

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Continued Roll out of PeopleSoft eApps Part II

Project ID: DA6154EA

Leadership Group: Finance/Admin			
Department: Human Resources		Division: General	
Project Sponsor: Cathy Shallal	Date Requested: 01/06/2006	PM Customer No. 154	
Request Type:	<u>New Development</u>	<i>Enhancement</i>	<i>Customer Support</i>
	<i>Planned System Maintenance or Upgrade</i>		
IT Team Name: Finance/Admin		IT Team No: A	
Project Manager/Leader: Chithra Chakrapani			
Account Number: 96000	Account Description: Human Resource System	Customer Name:	Human Resources
Grant Funded? Yes	<u>No</u>	Mandate? Yes	<u>No</u>
		Mandate Source:	

Project Goal

To continue to roll out the PS eApplications so that all Oakland County Employees will have access to additional Self Service modules by September 2006.

Business Objective

To continue the employee self service application roll out to all county departments in order to reduce internal support and customer service workload and to reduce the costs of processing employee transactions.

Major Deliverables

- Documentation of the Analysis of life event workflow
- Documentation of the analysis of open enrollment workflow
- Documentation of the analysis of adding views to Query Viewer

Approach

- Analyze PeopleSoft provided life event workflow and document the customization/modification required for county specific need.
- Analyze PeopleSoft provided open enrollment workflow and document any county specific customization/modification

**Oakland County
Department of Information Technology
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- Analyze PeopleSoft views and create views as needed
- Revise security roles as necessary
- Provide employees with training documents

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users

50000

Divisions

All divisions

Leadership Groups

Finance/Admin

Risk

Business Environment

Medium – Project requires some changes to existing business process

Technical Environment

Medium – Previously implemented technologies, new requirements

Assumptions

Staffing Resources will be available for the hours indicated per the attached project plan.

The following roles and resources' availability will be as follows:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Cathy Shallal	
Project Manager:	Chithra Chakrapani	
Data Base Administrator:		
Source System Expert:		
Business Analyst:		
Programmer/Analyst:		

**Oakland County
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Facilities

-
-

Technical

-
-

Funding

Information Technology

Other

-
-

Priority

TBD

Constraints

-
-

Exclusions

-
-

Oakland County Department of Information Technology Project Scope and Approach

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PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Programming		
Total Estimated Application Services	Hours: 314	Cost: \$38,308
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 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:	Cost:
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours:	Cost:

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PROJECT COMPLETION AUTHORIZATION

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

Niku Workbench - [Continued Roll out of PeopleSoft eAPPS-Part II - 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	68	\$8,296.0	
Phase	060000	PROGRAMMING	246	\$30,012.	
			314	\$38,308.00	

For Help, press F1

Task Type not equal to Milestone

NUM

Start | Niku :: Project Overvie... | Inbox - Microsoft Outlook | Niku Workbench - [C... | checked out doc | DA6154EA.doc - Micros... | 4:21 PM

Benefit/Savings Description	Units	Rate per Unit	Total Savings	Annual Multiplier	Affects Project ROI?						Y1	Y2
					Y1	Y2	Y3	Y4	Y5	Y6		
Cost savings/avoidance from better tracking and monitoring of historical vendor performance, enhanced competitive bidding, proactive contract/vendor performance monitoring, improved vendor selection processes, and enhanced encumbrance/budget controls (1)	1	\$1,000,000	\$1,000,000	1.400			x	x	x	x		
Time and Labor module re-development costs that would be incurred if PS is not implemented; includes estimated annual support costs	1	\$1,253,200	\$1,253,200	0.100	x	x	x	x	x	x	\$1,253,200	\$125,320
Avoidance of postage and pre-printed forms costs by using the Portal to deliver information and forms	1	\$20,000	\$20,000	1.030		x	x	x	x	x		\$20,600
Staff time reallocation due to efficiency enhancements via real-time remote access to data; enhanced access to more helpful data on-line; reports viewable on-line locally, real-time; elimination of Peachtree and other "Shadow Systems" and processes; automatic bookings/reversals/adjustments; historical data reporting; multiple payments consolidation; interfaces with user-department systems to eliminate duplicative data entry and/or report preparation time	13,460	\$34	\$457,640	1.030			x	x	x	x		
Reduction in Travel (MB) reimbursement/advances and check processing costs	1	\$32,000	\$32,000	1.030			x	x	x	x		
Reallocation of staff time from Portal/SSO administration (set-up/security admin., web development, self-service of staff, help desk calls, disk storage) and constituent servicing	4,160	\$34	\$141,440	1.030	x	x	x	x	x	x		\$145,683
Savings of incremental cost from licensing a different financial system (illustrative of the exceptional licensing agreement with PeopleSoft)	1	\$500,000	\$500,000	1.000			x					
Savings of incremental annual support cost from licensing a different financial system (illustrative of the exceptional licensing agreement with PeopleSoft)	1	\$100,000	\$100,000	1.050			x	x	x	x		
Elimination of KPMG Performance Series annual maintenance costs	1	\$255,760	\$255,760	1.050			x	x	x	x		
Elimination of KPMG/Tier Professional Services	1	\$50,000	\$50,000	1.050			x	x	x	x		
Staff time reallocation due to Personnel Self-Service / Workflow	1,377	\$34	\$46,341	1.030	x	x	x	x	x	x		\$47,732
Intangibles:												
Customer service responsiveness improvement												
Total			\$2,856,381								\$1,253,200	\$339,335
Cumulative Total			\$20,644,543								\$1,253,200	\$1,592,535

Benefit/Savings Description	Potential Savings Extensions			
	Y3	Y4	Y5	Y6
Cost savings/avoidance from better tracking and monitoring of historical vendor performance, enhanced competitive bidding, proactive contract/vendor performance monitoring, improved vendor selection processes, and enhanced encumbrance/budget controls (1)	\$980,000	\$2,744,000	\$3,841,600	\$5,378,240
Time and Labor module re-development costs that would be incurred if PS is not implemented; includes estimated annual support costs	\$137,852	\$151,637	\$166,801	\$183,481
Avoidance of postage and pre-printed forms costs by using the Portal to deliver information and forms	\$21,218	\$21,855	\$22,510	\$23,185
Staff time reallocation due to efficiency enhancements via real-time remote access to data; enhanced access to more helpful data on-line; reports viewable on-line locally, real-time; elimination of Peachtree and other "Shadow Systems" and processes; automatic bookings/reversals/adjustments; historical data reporting; multiple payments consolidation; interfaces with user-department systems to eliminate duplicative data entry and/or report preparation time	\$485,510	\$500,076	\$515,078	\$530,530
Reduction in Travel (MB) reimbursement/advances and check processing costs	\$33,949	\$34,967	\$36,016	\$37,097
Reallocation of staff time from Portal/SSO administration (set-up/security admin., web development, self-service of staff, help desk calls, disk storage) and constituent servicing	\$150,054	\$154,555	\$159,192	\$163,968
Savings of incremental cost from licensing a different financial system (illustrative of the exceptional licensing agreement with PeopleSoft)	\$500,010			
Savings of incremental annual support cost from licensing a different financial system (illustrative of the exceptional licensing agreement with PeopleSoft)	\$105,000	\$105,000	\$105,000	\$105,000
Elimination of KPMG Performance Series annual maintenance costs	\$281,975	\$296,074	\$310,878	\$326,422
Elimination of KPMG/Tier Professional Services	\$55,125	\$57,881	\$60,775	\$63,814
Staff time reallocation due to Personnel Self-Service / Workflow	\$49,164	\$50,638	\$52,158	\$53,722
Intangibles:				
Customer service responsiveness improvement				
Total	\$2,799,857	\$4,116,684	\$5,270,008	\$6,865,459
Cumulative Total	\$4,392,391	\$8,509,075	\$13,779,083	\$20,644,543

Schedule 1:

Training of Staff on PeopleSoft System
PeopleSoft Software and Hardware
Additional PeopleSoft Module Licenses
Project Manager
IT, Fiscal Services, and HR Staff Resources
Contingency

Sub-Total:

eVerge Professional Services

Sub-Total:

Less Phase I Unspent Fund Balance

Total:

Phase II

\$176,000
\$1,120,363
\$246,589
\$51,500
\$1,334,900
\$742,954

\$3,672,306

\$2,802,622

\$6,474,928

(\$2,000,000)

(\$802,990)

\$3,671,938

<u>Phase II (Orig.)</u>	<u>% Change</u>
\$330,000	-47%
\$1,217,272	-8%
\$195,412	26%
\$51,500	0%
\$1,203,660	11%
<u>\$674,067</u>	10%
\$3,671,911	0%
<u>\$2,417,476</u>	16%
<u>\$6,089,387</u>	6%

Cost Description	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier	Affects Project ROI?						Y1
						Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development, Phase I	HRS	2,097	\$122	\$255,875		x						\$255,875
IT Hours - New Development, Phase II	HRS	8,400	\$122	\$1,024,800			x					
IT Hours - New Development, Phase III	HRS	5,500	\$122	\$671,000				x				
Modifications	HRS	350	\$122	\$42,700			x					
Third Party Interfaces/Integations	HRS	1	\$75,000	\$75,000			x					
User Hours - PTNE/OT, Phase I	HRS	2,200	\$34	\$74,038		x						\$74,038
User Hours - PTNE/OT, Phase II	HRS	7,400	\$26	\$192,400			x					
User Hours - PTNE/OT, Phase III	HRS	2,750	\$27	\$73,645				x				
Server and Oracle Software Licenses Acquisition - Phase I	ANN	1	\$108,628	\$108,628	1.000	x						\$108,628
Server and Oracle Software Licenses Maintenance - Phase I		1	\$41,197	\$41,197	1.050	x	x	x	x	x	x	\$41,197
Server Hardware Acquisition - Phase I	ANN	1	\$365,618	\$365,618	1.000	x						\$365,618.10
Server Hardware Maintenance - Phase I		1	\$40,133	\$40,133	1.050	x	x	x	x	x	x	\$40,133
Server and Oracle Software Licenses Acquisition - Phase II	ANN	1	\$291,525	\$291,525	1.000		x					
Server and Oracle Software Licenses Maintenance - Phase II		1	\$52,797	\$52,797	1.050		x	x	x	x	x	
Server Hardware Acquisition - Phase II	ANN	1	\$831,448	\$831,448	1.000		x					
Server Hardware Maintenance - Phase II		1	\$84,110	\$84,110	1.050		x	x	x	x	x	
Server and Oracle Software Licenses Acquisition - Phase III	ANN	1	\$248,578	\$248,578	1.000			x				
Server and Oracle Software Licenses Maintenance - Phase III		1	\$28,659	\$28,659	1.050			x	x	x	x	
Server Hardware Acquisition - Phase III	ANN	1	\$594,115	\$594,115	1.000			x				
Server Hardware Maintenance - Phase III		1	\$59,411	\$59,411	1.050			x	x	x	x	
Hubs	EA	4	\$4,850	\$19,400	0.050		x	x	x	x	x	
Hubs Maintenance	EA	4	\$485	\$1,940	0.050		x	x	x	x	x	
Communication Lines		4	\$4,800	\$19,200	1.050		x	x	x	x	x	
Additional PS Modules	EA	1	\$153,000	\$153,000	0.000		x	x	x			\$40,000
Annual Support for Additional PS Modules	EA	1	\$30,600	\$30,600	1.050		x	x	x	x	x	
Portal/SSO:												
Contractor Professional Services	EA	1	\$751,000	\$751,000	1.000	x						\$751,000
Contractor Professional Services for Infrastructure - Phase I	ANN	1	\$70,875	\$70,875	0.100	x						\$70,875
IT Hours - New Development	EA	5,887	\$122	\$718,173	1.050	x						\$718,173
Training and Services:												
PS Project Manager, Phase I	ANN	1	\$50,000	\$50,000	1.030	x						\$50,000
PS Project Manager, Phase II	ANN	1	\$50,000	\$50,000	1.030		x					
PS Project Manager, Phase III	ANN	1	\$50,000	\$50,000	1.030			x				
Project Staff Training - Core Implementation Team, Phase I	EA	200	\$425	\$85,000	1.000	x						\$85,000
Project Staff Training - Core Implementation Team, Phase II	EA	400	\$400	\$160,000	1.000		x					
Project Staff Training - Core Implementation Team, Phase III	EA	300	\$425	\$127,500	1.000			x				
Travel Costs - Training, Phase I	EA	1	\$8,500	\$8,500	1.000	x						\$8,500
Travel Costs - Training, Phase II	EA	1	\$16,000	\$16,000	1.000		x					
Travel Costs - Training, Phase III	EA	1	\$12,750	\$12,750	1.000		x	x				
Contractor Professional Services - Implementation, Phase I	EA	1	\$1,519,417	\$1,519,417	0.000	x						\$1,519,417
Contractor Professional Services - Implementation, Phase II	EA	1	\$2,802,622	\$2,802,622	1.000		x					
Contractor Professional Services - Implementation, Phase III	EA	1	\$3,041,390	\$3,041,390	1.000			x				
Annual Support for PS Financials	EA	1	\$305,000	\$305,000	1.050				x	x	x	
Contractor Professional Services - Post Go Live Support	ANN	1	\$100,000	\$100,000	1.050				x	x	x	
Contingency:												
Phase I	ANN	1	\$660,782.93	\$660,783	1.000	x						\$660,783
Phase II	ANN	1	\$596,478.66	\$596,479	1.000		x					
Phase III	ANN	1	\$277,629.18	\$277,629	1.000			x				

Cost Description	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier	Affects Project ROI?						Y1
						Y1	Y2	Y3	Y4	Y5	Y6	
Total				\$16,782,937								\$4,789,238
Cumulative Total				\$18,449,080								\$4,789,238

Cost Description	Potential Cost Extensions				
	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development, Phase I					
IT Hours - New Development, Phase II	\$1,024,800				
IT Hours - New Development, Phase III		\$671,000			
Modifications	\$42,700				
Third Party Interfaces/Integrations	\$75,000				
User Hours - PTNE/OT, Phase I					
User Hours - PTNE/OT, Phase II	\$192,400				
User Hours - PTNE/OT, Phase III		\$73,645			
Server and Oracle Software Licenses Acquisition - Phase I					
Server and Oracle Software Licenses Maintenance - Phase I	\$0				
Server Hardware Acquisition - Phase I					
Server Hardware Maintenance - Phase I	\$0				
Server and Oracle Software Licenses Acquisition - Phase II	\$291,554				
Server and Oracle Software Licenses Maintenance - Phase II	\$55,437				
Server Hardware Acquisition - Phase II	\$831,531				
Server Hardware Maintenance - Phase II	\$88,316				
Server and Oracle Software Licenses Acquisition - Phase III		\$248,628			
Server and Oracle Software Licenses Maintenance - Phase III		\$31,597			
Server Hardware Acquisition - Phase III		\$594,234			
Server Hardware Maintenance - Phase III		\$65,501			
Hubs	\$0			\$1,123	\$1,179
Hubs Maintenance	\$0			\$112	\$118
Communication Lines	\$0			\$23,338	\$24,505
Additional PS Modules	\$205,491	\$459,000	\$0		
Annual Support for Additional PS Modules	\$41,098.00				
Portal/SSO:					
Contractor Professional Services					
Contractor Professional Services for Infrastructure - Phase I					
IT Hours - New Development					
Training and Services:					
PS Project Manager, Phase I					
PS Project Manager, Phase II	\$51,500				
PS Project Manager, Phase III		\$53,045			
Project Staff Training - Core Implementation Team, Phase I					
Project Staff Training - Core Implementation Team, Phase II	\$160,000				
Project Staff Training - Core Implementation Team, Phase III		\$127,500			
Travel Costs - Training, Phase I					
Travel Costs - Training, Phase II	\$16,000				
Travel Costs - Training, Phase III		\$12,750			
Contractor Professional Services - Implementation, Phase I					
Contractor Professional Services - Implementation, Phase II	\$2,802,622				
Contractor Professional Services - Implementation, Phase III		\$3,041,998			
Annual Support for PS Financials			\$353,076	\$370,729	\$389,266
Contractor Professional Services - Post Go Live Support			\$115,763	\$121,551	\$127,628
Contingency:					
Phase I					
Phase II	\$596,479				
Phase III		\$277,630			

Cost Description	Potential Cost Extensions				
	Y2	Y3	Y4	Y5	Y6
Total	\$6,474,928	\$5,656,528	\$468,838	\$516,853	\$542,696
Cumulative Total	\$11,264,166	\$16,920,694	\$17,389,532	\$17,906,385	\$18,449,080

Cost Description	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
<u>Explanation of E-Financial System Implementation Resolution Costs and Funding</u>			<u>Phase I</u>	<u>Phase II</u>	<u>Phase III</u>
<i>Original Funding and Expenditures to Date:</i>					
MR#02043 Appropriation			\$2,900,000		
PeopleSoft Licenses			(\$1,731,324)		
Data Security/Single Sign-on Software and Hardware			(\$412,764)		
System Selection and Due Diligence			(\$201,690)		
Total Remaining Appropriation:			\$554,222		
<i>Projected Expenditures and Required Funding:</i>					
eVerge Professional Services			\$1,519,417	\$2,802,622	\$3,041,390
<i>Data Security and Single Sign-on Implementation:</i>					
Accenture Professional Services			\$751,000		
Hardware			\$70,875		
IT, Fiscal Services, and HR Staff Resources			\$718,173		
Contingency			\$437,730		
Data Security Sub-Total of Hardware, Software, Staffing, and Contingency			\$1,977,779		
<i>PeopleSoft Implementation:</i>					
PeopleSoft Software and Hardware			\$555,576	\$1,266,838	\$939,960
Training of Staff on PeopleSoft System			\$93,500	\$176,000	\$140,250
Additional PeopleSoft Module Licenses			\$40,000	\$194,098	#VALUE!
IT, Fiscal Services, and HR Staff Resources			\$329,913	\$1,217,200	\$744,645
Project Manager			\$50,000	\$51,500	\$53,045
Contingency			\$223,053	\$596,479	\$277,629
PeopleSoft Annual Support			- 0 -	- 0 -	
PeopleSoft Sub-Total of Hardware, Software, Staffing, and Contingency			\$1,292,042	\$3,502,114	#VALUE!
Total Projected Cost by Implementation Phase:			\$4,789,238	\$6,304,736	#VALUE!

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, Phase I	255,875						255,875
User Hours - PTNE/OT, Phase I	74,038						74,038
<i>Development Services Subtotal:</i>	329,913						329,913
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>	4,459,325	6,474,928	5,656,528	468,838	516,853	542,696	18,119,167
Costs Total:	4,789,238	6,474,928	5,656,528	468,838	516,853	542,696	18,449,080

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	1,253,200	339,335	2,799,857	4,116,684	5,270,008	6,865,459	20,644,543
<i>Annual Total Savings</i>	1,253,200	339,335	2,799,857	4,116,684	5,270,008	6,865,459	20,644,543
<i>Cumulative Total Savings</i>	1,253,200	1,592,535	4,392,391	8,509,075	13,779,083	20,644,543	20,644,543
Costs:							
Development Services Subtotal:	329,913	0	0	0	0	0	329,913
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:	4,459,325	6,474,928	5,656,528	468,838	516,853	542,696	18,119,167
<i>Annual Costs</i>	4,789,238	6,474,928	5,656,528	468,838	516,853	542,696	18,449,080
<i>Cumulative Costs</i>	4,789,238	11,264,166	16,920,694	17,389,532	17,906,385	18,449,080	18,449,080
Statistics:							
Annual Return on Investment	(3,536,038)	(6,135,593)	(2,856,671)	3,647,846	4,753,155	6,322,764	2,195,462
Cumulative Return on Investment	(3,536,038)	(9,671,631)	(12,528,302)	(8,880,456)	(4,127,301)	2,195,462	2,195,462
Annual Cost/Savings Ratio	382.16%	1908.12%	202.03%	11.39%	9.81%	7.90%	
Cumulative Cost/Savings Ratio	382.16%	707.31%	385.23%	204.36%	129.95%	89.37%	89.37%
Year Positive Payback Achieved						Year 6	Year 6
State or Federal Mandate?							
Signatures:							
Project Sponsor	Date: _____						
Information Technology Project Manager	Date: _____						
Technical Services Manager	Date: _____						

