

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

Project Name: Electronic Transfer of Notices

Project ID: DB8312ET

Leadership Group: Courts/Justice Administration			
Department: Circuit Court		Division: Civil/Criminal	
Project Sponsor: Kevin Oeffner	Date Requested: 4/15/2008	PM Customer No. 313	
Request Type: <i>New Development</i>			
IT Team Name: Courts		IT Team No: B	
Project Manager/Leader: Shiva Bachu			
Account Number: 95179	Account Description: CTS-GJ-General Support	Customer Name:	Circuit Court
Grant Funded? No	Mandate? No	Mandate Source:	

Project Goal

To further enhance the electronic transfer of documents, by modifying the manner in which certain notices and scheduling orders are produced, filed and served by allowing for an electronic version to be e-served so that expenditures for the Circuit Court are reduced.

Business Objective

To allow select computer generated orders and notices to be served electronically upon parties. For all cases where attorneys of parties have email address, notices/orders traditionally created in paper would be stored in electronic format and sent to the parties by email.

To transfer scheduling orders electronically into the court file, in order to avoid manual approval by the Clerk's Office.

Scheduling Orders and Appearances notices are considered to be served electronically. Case Evaluation Notices, Accept/Reject Notices and Case Eval Billing notices.

The electronic orders will prefix the Judge's signatures with '/s/', to comply with the Administrative Order regarding electronic filing.

Served information is stored in the database for the further review and retrieve the orders/notices.

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Major Deliverables

- Create an electronic copy of computer generated scheduling orders, show cause notices, appearance notices, adjournment notices, case evaluation notices, accept/reject notices and case eval billing notices.
- Create mechanism to print notices/orders as needed
- Create a batch process to place the electronic scheduling orders into the CMS/DMS
- Secured application to check the served notices/orders, and to retrieve if needed.

Approach

IT staff will work with Clerks Office, Circuit Court Administration and Case Management to identify appropriate orders and notices.

Follow PMO standards and processes

Design System

Code

Test

Deploy to production

Benefits

Return on Investment (ROI)

See Return on Investment (ROI) Analysis Document

Revenue/Cost Recovery

See Return on Investment (ROI) Analysis Document

Intangible

Improved Service

The creation of scheduling orders/notices electronically reduces the time to file these documents and the time to serve parties of law suits.

Product/Service Accuracy

The creation of these documents electronically reduces the number of times the users need to touch the documents, reduces the need for scanning and reduces the likelihood of entering incorrect information.

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Impact

Number of Users

- 13 Case Management Office Staff
- (2) Mail room personnel
- IT personnel responsible for printing and delivery of notices/orders
- 8 Clerk's Office staff

Divisions

- Circuit Court Civil/Criminal Division
- Central Services – Mail room
- IT
- Clerk's Office

Leadership Groups

- Courts/Justice Administration

Risk

Business Environment Medium – Project will require some changes to existing business process.

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

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Facilities

-
-

Technical

- .net framework
-

Funding

- Information Technology
-

Other

-
-

Priority

12

Constraints

-
-

Exclusions

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PROJECT PHASE AUTHORIZATION

Phase(s): ALL	
Total Estimated Application Services	Hours: 751 Cost: \$88,218
Total Estimated Technical Systems	Hours: 14 Cost: \$1,420
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 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: 765	Cost: \$89,638
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 765	Cost: \$89,638

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PROJECT COMPLETION AUTHORIZATION

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

Electronic Transfer of Notices - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	Project Management	163	\$19,589.98	
Phase	050000	TECHNICAL DESIGN	58	\$6,726.01	
Phase	060000	PROGRAMMING	501	\$58,286.06	
Phase	070000	IMPLEMENTATION	18	\$2,126.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	25	\$2,910.01	
			765	\$89,638.06	

Information Technology Strategic Plan Alignment

DB8312ET - Electronic Transfer of Notices

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 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 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 checked="" 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 -- Electronic Transfer of Notices

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:	8,946	9,214	9,491	9,776	10,069	10,371	57,866
Cost Avoidance Subtotal:	31,149	32,083	33,046	34,037	35,058	36,110	201,485
Costs:							
Development Services Subtotal:	98,910	4,636	2,318	1,159	580	290	107,892
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	40,095	41,298	42,537	43,813	45,127	46,481	259,351
Annual Total Costs	98,910	4,636	2,318	1,159	580	290	107,892
Annual Return on Investment	(58,815)	36,662	40,219	42,654	44,548	46,191	151,459
Annual Costs/Savings Ratio	246.69%	11.23%	5.45%	2.65%	1.28%	0.62%	
Project Cumulative Statistics:							
Cumulative Total Savings	40,095	81,393	123,930	167,743	212,870	259,351	259,351
Cumulative Total Costs	98,910	103,546	105,864	107,023	107,603	107,892	107,892
Cumulative Return on Investment	(58,815)	(22,153)	18,066	60,720	105,267	151,459	151,459
Cumulative Cost/Savings Ratio	246.69%	127.22%	85.42%	63.80%	50.55%	41.60%	41.60%
Year Positive Payback Achieved			Year 3				Year 3
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Project Sponsor	Date: _____						
Costs (including IT Resources) Reviewed By Information Technology Project Manager	Date: _____						

Oakland County -- Electronic Transfer of Notices

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 paper on scheduling orders & trial/hearing notices- approx 17,892	Tangible Benefit		ANN	17,892	0.01	179	1.030
reduce envelopes	Tangible Benefit		ANN	17,892	0.05	895	1.030
reduce postage necessary to serve	Tangible Benefit		ANN	17,892	0.44	7,872	1.030
eliminate staff time spent scanning documents to efile (Grade 8 plus benefits)	Cost Avoidance		HR	895	34.61	30,976	1.030
avoid Clerk's Office staff from having to review and index each scheduling order (Grade 8 plus benefits)	Cost Avoidance		ANN	5	34.61	173	1.030
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- Electronic Transfer of Notices

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
save paper on scheduling orders & trial/hearing notices- approx 17,892	Tangible Benefit	Y1	Y2	Y3	Y4	Y5	Y6	178.92	184.29	189.82	195.51	201.38	207.42
reduce envelopes	Tangible Benefit	Y1	Y2	Y3	Y4	Y5	Y6	894.60	921.44	949.08	977.55	1,006.88	1,037.09
reduce postage necessary to serve	Tangible Benefit	Y1	Y2	Y3	Y4	Y5	Y6	7,872.48	8,108.65	8,351.91	8,602.47	8,860.55	9,126.36
eliminate staff time spent scanning documents to efile (Grade 8 plus benefits)	Cost Avoidance	Y1	Y2	Y3	Y4	Y5	Y6	30,975.95	31,905.23	32,862.39	33,848.26	34,863.70	35,909.62
avoid Clerk's Office staff from having to review and index each scheduling order (Grade 8 plus benefits)	Cost Avoidance	Y1	Y2	Y3	Y4	Y5	Y6	173.05	178.24	183.59	189.10	194.77	200.61

Oakland County -- Electronic Transfer of Notices

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 paper on scheduling orders & trial/hearing notices- approx 17,892	178.92	184.29	189.82	195.51	201.38	207.42	1,157.34
reduce envelopes	894.60	921.44	949.08	977.55	1,006.88	1,037.09	5,786.64
reduce postage necessary to serve	7,872.48	8,108.65	8,351.91	8,602.47	8,860.55	9,126.36	50,922.42
<i>Tangible Benefits Subtotal:</i>	8,946	9,214	9,491	9,776	10,069	10,371	57,866
Cost Avoidance:							
eliminate staff time spent scanning documents to efile (Grade 8 plus benefits)	30,975.95	31,905.23	32,862.39	33,848.26	34,863.70	35,909.62	200,365
avoid Clerk's Office staff from having to review and index each scheduling order (Grade 8 plus benefits)	173.05	178.24	183.59	189.10	194.77	200.61	1,119
<i>Cost Avoidance Subtotal:</i>	31,149	32,083	33,046	34,037	35,058	36,110	201,485
Savings Total:	40,095	41,298	42,537	43,813	45,127	46,481	259,351

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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	Affects Project ROI?						
								Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs			1	89,638	89,638	1.000	X						
IT Hours - System Maintenance	Development Svcs			76	122	9,272	0.500	X	X	X	X	X	X	X
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								
Notebook - Acquisition	Hardware					0								
Notebook - Maintenance	Hardware					2,372								
Mini Notebook - Acquisition	Hardware					0								
Mini Notebook - Maintenance	Hardware					2,196								
Laserprinter 1 - Acquisition	Hardware					0								
Laserprinter 1 - Maintenance	Hardware					1,104								
Laserprinter 2 - Acquisition	Hardware					0								
Laserprinter 2 - Maintenance	Hardware					1,208								
Laserprinter 3 - Acquisition	Hardware					0								
Laserprinter 3 - Maintenance	Hardware					1,860								
Image Workstations - Acquisition	Hardware					0								
Image Workstations - Maintenance	Hardware					3,496								
Terminals - Acquisition	Hardware					0								
Terminals - Maintenance	Hardware					644								
PRTR w/TERM ID - Acquisition	Hardware					0								
PRTR w/TERM ID - Maintenance	Hardware					1,072								
PRTR w/o TERM ID - Acquisition	Hardware					0								
PRTR w/o TERM ID - Maintenance	Hardware					1,072								
PC Maintenance User Owned	Hardware					2,304								
Printer Maintenance User Owned	Hardware					1,072								
Package Software - Acquisition	Software					0								
Package Software - Maintenance	Software					0								
Server - Acquisition/Upgrade	Infrastructure					0								
Server - Maintenance	Infrastructure					0								
Server Sftwre - Acquisition/Upgrade	Infrastructure					0								
Server Sftwre - Maintenance	Infrastructure					0								
Internet Access	Infrastructure					180								
Project Staff Training	Training					0								
User Training	Training					0								

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Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	89,638.00					
IT Hours - System Maintenance	Development Svcs	9,272.00	4,636.00	2,318.00	1,159.00	579.50	289.75
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						
Server - Acquisition/Upgrade	Infrastructure						
Server - Maintenance	Infrastructure						
Server Sftwre - Acquisition/Upgrade	Infrastructure						
Server Sftwre - Maintenance	Infrastructure						
Internet Access	Infrastructure						
Project Staff Training	Training						
User Training	Training						

Oakland County -- Electronic Transfer of Notices
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	89,638						89,638
IT Hours - System Maintenance	9,272	4,636	2,318	1,159	580	290	18,254
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	98,910	4,636	2,318	1,159	580	290	107,892
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:	98,910	4,636	2,318	1,159	580	290	107,892

