

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

Project Name: Record Retention /System Replacement

Project ID: DA4138RR

Leadership Group: Finance/Admin		
Department: Central Services		Division: Support Services
Project Sponsor: Todd Birkle	Date Requested: 04/08/2005	PM Customer No.
Request Type:	<u>New Development</u>	<i>Enhancement</i>
	<i>Maintenance</i>	<i>Customer Support</i>
IT Team Name: Finance/Admin		IT Team No: A
Project Manager/Leader: Chithra Chakrapani		
Account Number:	Account Description:	Customer Name:
Grant Funded? Yes <u>No</u>	Mandate? Yes <u>No</u>	Mandate Source:

Project Goal

Replace current DOS based DataEase software system with a canned windows based system that incorporates barcoding technology.

Business Objective

Replace the current DOS based Records Management System with a Windows based or Web based package solution.

Major Deliverables

- Request for proposal document
- Package selection Criteria document
- List of Finalists
- Selected Software
- Detail Project plan to Implement the software
- New Records Management System

Approach

- Prepare the RFP
- Send RFP to a list of Vendors
- Evaluate Bids received

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- Select the finalists
- Evaluate the finalists
- Select the package
- Implement the package

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users

All County Departments who store records

Divisions

Leadership Groups

Risk

Business Environment

High- If the current system is not replaced all records storage locations could be lost in the event of a system crash. To manually conduct daily operations would require at least three (3) additional employees. New technology would automate several manual tasks

Technical Environment

Low

Assumptions

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

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

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

Facilities

-
-

Technical

-
-

Funding

-
-

Other

-
-

Priority

Constraints

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-
-

Exclusions

-
-

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PROJECT PHASE AUTHORIZATION

Phase(s): Sizing Estimate	
Total Estimated Systems Development	Hours: 700 Cost: \$85,400
Total Estimated Technical Systems	Hours: Cost:
Network Svc	70
Database Admin	130 \$15,860
Total Estimated DISC	Hours: Cost:
Total Estimated CLEMIS	Hours: Cost:
IT Systems Development Division Manager Approval:	Date:
IT Technical Systems Division Manager Approval:	Date:
IT DISC Division Manager Approval:	Date:
IT CLEMIS 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: 900	Cost: \$101,260.00

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PROJECT COMPLETION AUTHORIZATION

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

Niku Workbench - [Record Retention System Replacement - Size Estimate (-10% to +50%) (Read-Only)]

Type	ID	Task Name	Guideline %	Estimated Hours	Estimate Notes
Phase	000000	PROJECT MANAGEMENT		182	
Phase	0000001	PROJECT PLANNING AND CONTROL		100	
Phase	030000	BUSINESS AREA REQUIREMENTS		100	
Phase	040000	BUSINESS SYSTEM DESIGN		110	
Phase	050000	TECHNICAL DESIGN		158	
Phase	060000-0	PROGRAMMING		120	
Phase	070000	IMPLEMENTATION		72	
Phase	080000	POST IMPLEMENTATION SUPPORT		58	
				900	

The screenshot shows the Niku Workbench interface with a menu bar (File, Edit, View, Tools, Window, Help) and a toolbar. The main window displays a table of project phases and their estimated hours. The total estimated hours for all phases is 900. The Windows taskbar at the bottom shows the Start button and several open applications, including Outlook, Niku Project Overview, and the current Niku Workbench window. The system clock shows 3:29 PM.

RD ROI - legacy system replacement.xls

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:	0	0	0	0	0	0	0
<i>Annual Total Savings</i>	193,274	198,313	203,504	208,850	214,356	220,027	1,238,324
<i>Cumulative Total Savings</i>	193,274	391,588	595,091	803,941	1,018,296	1,238,324	1,238,324
Costs:							
Development Services Subtotal:	0	0	0	0	0	0	0
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
<i>Annual Costs</i>	506,830	50,070	50,070	50,070	50,070	50,070	757,181
<i>Cumulative Costs</i>	506,830	556,900	606,971	657,041	707,111	757,181	757,181
Statistics:							
Annual Return on Investment	(313,556)	148,243	153,433	158,779	164,286	169,957	481,142
Cumulative Return on Investment	(313,556)	(165,313)	(11,880)	146,900	311,185	481,142	481,142
Annual Cost/Savings Ratio	262.23%	25.25%	24.60%	23.97%	23.36%	22.76%	
Cumulative Cost/Savings Ratio	262.23%	142.22%	102.00%	81.73%	69.44%	61.15%	61.15%
Year Positive Payback Achieved				Year 4			Year 4
State or Federal Mandate?							
Signatures:							
Project Sponsor	Date: _____						
Information Technology Project Manager	Date: _____						
Technical Services Manager	Date: _____						

RD ROI - legacy system replacement.xls

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Report modifications/new reports/misc. programming/other requests not submitted to IT (assume 0.5 FTE savings)	Tangible Benefit	Account: 12 701200 34000 6030	ANN	1,000	122	122,000	1.030
Employee hours redirected from phone/counter customer service to enforcement activities due to use of web portal and VRU technologies (assume 0.25 FTE savings)	Tangible Benefit	Account: 12 701200 2001 Salaries	ANN	520	34	17,680	1.030
Increased revenue from enhanced enforcement/collections activities	Tangible Benefit	35 130000 23100 0401, Court Costs; 35 130000 23200 0849, Attorney Fees; 35 142293 33000 0315, Juvenile Board and Care; 12 701100 31000 0253, Offset fee for Juvenile Board and Care	ANN	1	25,000	25,000	1.000
Accelerated collections via ACH and expedited electronic invoicing	Tangible Benefit		ANN	1	306	306	1.000
Semi-automation of the effort expended on posting charges to client accounts (assume 0.4 FTE savings)	Tangible Benefit		ANN	832	34	28,288	1.030
						0	
Total:						0	

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Report modifications/new reports/misc. programming/other requests not submitted to IT (assume 0.5 FTE savings)	Tangible Benefit	x	x	x	x	x	x	122,000	125,660	129,430	133,313	137,312	141,431
Employee hours redirected from phone/counter customer service to enforcement activities due to use of web portal and VRU technologies (assume 0.25 FTE savings)	Tangible Benefit	x	x	x	x	x	x	17,680	18,210	18,757	19,319	19,899	20,496
Increased revenue from enhanced enforcement/collections activities	Tangible Benefit	x	x	x	x	x	x	25,000	25,000	25,000	25,000	25,000	25,000
Accelerated collections via ACH and expedited electronic invoicing	Tangible Benefit	x	x	x	x	x	x	306	306	306	306	306	306
Semi-automation of the effort expended on posting charges to client accounts (assume 0.4 FTE savings)	Tangible Benefit	x	x	x	x	x	x	28,288	29,137	30,011	30,911	31,838	32,794
Total:								193,274	198,313	203,504	208,850	214,356	220,027

RD ROI - legacy system replacement.xls

Benefit/Savings Description	Project Savings Category	
Report modifications/new reports/misc. programming/other requests not submitted to IT (assume 0.5 FTE savings)	Tangible Benefit	789,146
Employee hours redirected from phone/counter customer service to enforcement activities due to use of web portal and VRU technologies (assume 0.25 FTE savings)	Tangible Benefit	114,361
Increased revenue from enhanced enforcement/collections activities	Tangible Benefit	150,000
Accelerated collections via ACH and expedited electronic invoicing	Tangible Benefit	1,838
Semi-automation of the effort expended on posting charges to client accounts (assume 0.4 FTE savings)	Tangible Benefit	182,978
		0
Total:		1,238,324

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Fiscal Year 2002 180 hours for reports	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
Requests not submitted to IT 2002-2003	122,000	125,660	129,430	133,313	137,312	141,431	789,146
<i>Tangible Benefits Subtotal:</i>	<i>#REF!</i>	<i>#REF!</i>	<i>#REF!</i>	<i>#REF!</i>	<i>#REF!</i>	<i>#REF!</i>	<i>#REF!</i>
Cost Avoidance:							
<i>Cost Avoidance Subtotal:</i>							
Savings Total:	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!

RD ROI - legacy system replacement.xls

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
IT Hours - CS and New Enhancemnts	Development Svcs				122	0	
IT Hours - System Maintenance	Development Svcs				122	0	
IT Hours - Implementation	Development Svcs		HRS	830	122	101,260	
IT Hours - Network System	Development Svcs			70	0	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		EA	1	250,000	250,000	
Package Software - Maintenance	Software		ANN	1	25,000	25,000	
Business Objects Access	Software		EA	2	5,285	10,570	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure		EA	2	10,000	20,000	

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Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
Server - Maintenance	Infrastructure		ANN	2	1,000	2,000	
Server Sftwre - Acquisition/Upgrade	Infrastructure					0	
Server Sftwre - Maintenance	Infrastructure					0	
Oracle Licenses	Infrastructure		EA	1	50,000	50,000	
Oracle Maintenance	Infrastructure		ANN	1	5,000	5,000	
VRU	Infrastructure		EA	1	75,000	75,000	
VRU Maintenance	Infrastructure		ANN	1	7,500	7,500	
Internet Access	Infrastructure				180	0	
Project Staff Training	Training					0	
User Training	Training					0	
						0	
Total:						0	
						0	
						0	
						0	
						0	

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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 - CS and New Enhancemnts	Development Svcs												
IT Hours - System Maintenance	Development Svcs												
IT Hours - Implementation	Development Svcs	X						101,260					
IT Hours - Network System	Development Svcs	X						0					
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						250,000					
Package Software - Maintenance	Software		x	x	x	x	x		25,000	25,000	25,000	25,000	25,000
Business Objects Access	Software	x	x	x	x	x	x	10,570	10,570	10,570	10,570	10,570	10,570
Term Emulation SFTW-Acquisition	Software												
Term Emulation SFTW-Maintenance	Software												
Server - Acquisition/Upgrade	Infrastructure	x						20,000					

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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		x	x	x	x	x		2,000	2,000	2,000	2,000	2,000
Server Sftwre - Acquisition/Upgrade	Infrastructure												
Server Sftwre - Maintenance	Infrastructure												
Oracle Licenses	Infrastructure	x						50,000					
Oracle Maintenance	Infrastructure		x	x	x	x	x		5,000	5,000	5,000	5,000	5,000
VRU	Infrastructure	x						75,000					
VRU Maintenance	Infrastructure		x	x	x	x	x		7,500	7,500	7,500	7,500	7,500
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												
Total:								506,830	50,070	50,070	50,070	50,070	50,070

RD ROI - legacy system replacement.xls

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - CS and New Enhancements							
IT Hours - System Maintenance							
IT Hours - New Development	101,260						101,260
User Hours - New Development	0						
Contractor Professional Services							
<i>Development Services Subtotal:</i>	101,260						101,260
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
	10,570	10,570	10,570	10,570	10,570	10,570	63,421
<i>Software Subtotal:</i>	10,570	10,570	10,570	10,570	10,570	10,570	63,421
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	111,830	10,570	10,570	10,570	10,570	10,570	164,681

