA, and replacement schedule for all County personal computers
- 3.3.5 - Establish support cost model and SLA for all offerings outside 3.3.4
- 3.3.6 - Improve service availability through network design and management strategies
- 3.3.7 - Establish enhanced capacity planning and recovery management strategies

Oakland County ADR-Replace Case Evaluation on Mainframe

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:	3,774	3,925	4,082	4,246	4,414	4,592	25,033
Costs:							
Development Services Subtotal:	663,070	30,500	30,500	30,500	30,500	30,500	815,570
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	3,774	3,925	4,082	4,246	4,414	4,592	25,033
Annual Total Costs	663,070	30,500	30,500	30,500	30,500	30,500	815,570
Annual Return on Investment	(659,296)	(26,575)	(26,418)	(26,254)	(26,086)	(25,908)	(790,537)
Annual Costs/Savings Ratio	17569.42%	777.07%	747.18%	718.32%	690.98%	664.20%	
Project Cumulative Statistics:							
Cumulative Total Savings	3,774	7,699	11,781	16,027	20,441	25,033	25,033
Cumulative Total Costs	663,070	693,570	724,070	754,570	785,070	815,570	815,570
Cumulative Return on Investment	(659,296)	(685,871)	(712,289)	(738,543)	(764,629)	(790,537)	(790,537)
Cumulative Cost/Savings Ratio	17569.42%	9008.57%	6146.08%	4708.12%	3840.66%	3257.98%	3257.98%
Year Positive Payback Achieved							NO PAYBACK
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: _____						

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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
1/2 hour per week spent by level 8 staff inputting duplicate information	Cost Avoidance	x	x	x	x	x	x	238.00	247.52	257.42	267.72	278.43	289.56
Developing new Access database to replace obsolete one													
2 hours per week spent by level 8 staff removing fees one at a time	Cost Avoidance	x	x	x	x	x	x	3,536.00	3,677.44	3,824.54	3,977.52	4,136.62	4,302.08
Intangible Savings:													
Ability of users to develop comprehensive ad h oc reports as needed/mandated													
Eliminating one Access database from the network													

Oakland County ADR-Replace Case Evaluation on Mainframe

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	5,185	122	632,570	
IT Hours - System Maintenance	Development Svcs					0	
IT Hours - Customer Support	Development Svcs		hr	250	122	30,500	
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	

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Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure					0	
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	

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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						632,570.00						
IT Hours - System Maintenance	Development Svcs													
IT Hours - Customer Support	Development Svcs	x	x	x	x	x	x	30,500.00	30,500.00	30,500.00	30,500.00	30,500.00	30,500.00	
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													

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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
Term Emulation SFTW-Maintenance	Software												
Server - Acquisition/Upgrade	Infrastructure												
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												

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Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	632,570						632,570
IT Hours - System Maintenance							
IT Hours - Customer Support	30,500	30,500	30,500	30,500	30,500	30,500	183,000
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	663,070	30,500	30,500	30,500	30,500	30,500	815,570
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:	663,070	30,500	30,500	30,500	30,500	30,500	815,570

