

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

**Project Name: Efiling Enhancements New Cases**

**Project ID: DB8212EE**

<b>Leadership Group: Courts</b>			
<b>Department: Circuit Court/Clerks</b>		<b>Division: Criminal and Civil</b>	
<b>Project Sponsor: Connie Spak John Cooperrider</b>	<b>Date Requested: 9/18/2007</b>	<b>PM Customer No. 212</b>	
<i>Request Type:</i>	New Development		
<b>IT Team Name: Courts</b>		<b>IT Team No: B</b>	
<b>Project Manager/Leader: Mary Gaissert</b>			
<b>Account Number:</b> 72500	<b>Account Description:</b> Clerk – Admin	<b>Customer Name:</b> CLERK - ADMIN	
<b>Grant Funded?</b>	No	<b>Mandate?</b>	No
		<b>Mandate Source:</b>	

**Project Goal**

To enhance the Case Management System (CMS) and eFiling application to automatically transmit new cases to WIZNET so that the efficiency of the court process is increased and the public has better access to court information.

**Business Objective**

To add a feature to the WIZNET interface allowing new cases mandated for eFiling to be added to WIZNET real-time.

**Major Deliverables**

New case information is sent to WIZNET via a Web Service when the eFiling flag on CMS is set to a Y. New case information consists of the case number, plaintiff and defendant names, and judge name.  
New report that lists eFiled cases added to CMS.

**Approach**

- Follow PMO standards and processes
- Design System Changes
- Code and Test Changes
- Deploy to production

**Benefits**

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

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**Impact**

**Number of Users**                      200 internal and potentially 3000 lawyers

**Divisions**                              Clerk and Circuit Court

**Leadership Groups**                  Courts / Justice Administration

**Risk**

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

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

**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:

<b><u>Role:</u></b>	<b><u>Name</u></b>	<b><u>Hours per Day</u></b>
Project Sponsor:	Connie Spak / John Cooperrider	As needed

**Facilities**

- User site locations – for meetings and system deployment.

**Technical**

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

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**Funding**

Information Technology

**Other**

- 
- 

**Priority**

TBD

**Constraints**

- Changes to case type, judge, etc., will continue to be handled manually.
- 

**Exclusions**

- 
-

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s): All</b>	
<b>Total Estimated Application Services</b>	<b>Hours: 443 Cost: \$54,046</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 7 Cost: 0</b>
<b>Total Estimated eGovernment Services</b>	<b>Hours: Cost:</b>
<b>Total Estimated CLEMIS</b>	<b>Hours: Cost:</b>
<b>Total Estimated Internal Services</b>	<b>Hours: Cost:</b>
<b>IT Application Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Technical Systems Division Manager Approval:</b>	<b>Date:</b>
<b>IT eGovernment Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT CLEMIS Division Manager Approval:</b>	<b>Date:</b>
<b>IT Internal Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Management Approval:</b>	
Approved:            Yes            No	Date:
Reason:	
<b>Project Sponsor Approval:</b>	
Title:	Date:

**PROJECT SUMMARY**

<b>Authorized Development (see above)</b>	<b>Hours: 450 Cost: \$54,046</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours: Cost:</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 450 Cost: \$54,046</b>

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**PROJECT COMPLETION AUTHORIZATION**

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

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**Efiling Enhancements New Cases - Size Estimate (+/- 10% to 50%)**

Type	ID	Task Name	Estimated Hours	Estimated Cost
3	000000	PROJECT MANAGEMENT	100	\$12,200.00
Phase	030000	BUSINESS AREA REQUIREMENTS		
Phase	040000	BUSINESS SYSTEM DESIGN	15	\$1,830.00
Phase	050000	TECHNICAL DESIGN	25	\$3,050.00
Phase	060000	PROGRAMMING	245	\$29,036.00
Phase	070000	IMPLEMENTATION	25	\$3,050.00
Phase	080000	POST IMPLEMENTATION SUPPORT	40	\$4,879.99
			450	\$54,045.98

## DB8212EE - Efiling Enhancements New Cases

### 3.1 - Provide an Enhanced Application Service Offering

- |   |  |
|---|--|
| 3.1.1 - Increase application integration through web services <input checked="" type="checkbox"/>                     | 3.1.5 - Improve the quality, reliability and availability of all applications <input checked="" 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 checked="" 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 type="checkbox"/> | 3.1.8 - Centralize identity and access management for all applications and content <input 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 -- Efilng Enhancement New Cases**

Return on Investment Analysis

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:							0
Cost Avoidance Subtotal:	2,340	2,808	3,370	4,044	4,852	5,823	23,236
<b>Costs:</b>							
Development Services Subtotal:	57,584	2,684	2,684	2,684	2,684	2,684	71,004
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	2,340	2,808	3,370	4,044	4,852	5,823	23,236
Annual Total Costs	57,584	2,684	2,684	2,684	2,684	2,684	71,004
Annual Return on Investment	(55,244)	124	686	1,360	2,168	3,139	(47,768)
Annual Costs/Savings Ratio	2460.85%	95.58%	79.65%	66.38%	55.31%	46.10%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	2,340	5,148	8,518	12,561	17,413	23,236	23,236
Cumulative Total Costs	57,584	60,268	62,952	65,636	68,320	71,004	71,004
Cumulative Return on Investment	(55,244)	(55,120)	(54,434)	(53,075)	(50,907)	(47,768)	(47,768)
Cumulative Cost/Savings Ratio	2460.85%	1170.71%	739.08%	522.53%	392.34%	305.58%	305.58%
Year Positive Payback Achieved							NO PAYBACK
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 -- Efiling Enhancement New Cases

## 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	450	122	54,900	
IT Hours - System Maintenance	Development Svcs				122	0	
IT Hours - Customer Support	Development Svcs			22	122	2,684	
IT Hours - Planned 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	

**Oakland County -- Efiling Enhancement New Cases**  
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
Business Objects Access	Software					0	
Term Emulation SFTW-Acquisition	Software					0	
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	
						0	
						0	
						0	
						0	
						0	

## Oakland County -- Efiling Enhancement New Cases

## 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						54,900						
IT Hours - System Maintenance	Development Svcs													
IT Hours - Customer Support	Development Svcs	x	x	x	x	x	x	2,684	2,684	2,684	2,684	2,684	2,684	2,684
IT Hours - Planned 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													

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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
Business Objects Access	Software												
Term Emulation SFTW-Acquisition	Software												
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 -- Efiling Enhancement New Cases**

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	54,900						54,900
IT Hours - System Maintenance							
IT Hours - Customer Support	2,684	2,684	2,684	2,684	2,684	2,684	16,104
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	<b>57,584</b>	<b>2,684</b>	<b>2,684</b>	<b>2,684</b>	<b>2,684</b>	<b>2,684</b>	<b>71,004</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>57,584</b>	<b>2,684</b>	<b>2,684</b>	<b>2,684</b>	<b>2,684</b>	<b>2,684</b>	<b>71,004</b>

