

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Central Services Database

Project ID: DD6138DB

Leadership Group: Finance / Admin		
Department: Central Services		Division: Support Services
Project Sponsor: Todd Birkle	Date Requested: 04/18/2006	PM Customer No. 138
Request Type:	<u>New Development</u>	<i>Enhancement</i> <i>Customer Support</i>
	<i>Planned System Maintenance or Upgrade</i>	
IT Team Name: Special Projects		IT Team No: D
Project Manager/Leader:		
Account Number:	Account Description:	Customer Name:
Grant Funded? Yes <u>No</u>	Mandate? Yes <u>No</u>	
	Mandate Source:	

Project Goal

To implement a Billing and Inventory System for the Print and Mail area so that accurate billing and inventory can be achieved by October 2006

Business Objective

Major Deliverables

- New Billing and Inventory System

Approach

- Prepare the RFP
- Send out RFP
- Receive Bids
- Prepare Bid evaluation Criteria
- Evaluate Bids
- Select Finalists
- Attend presentation from finalists
- Select a product
- Install the product

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Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users: 20 – 22 print and mail employees responsible for daily operations.

Divisions: Print and Mail Centers

Leadership Groups: Finance - Administration

Risk

Business Environment – Medium – project will require 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:

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<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Todd Birkle	As needed
Project Manager:	Holly Cusatis	As Needed

Facilities

- Facilities @ 1155 Cesar E Chavez accessible as required
-

Technical

- Ability to allow outside users access to print/mail orders but locked into view only after receiving.
- Accessible to inter-county and external customers

Funding

-
-

Other

-
-

Priority

Constraints

- IT should have some knowledge of print files received over the inter or intra net and how it interacts with the various copiers.
-

Exclusions

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- The current ordering, billing, inventory system is a combination of manual and manually input information into a current database access system. Customers do not have access to input orders other than by telephone, fax or in person.

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PROJECT PHASE AUTHORIZATION

Phase(s):	
Total Estimated Application Services	Hours: 134 Cost: \$ 16,348.00
Total Estimated Technical Systems	Hours: 80 Cost: \$ 3,050.00
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 Resource Manager Approval:	Date:
IT Resource Manager Approval:	Date:
IT Resource Manager Approval:	Date:
IT Resource Manager Approval:	Date:
IT Resource Manager Approval:	Date:
IT Management Approval:	
Approved: Yes No	Date:
Reason:	
Project Sponsor Approval:	
Title:	Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 214 Cost: \$ 19,398
Preliminary Estimated Development for Future Phases	Hours: Cost:
Grand Total Estimated Development	Hours: 214 Cost: \$ 19,398

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PROJECT COMPLETION AUTHORIZATION

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

Open Workbench - [Central Services Database - Size Estimate (+/- 10% to 50%)]

File Edit View Tools Window Help

[All Resources]

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	58	\$7,076.0	
Phase	030000-0-0	BUSINESS ANALYSIS	38	\$3,416.0	
Phase	070000	IMPLEMENTATION	88	\$5,856.0	
Phase	080000	POST IMPLEMENTATION SUPPORT	30	\$3,050.0	
			214	\$19,398.00	

For Help, press F1

Task Type not equal to Milestone

NUM

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	31,000	32,550	34,178	35,886	37,681	39,565	210,859
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	21,653	0	0	0	0	0	21,653
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	50,000	0	0	0	0	0	50,000
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	31,000	32,550	34,178	35,886	37,681	39,565	210,859
Annual Total Costs	71,653	0	0	0	0	0	71,653
Annual Return on Investment	(40,653)	32,550	34,178	35,886	37,681	39,565	139,206
Annual Costs/Savings Ratio	231.14%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	31,000	63,550	97,728	133,614	171,295	210,859	210,859
Cumulative Total Costs	71,653	71,653	71,653	71,653	71,653	71,653	71,653
Cumulative Return on Investment	(40,653)	(8,103)	26,075	61,961	99,642	139,206	139,206
Cumulative Cost/Savings Ratio	231.14%	112.75%	73.32%	53.63%	41.83%	33.98%	33.98%
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: _____						
Costs (including IT Resources) Reviewed By Technical Services Manager	Date: _____						

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
More accurate tracking on walk-in print requisitions	Tangible Benefit		ANN	1	4,800	4,800	1.050
Labor savings from reduced effort in looking up job status updates	Tangible Benefit		ANN	1	2,200	2,200	1.050
Quicker and more accurate look-ups of previous jobs for reprints	Tangible Benefit		ANN	1	2,000	2,000	1.050
Labor savings from reduced time in seeking out currently inventory levels	Tangible Benefit		ANN	1	1,000	1,000	1.050
Labor savings from reduced time in entering customer information	Tangible Benefit		ANN	1	5,000	5,000	1.050
Labor savings from more accurate tracking of customer numbers			ANN	1	2,000	2,000	1.050
Better tracking of inventory costs			ANN	1	1,500	1,500	1.050
Labor savings for eliminated time for accounting to reenter billing data			ANN	1	2,000	2,000	1.050
Labor savings from eliminated need for daily mail data entry			ANN	1	4,000	4,000	1.050
Labor savings from eliminated need for monthly billing sheet creation			ANN	1	6,500	6,500	1.050
						0	
						0	

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
More accurate tracking on walk-in print requisitions	Tangible Benefit	x	x	x	x	x	x	4,800	5,040	5,292	5,557	5,834	6,126
Labor savings from reduced effort in looking up job status updates	Tangible Benefit	x	x	x	x	x	x	2,200	2,310	2,426	2,547	2,674	2,808
Quicker and more accurate look-ups of previous jobs for reprints	Tangible Benefit	x	x	x	x	x	x	2,000	2,100	2,205	2,315	2,431	2,553
Labor savings from reduced time in seeking out currently inventory levels	Tangible Benefit	x	x	x	x	x	x	1,000	1,050	1,103	1,158	1,216	1,276
Labor savings from reduced time in entering customer information	Tangible Benefit	x	x	x	x	x	x	5,000	5,250	5,513	5,788	6,078	6,381
Labor savings from more accurate tracking of customer numbers		x	x	x	x	x	x	2,000	2,100	2,205	2,315	2,431	2,553
Better tracking of inventory costs		x	x	x	x	x	x	1,500	1,575	1,654	1,736	1,823	1,914
Labor savings for eliminated time for accounting to reenter billing data		x	x	x	x	x	x	2,000	2,100	2,205	2,315	2,431	2,553
Labor savings from eliminated need for daily mail data entry		x	x	x	x	x	x	4,000	4,200	4,410	4,631	4,862	5,105
Labor savings from eliminated need for monthly billing sheet creation		x	x	x	x	x	x	6,500	6,825	7,166	7,525	7,901	8,296

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
More accurate tracking on walk-in print requisitions	4,800	5,040	5,292	5,557	5,834	6,126	32,649
Labor savings from reduced effort in looking up job status updates	2,200	2,310	2,426	2,547	2,674	2,808	14,964
Quicker and more accurate look-ups of previous jobs for reprints	2,000	2,100	2,205	2,315	2,431	2,553	13,604
Labor savings from reduced time in seeking out currently inventory levels	1,000	1,050	1,103	1,158	1,216	1,276	6,802
Labor savings from reduced time in entering customer information	5,000	5,250	5,513	5,788	6,078	6,381	34,010
Labor savings from more accurate tracking of customer numbers	2,000	2,100	2,205	2,315	2,431	2,553	13,604
Better tracking of inventory costs	1,500	1,575	1,654	1,736	1,823	1,914	10,203
Labor savings for eliminated time for accounting to reenter billing data	2,000	2,100	2,205	2,315	2,431	2,553	13,604
Labor savings from eliminated need for daily mail data entry	4,000	4,200	4,410	4,631	4,862	5,105	27,208
Labor savings from eliminated need for monthly billing sheet creation	6,500	6,825	7,166	7,525	7,901	8,296	44,212
<i>Tangible Benefits Subtotal:</i>	31,000	32,550	34,178	35,886	37,681	39,565	210,859
Cost Avoidance:							
<i>Cost Avoidance Subtotal:</i>							
Savings Total:	31,000	32,550	34,178	35,886	37,681	39,565	210,859

Oakland County -- Central Services Database
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	134	122	16,348	1.000
IT Hours - Database	Development Svcs		HR	25	122	3,050	1.000
IT Hours - Tech	Development Svcs		HR	55	41	2,255	1.000
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			1	50,000	50,000	1.000
Package Software - Maintenance	Software					0	
Business Objects Access	Software					0	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure					0	

Cost Detail

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

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						16,348					
IT Hours - Database	Development Svcs	x						3,050					
IT Hours - Tech	Development Svcs	x						2,255					
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	x						50,000					
Package Software - Maintenance	Software												
Business Objects Access	Software												
Term Emulation SFTW-Acquisition	Software												
Term Emulation SFTW-Maintenance	Software												
Server - Acquisition/Upgrade	Infrastructure												

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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
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 -- Central Services Database
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	16,348						16,348
IT Hours - Database	3,050						3,050
IT Hours - Tech	2,255						2,255
<i>Development Services Subtotal:</i>	21,653						21,653
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
Package Software - Acquisition	50,000						50,000
<i>Software Subtotal:</i>	50,000						50,000
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	71,653						71,653

