

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Operational Improvements Phase 3

Project ID: DB63110I

Leadership Group: Courts			
Department: Circuit Court		Division: Judicial Admin	
Project Sponsor: Kevin Oeffner	Date Requested: 7/11/06	PM Customer No. 311	
Request Type: <i>Enhancement</i>			
IT Team Name: Courts		IT Team No: B	
Project Manager/Leader: Mary Gaissert			
Account Number: 95174	Account Description: CRTS – Judicial Admin - Admin	Customer Name: Courts	
Grant Funded? No		Mandate? No	Mandate Source:

Project Goal

To enhance the Justice Case Information System so that manual processes and dual entry are reduced and data consistency and reporting is improved.

Business Objective

Eliminate the need for time consuming manual processes, dual entry in the Mainframe and Access databases or Excel spreadsheets, improve the consistency of data across user platforms, and enhance the courts reporting ability. This can be accomplished by modifying the Mainframe screens to accommodate the improvements listed below. Reporting could be improved by modifying existing reports to reflect the enhancements made to data fields and creating several new.

Major Deliverables

- 1) Add address link
- 2) Add consolidated case indicator
- 3) Add Judge verification to the JCMO motion screen
- 4) Allow for actual prosecutor on case for Attorney General cases
- 5) Allow for printing of envelopes using mainframe data
- 6) Allow for the online viewing of Motion Call and Judicial Schedule

Approach

- Follow the Standard Project Management Office Model
- Develop and obtain approval of detailed Requirements Document
- Design, code, test and implement program changes
- Provide post implementation support

Benefits

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

Impact

Number of Users -25 users in CMO

Divisions – Circuit Court

Leadership Groups - Courts

Risk

Business Environment: Low – little or no impact 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 Analyst	Diane Kratz	As needed

Facilities

- Develop at IT SDS Division

Technical

- COBOL, VB6

Funding

- Information Technology

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Other

-

Priority

Constraints

-

Exclusions

-

**Oakland County
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PROJECT PHASE AUTHORIZATION

Phase(s): All	
Total Estimated Application Services	Hours: 1,670 Cost: \$203,740
Total Estimated Technical Systems	Hours: 10 Cost: 0
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: 1680	Cost: \$203,740
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 1680	Cost: \$203,740

**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:

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

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Operational Improvements Phase 3 - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost
3	000000	PROJECT MANAGEMENT	356	\$43,432.00
Phase	010000	ADDRESS LINK PHASE	330	\$39,040.00
Phase	020000	CONSOLIDATED CASE INDICATOR PHASE	225	\$27,450.00
Phase	030000	JUDGE VERIFICATION PHASE	48	\$5,856.00
Phase	050000	ACTUAL PROSECUTOR ON CASE PHASE	285	\$34,770.00
Phase	070000	PRINT ENVELOPE FROM MAINFRAME PHASE	166	\$20,252.00
Phase	080000	ONLINE VIEW OF MOTION CALL AND JUDICIAL SCH	270	\$32,940.00
			1,680	\$203,740.00

DB6311OI - Operational Improvements Phase 3

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 -- Operational Improvements Phase 3
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:	12,166	12,578	13,005	13,450	13,912	14,393	79,505
Cost Avoidance Subtotal:	112,716	117,181	121,825	126,654	131,677	136,901	746,954
Costs:							
Development Services Subtotal:	215,208	10,248	10,248	10,248	10,248	10,248	266,448
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	124,882	129,759	134,830	140,104	145,590	151,294	826,459
Annual Total Costs	215,208	10,248	10,248	10,248	10,248	10,248	266,448
Annual Return on Investment	(90,326)	119,511	124,582	129,856	135,342	141,046	560,011
Annual Costs/Savings Ratio	172.33%	7.90%	7.60%	7.31%	7.04%	6.77%	
Project Cumulative Statistics:							
Cumulative Total Savings	124,882	254,641	389,471	529,576	675,165	826,459	826,459
Cumulative Total Costs	215,208	225,456	235,704	245,952	256,200	266,448	266,448
Cumulative Return on Investment	(90,326)	29,185	153,767	283,624	418,965	560,011	560,011
Cumulative Cost/Savings Ratio	172.33%	88.54%	60.52%	46.44%	37.95%	32.24%	32.24%
Year Positive Payback Achieved		Year 2					Year 2
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 -- Operational Improvements Phase 3
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
Records Clk, from 10.5 hours/per wk, to 6.5 hrs	Tangible Benefit	Salaries	HR	208.00	30	6,240	1.040
Office Asst. II, 1 hr/per wk to 0	Tangible Benefit	Salaries	HR	52.00	26	1,359	1.040
Student, from 6hrs/per wk, to look up address	Tangible Benefit	Salaries	HR	312.00	9	2,680	1.040
Eliminate Typewriter rentals/costs, 4 out of 5	Cost Avoidance	Office Equipment	EA	4.00	200	800	
Fewer envelopes needed	Cost Avoidance	Office Supplies	ANN	2,500.00	0.05	125	
Fewer ribbons needed	Cost Avoidance	Office Supplies	ANN	8.00	20	160	
Returned Mail, County Mailroom system's job time	Tangible Benefit	Salaries	HR			0	1.040
Paying for Postage, the 1st time	Tangible Benefit	Postage	ANN	2,500.00	0.39	975	
Paying for Postage, the 2nd time. This will eventually become a Cost Avoidance.	Tangible Benefit	Postage	ANN	2,340.00	0.39	913	
Time spent by staff researching cases and rescheduling when consolidated case unknown	Cost Avoidance	Salaries	ANN	208.00	30	6,240	1.040
Do away with Consolidated Case Report from IT	Cost Avoidance		ANN	12.00	0.20	2.40	
Save staff rescheduling cases	Cost Avoidance	Salaries	ANN	24	30	720	1.040
Staff time spent researching who is pros	Cost Avoidance	Salaries	ANN	52	37	1,924	1.040
2 Hours per week spent by ADR coor printing envelopes	Cost Avoidance	Salaries	ANN	104	37	3,848	1.040
30 minutes per week of OA II printing envelopes	Cost Avoidance	Salaries	ANN	18	26	468	1.040
1.5 hours per week of Judicial Sec printing envelopes	Cost Avoidance	Salaries	ANN	1,794	37	66,378	1.040
No longer need to support Access Databases/ used by Judicial Sec	Cost Avoidance	Salaries	ANN	23	37	851	1.040
Reduce scheduling phone inquiries of CMO and Clerks Office	Cost Avoidance	Salaries	ANN	1,040	30	31,200	1.040
						0	

Oakland County -- Operational Improvements Phase 3
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
Records Clk, from 10.5 hours/per wk, to 6.5 hrs	Tangible Benefit	x	x	x	x	x	x	6,240	6,490	6,749	7,019	7,300	7,592
Office Asst. II, 1 hr/per wk to 0	Tangible Benefit	x	x	x	x	x	x	1,359	1,413	1,470	1,528	1,590	1,653
Student, from 6hrs/per wk, to look up address	Tangible Benefit	x	x	x	x	x	x	2,680	2,787	2,899	3,015	3,135	3,261
Eliminate Typewriter rentals/costs, 4 out of 5	Cost Avoidance	x	x	x	x	x	x	800	800	800	800	800	800
Fewer envelopes needed	Cost Avoidance	x	x	x	x	x	x	125	125	125	125	125	125
Fewer ribbons needed	Cost Avoidance	x	x	x	x	x	x	160	160	160	160	160	160
Returned Mail, County Mailroom system's job time	Tangible Benefit	x	x	x	x	x	x	0	0	0	0	0	0
Paying for Postage, the 1st time	Tangible Benefit	x	x	x	x	x	x	975	975	975	975	975	975
Paying for Postage, the 2nd time. This will eventually become a Cost Avoidance.	Tangible Benefit	x	x	x	x	x	x	913	913	913	913	913	913
Time spent by staff researching cases and rescheduling when consolidated case unknown	Cost Avoidance	x	x	x	x	x	x	6,240	6,490	6,749	7,019	7,300	7,592
Do away with Consolidated Case Report from IT	Cost Avoidance	x	x	x	x	x	x	2	2	2	2	2	2
Save staff rescheduling cases	Cost Avoidance	x	x	x	x	x	x	720	749	779	810	842	876
Staff time spent researching who is pros	Cost Avoidance	x	x	x	x	x	x	1,924	2,001	2,081	2,164	2,251	2,341
2 Hours per week spent by ADR coor printing envelopes	Cost Avoidance	x	x	x	x	x	x	3,848	4,002	4,162	4,328	4,502	4,682
30 minutes per week of OA II printing envelopes	Cost Avoidance	x	x	x	x	x	x	468	487	506	526	547	569
1.5 hours per week of Judicial Sec printing envelopes	Cost Avoidance	x	x	x	x	x	x	66,378	69,033	71,794	74,666	77,653	80,759
No longer need to support Access Databases/ used by Judicial Sec	Cost Avoidance	x	x	x	x	x	x	851	885	920	957	996	1,035
Reduce scheduling phone inquiries of CMO and Clerks Office	Cost Avoidance	x	x	x	x	x	x	31,200	32,448	33,746	35,096	36,500	37,960

Oakland County -- Operational Improvements Phase 3

Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Records Clk, from 10.5 hours/per wk, to 6.5 hrs	6,240	6,490	6,749	7,019	7,300	7,592	41,390
Office Asst. II, 1 hr/per wk to 0	1,359	1,413	1,470	1,528	1,590	1,653	9,013
Student, from 6hrs/per wk, to look up address	2,680	2,787	2,899	3,015	3,135	3,261	17,777
Returned Mail, County Mailroom system's job time	0	0	0	0	0	0	
Paying for Postage, the 1st time	975	975	975	975	975	975	5,850
Paying for Postage, the 2nd time. This will eventually become a Cost Avoidance.	913	913	913	913	913	913	5,476
<i>Tangible Benefits Subtotal:</i>	12,166	12,578	13,005	13,450	13,912	14,393	79,505
Cost Avoidance:							
Eliminate Typewriter rentals/costs, 4 out of 5	800	800	800	800	800	800	4,800
Fewer envelopes needed	125	125	125	125	125	125	750
Fewer ribbons needed	160	160	160	160	160	160	958
Time spent by staff researching cases and rescheduling when consolidated case unknown	6,240	6,490	6,749	7,019	7,300	7,592	41,390
Do away with Consolidated Case Report from IT	2.40	2.40	2.40	2.40	2.40	2.40	14
Save staff rescheduling cases	720	749	779	810	842	876	4,776
Staff time spent researching who is pros	1,924	2,001	2,081	2,164	2,251	2,341	12,762
2 Hours per week spent by ADR coor printing envelopes	3,848	4,002	4,162	4,328	4,502	4,682	25,524
30 minutes per week of OA II printing envelopes	468	487	506	526	547	569	3,104
1.5 hours per week of Judicial Sec printing envelopes	66,378	69,033	71,794	74,666	77,653	80,759	440,284

Oakland County -- Operational Improvements Phase 3

Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
No longer need to support Access Databases/ used by Judicial Sec	851	885	920	957	996	1,035	5,645
Reduce scheduling phone inquiries of CMO and Clerks Office	31,200	32,448	33,746	35,096	36,500	37,960	206,949
<i>Cost Avoidance Subtotal:</i>	112,716	117,181	121,825	126,654	131,677	136,901	746,954
Savings Total:	124,882	129,759	134,830	140,104	145,590	151,294	826,459

Oakland County -- Operational Improvements Phase 3

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	1,680	122	204,960	
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs		HR	84	122	10,248	
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 -- Operational Improvements Phase 3
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 -- Operational Improvements Phase 3
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						204,960						
IT Hours - System Maintenance	Development Svcs													
IT Hours - Customer Support	Development Svcs	x	x	x	x	x	x	10,248	10,248	10,248	10,248	10,248	10,248	10,248
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													

Oakland County -- Operational Improvements Phase 3
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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
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 -- Operational Improvements Phase 3
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	204,960						204,960
IT Hours - System Maintenance							
IT Hours - Customer Support	10,248	10,248	10,248	10,248	10,248	10,248	61,488
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	215,208	10,248	10,248	10,248	10,248	10,248	266,448
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:	215,208	10,248	10,248	10,248	10,248	10,248	266,448

