

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

Project Name: Court Explorer Enhancements

Project ID: DB8212CE

Leadership Group: Court Criminal Justice			
Department: County Clerk		Division: Legal	
Project Sponsor: Connie Spak	Date Requested:	PM Customer No. 212	
Request Type: <i>New Development</i>			
IT Team Name: Courts		IT Team No: B	
Project Manager/Leader: Rick Perry			
Account Number: 72500	Account Description: Clerk-Admin	Customer Name:	Clerk-Admin
Grant Funded? No	Mandate? No	Mandate Source:	

Project Goal

To increase the functionality of the Court Explorer fulfillment process and the OakDocs application so that greater efficiency in the Clerk's Office will better serve the Oakland County citizens, governmental agencies and non local customers.

Business Objective

To allow more efficient processing of requests for electronic documents:

1. Reduce time spent accessing, saving and transmitting individual documents by enhancing the repository to allow multiple documents in the same file to be processed simultaneously with enhanced identification for customers and agencies.
2. Provide direct link/access to Court Explorer, password protected, for governmental agencies that typically request and receive paper copies of documents at no charge. This functionality would reduce or potentially eliminate our copy and postage fees for files that are traditionally sent to these agencies.
3. Develop an account system for large users that would allow orders to be submitted and fulfilled with associated charges invoiced to the user on a monthly (rather than credit card payment with each order) basis.

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Major Deliverables

Modified application code to meet the requirements

Approach

Follow PMO standards and processes

Design System Changes

Code Changes

Test changes

Deploy to production

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users 50 staff plus general public

Divisions county clerk

Leadership Groups Court Justice Administration

Risk

Business Environment Low - Little or no impact to existing business process.

Technical Environment Low - Proven or previously implemented technologies.

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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	Connie Spak	As needed

Facilities

- Courts team work area
-

Technical

- .net and web framework
-

Funding

- Information Technology
-

Other

-
-

Priority

Constraints

-
-

Exclusions

-
-

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PROJECT PHASE AUTHORIZATION

Phase(s):		
Total Estimated Application Services	Hours: 282	Cost: \$34,404.00
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 Management Approval:		
Approved: Yes No		Date:
Reason:		
Project Sponsor Approval:		
Title:		Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 282	Cost: \$34,404.00
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 282	Cost: \$34,404.00

Oakland County Department of Information Technology Project Scope and Approach

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PROJECT COMPLETION AUTHORIZATION

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

Open Workbench - [Court Explorer Enhancements - Size Estimates - Phase Level]

File Edit View Tools Window Help

[All Resources]

Type	ID	Task Name	Estimate Hours	Estimate Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	95	\$11,590.00	
Phase	030000	BUSINESS AREA REQUIREMENTS			
Phase	040000	BUSINESS SYSTEM DESIGN	10	\$1,220.00	
Phase	050000	TECHNICAL DESIGN			
Phase	060000	PROGRAMMING	135	\$16,470.00	
Phase	070000	IMPLEMENTATION	22	\$2,684.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	20	\$2,440.00	
			282	\$34,404.00	

For Help, press F1

DB8212CE - Court Explorer Enhancements

3.1 - Provide an Enhanced Application Service Offering

- | | |
|--|--|
| 3.1.1 - Increase application integration through web services <input type="checkbox"/> | 3.1.5 - Improve the quality, reliability and availability of all applications <input type="checkbox"/> |
| 3.1.2 - Research and develop a Constituent Relationship Management (CRM) strategy <input type="checkbox"/> | 3.1.6 - Increase the agility and responsiveness of business units by expanding customer analytics <input type="checkbox"/> |
| 3.1.3 - Promote mobility and location integration in business applications <input type="checkbox"/> | 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 <input type="checkbox"/> |
| 3.1.4 - Utilize ecommerce platform to offset costs and expand product offerings to customers <input checked="" type="checkbox"/> | 3.1.8 - Centralize identity and access management for all applications and content <input checked="" type="checkbox"/> |

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 <input type="checkbox"/> | 3.2.4 - Provide a high-quality training program to empower employees through technology <input type="checkbox"/> |
| 3.2.2 - Implement the IT Infrastructure Library (ITIL) best practice framework for IT Service Management <input type="checkbox"/> | 3.2.5 - Develop a formalized customer communication plan <input type="checkbox"/> |
| 3.2.3 - Define a service and support strategy that clearly identifies the IT service provided <input type="checkbox"/> | 3.2.6 - Build IT Staff expertise through professional development <input type="checkbox"/> |
| | 3.2.7 - Expand capacity through ongoing organizational review and selective outsourcing <input type="checkbox"/> |

3.3 - Implement a Standardized Infrastructure Strategy

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

Oakland County --
Court Explorer Enhancements
 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:	2,400	2,448	2,497	2,547	2,598	2,650	15,139
Cost Avoidance Subtotal:	8,112	8,274	8,440	8,609	8,781	8,956	51,171
Costs:							
Development Services Subtotal:	37,820	1,708	854	427	214	107	41,129
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	10,512	10,722	10,937	11,155	11,379	11,606	66,311
Annual Total Costs	37,820	1,708	854	427	214	107	41,129
Annual Return on Investment	(27,308)	9,014	10,083	10,728	11,165	11,499	25,182
Annual Costs/Savings Ratio	359.78%	15.93%	7.81%	3.83%	1.88%	0.92%	
Project Cumulative Statistics:							
Cumulative Total Savings	10,512	21,234	32,171	43,326	54,705	66,311	66,311
Cumulative Total Costs	37,820	39,528	40,382	40,809	41,023	41,129	41,129
Cumulative Return on Investment	(27,308)	(18,294)	(8,211)	2,517	13,682	25,182	25,182
Cumulative Cost/Savings Ratio	359.78%	186.15%	125.52%	94.19%	74.99%	62.02%	62.02%
Year Positive Payback Achieved				Year 4			Year 4
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 --
Court Explorer Enhancements**
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
Save Clerk staff time by not having to ready court files to sent to other agencies.	Cost Avoidance		ANN	208	26	5,408	1.020
Save postage and copy paper not having to copy and mail court docuemnts to other agencies and courts.	Tangible Benefit		ANN	48	50	2,400	1.020
Save Clerk staff time by allowing multiple documents to be saved and named properly at once. Savings to be redirected within the office.	Cost Avoidance		ANN	104	26	2,704	1.020
						0	
						0	
						0	
						0	
=						0	
			ANN	0	0	0	1.020
					0	0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

**Oakland County --
Court Explorer Enhancements**
Return on Investment Analysis

Benefit/Savings Description	Project Savings Category	Savings Detail						Potential Savings Extensions					
		Affects Project ROI?						Y1	Y2	Y3	Y4	Y5	Y6
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Save Clerk staff time by not having to ready court files to sent to other agencies.	Cost Avoidance	x	x	x	x	x	x	5,408.00	5,516.16	5,626.48	5,739.01	5,853.79	5,970.87
Save postage and copy paper not having to copy and mail court docuemnts to other agencies and courts.	Tangible Benefit	x	x	x	x	x	x	2,400.00	2,448.00	2,496.96	2,546.90	2,597.84	2,649.79
Save Clerk staff time by allowing multiple documents to be saved and named properly at once. Savings to be redirected within the office.	Cost Avoidance	x	x	x	x	x	x	2,704.00	2,758.08	2,813.24	2,869.51	2,926.90	2,985.43
=													
		x	x	x	x	x	x	0.00	0.00	0.00	0.00	0.00	0.00

Oakland County --
Court Explorer Enhancements
 Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Save postage and copy paper not having to copy and mail court docuemnts to other agencies and courts.	2,400	2,448	2,497	2,547	2,598	2,650	15,139
<i>Tangible Benefits Subtotal:</i>	2,400	2,448	2,497	2,547	2,598	2,650	15,139
Cost Avoidance:							
Save Clerk staff time by not having to ready court files to sent to other agencies.	5,408	5,516	5,626	5,739	5,854	5,971	34,114
Save Clerk staff time by allowing multiple documents to be saved and named properly at once. Savings to be redirected within the office.	2,704	2,758	2,813	2,870	2,927	2,985	17,057
<i>Cost Avoidance Subtotal:</i>	8,112	8,274	8,440	8,609	8,781	8,956	51,171
Savings Total:	10,512	10,722	10,937	11,155	11,379	11,606	66,311

Oakland County --
Court Explorer Enhancements
 Return on Investment Analysis

Cost Description	Project Cost Category	Cost Detail		Rate per Unit	Total Cost	Annual Multiplier	
		Budget Category/Funding Source	Unit Desc				
IT Hours - New Development	Development Svcs			34,404	1	34,404	1.000
IT Hours - System Maintenance	Development Svcs			28	122	3,416	0.500
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	

Oakland County --
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 Return on Investment Analysis

Cost Description	Project Cost Category	Cost Detail			Rate per Unit	Total Cost	Annual Multiplier
		Budget Category/Funding Source	Unit Desc	Units			
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	

Oakland County --
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 Return on Investment Analysis

Cost Description	Project Cost Category	Affects Project Cost Rep?						Potential Cost Extensions						
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs	x						34,404.00						
IT Hours - System Maintenance	Development Svcs	x	x	x	x	x	x	3,416.00	1,708.00	854.00	427.00	213.50	106.75	
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													

**Oakland County --
Court Explorer Enhancements**
Return on Investment Analysis

Cost Description	Project Cost Category	Affects Project ROP?						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												

Oakland County --
Court Explorer Enhancements
 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	34,404						34,404
IT Hours - System Maintenance	3,416	1,708	854	427	214	107	6,725
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	37,820	1,708	854	427	214	107	41,129
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:	37,820	1,708	854	427	214	107	41,129

