

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: Auction System**

**Project ID: D98138AS**

<b>Leadership Group: Finance / Admin</b>			
<b>Department: Central Services</b>		<b>Division: Support Services</b>	
<b>Project Sponsor: Todd Birkle</b>	<b>Date Requested: 3/27/2008</b>	<b>PM Customer No.138</b>	
<b>Request Type:</b>	<i><u>New Development</u></i>	<i>Enhancement</i>	<i>Customer Support</i>
	<i>Planned System Maintenance or Upgrade</i>		
<b>IT Team Name: Land Implementation Services</b>		<b>IT Team No: 9</b>	
<b>Project Manager/Leader: Gerald Cadreau</b>			
<b>Account Number:</b> 44054	<b>Account Description:</b> Rec-New Development	<b>Customer Name:</b>	Central Services - Support Services
<b>Grant Funded?</b> Yes <u>No</u>	<b>Mandate?</b> Yes <u>No</u>	<b>Mandate Source:</b>	

## **Project Goal**

To create a system that allows the input of sales information and check-out of public auction customers so that the auction process will be more efficient and accurate.

## **Business Objective**

Provide a web based system that allows the entry of completed auction information and a checkout function at the completion of the auction.

### **Major Deliverables**

- Detailed Project Plan
- Application Code
- Training Manual and Plan
- User Acceptance Test Plan
- User Manual
- Service Level Agreement (SLA)
- Disaster Recovery Toolkit
- Service Center Knowledge Documents

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**Approach**

- Create detailed project plan
- Develop Implementation Plan
- Develop System Prototype(s)
- Review Prototype(s) with functional team
- Develop User Acceptance Test Plan
- Test new system
- Acquire User Acceptance Sign off
- Conduct Change Control
- Develop User Documentation, SLA, Disaster Recovery Toolkit
- Train users on new system
- Release new system into production

**Benefits**

*See Return on Investment (ROI) Analysis Document*

**Impact**

**Number of Users:** Auction Staff: 3-4

**Divisions:** Support Services

**Leadership Groups** Finance

**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:

**Oakland County  
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**Role:**

Project Sponsor:

**Name**

Todd Birkle

**Hours per Day**

As Needed

**Facilities**

- 

**Technical**

- This system should integrate with the Public Auction Web Registration application.
- This system will require a network connection to the Oakland County network

**Funding**

- Information Technology

**Other**

- 

**Priority**

**Constraints**

- None

**Exclusions**

- This system will not have a direct interface with Peoplesoft or any other financial system.

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s):</b> ALL	
<b>Total Estimated Application Services</b>	<b>Hours: 551 Cost: \$ 67,222.00</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 40 Cost: \$ 1,952.00</b>
<b>Total Estimated eGovernment Services</b>	<b>Hours: Cost: \$</b>
<b>Total Estimated CLEMIS</b>	<b>Hours: Cost:</b>
<b>Total Estimated Internal Services</b>	<b>Hours: Cost:</b>
<b>IT Application Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Technical Systems Division Manager Approval:</b>	<b>Date:</b>
<b>IT eGovernment Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT CLEMIS Division Manager Approval:</b>	<b>Date:</b>
<b>IT Internal Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Management Approval:</b>	
Approved: Yes No	Date:
Reason:	
<b>Project Sponsor Approval:</b>	
Title:	Date:

**PROJECT SUMMARY**

<b>Authorized Development (see above)</b>	<b>Hours: 591 Cost: \$ 69,174</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours: Cost:</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 591 Cost: \$ 69,174</b>

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## PROJECT COMPLETION AUTHORIZATION

<b>Customer Acceptance of Product:</b>	
Title:	Date:
<b>Project Office Review:</b>	Date:

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	144	\$17,567.99	
Phase	200000	DEFINE BUSINESS REQUIREMENTS	49	\$5,977.99	
Phase	300000	DESIGN SYSTEM ARCHITECTURE	26	\$3,172.00	
Phase	400000	DEFINE/DOCUMENT TECHNICAL REQUIREMENT	28	\$3,416.00	
Phase	500000	DEVELOP APPLICATION	254	\$28,182.00	
Phase	600000	MOVE APPLICATION INTO PRODUCTION	31	\$3,660.00	
Phase	070000	IMPLEMENTATION	32	\$3,904.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	27	\$3,293.99	
			591	\$69,173.97	

## D98138AS - Auction System

### 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 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 checked="" type="checkbox"/>  |
| 3.1.3 - Promote mobility and location integration in business applications <input checked="" 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 for service delivery <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 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 --  
Auction System**  
Return on Investment Analysis  
*Project Summary*

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:	20,000	20,000	20,000	20,000	20,000	20,000	120,000
Cost Avoidance Subtotal:	4,240	4,367	4,498	4,633	4,772	4,915	27,426
<b>Costs:</b>							
Development Services Subtotal:	72,102	14,640	14,640	14,640	14,640	14,640	145,302
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
<b>Annual Statistics:</b>							
Annual Total Savings	24,240	24,367	24,498	24,633	24,772	24,915	147,426
Annual Total Costs	72,102	14,640	14,640	14,640	14,640	14,640	145,302
Annual Return on Investment	(47,862)	9,727	9,858	9,993	10,132	10,275	2,124
Annual Costs/Savings Ratio	297.45%	60.08%	59.76%	59.43%	59.10%	58.76%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	24,240	48,607	73,105	97,739	122,511	147,426	147,426
Cumulative Total Costs	72,102	86,742	101,382	116,022	130,662	145,302	145,302
Cumulative Return on Investment	(47,862)	(38,135)	(28,277)	(18,283)	(8,151)	2,124	2,124
Cumulative Cost/Savings Ratio	297.45%	178.46%	138.68%	118.71%	106.65%	98.56%	98.56%
Year Positive Payback Achieved						Year 6	Year 6
State or Federal Mandate?							
<b>Signatures:</b>							
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 --  
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Return on Investment Analysis  
*Savings Detail*

<b>Benefit/Savings Description</b>	<b>Project Savings Category</b>	<b>Budget Category/Funding Source</b>	<b>Unit Desc</b>	<b>Units</b>	<b>Rate per Unit</b>	<b>Total Savings</b>	<b>Annual Multiplier</b>
						0	
Labor savings from reduction in time needed to checkout auction customers	Cost Avoidance		EA	100	40	4,000	1.030
Labor savings from eliminated time required for recorder to enter sales information in office	Cost Avoidance		EA	6	40	240	1.030
Increased revenue from more accurate sales checkout data	Tangible Benefit		EA	2	10,000	20,000	1.000
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

**Oakland County --  
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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
Labor savings from reduction in time needed to checkout auction customers	Cost Avoidance	x	x	x	x	x	x	4,000	4,120	4,244	4,371	4,502	4,637
Labor savings from eliminated time required for recorder to enter sales information in office	Cost Avoidance	x	x	x	x	x	x	240	247	255	262	270	278
Increased revenue from more accurate sales checkout data	Tangible Benefit	x	x	x	x	x	x	20,000	20,000	20,000	20,000	20,000	20,000

**Oakland County --  
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Return on Investment Analysis  
*Savings Summary*

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Tangible Benefit:</b>							
Increased revenue from more accurate sales checkout data	20,000	20,000	20,000	20,000	20,000	20,000	120,000
Tangible Benefits Subtotal:	<b>20,000</b>	<b>20,000</b>	<b>20,000</b>	<b>20,000</b>	<b>20,000</b>	<b>20,000</b>	120,000
<b>Cost Avoidance:</b>							
Labor savings from reduction in time needed to checkout auction customers	4,000	4,120	4,244	4,371	4,502	4,637	25,874
Labor savings from eliminated time required for recorder to enter sales information in office	240	247	255	262	270	278	1,552
Cost Avoidance Subtotal:	<b>4,240</b>	<b>4,367</b>	<b>4,498</b>	<b>4,633</b>	<b>4,772</b>	<b>4,915</b>	<b>27,426</b>
<b>Savings Total:</b>	<b>24,240</b>	<b>24,367</b>	<b>24,498</b>	<b>24,633</b>	<b>24,772</b>	<b>24,915</b>	<b>147,426</b>

**Oakland County --  
Auction System**  
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		EA	591	122	72,102	1.000
IT Hours - New Development - Contrator	Development Svcs				99	0	1.000
IT Hours - E-Gov	Development Svcs				108	0	1.000
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs					0	
PC System - Acquisition	Hardware				1,200	0	
PC System - Maintenance	Hardware				2,304	0	
Notebook - Acquisition	Hardware					0	
Notebook - Maintenance	Hardware				2,372	0	
Bar Code Readers	Hardware		EA		125	0	1.000
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	0	0	
Package Software - Maintenance	Software			0	0	0	0.000
Business Objects Access	Software					0	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	

**Oakland County --  
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Return on Investment Analysis  
*Cost Detail*

<b>Cost Description</b>	<b>Project Cost Category</b>	<b>Budget Category/Funding Source</b>	<b>Unit Desc</b>	<b>Units</b>	<b>Rate per Unit</b>	<b>Total Cost</b>	<b>Annual Multiplier</b>
Server - Acquisition/Upgrade	Infrastructure					0	
Server - Maintenance	Infrastructure					0	
System Maintenance / Support	Development Svcs			60	122	7,320	1.000
System Enhancements	Development Svcs			60	122	7,320	1.000
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 --  
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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	
IT Hours - New Development	Development Svcs	x						72,102						
IT Hours - New Development - Contrator	Development Svcs													
IT Hours - E-Gov	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													
Bar Code Readers	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													
Business Objects Access	Software													
Term Emulation SFTW-Acquisition	Software													
Term Emulation SFTW-Maintenance	Software													

**Oakland County --  
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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 - Acquisition/Upgrade	Infrastructure												
Server - Maintenance	Infrastructure												
System Maintenance / Support	Development Svcs	x	x	x	x	x			7,320	7,320	7,320	7,320	7,320
System Enhancements	Development Svcs	x	x	x	x	x			7,320	7,320	7,320	7,320	7,320
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

**Oakland County --  
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Return on Investment Analysis  
*Cost Summary*

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Development Services:</b>							
IT Hours - New Development	72,102						72,102
System Maintenance / Support		7,320	7,320	7,320	7,320	7,320	36,600
System Enhancements		7,320	7,320	7,320	7,320	7,320	36,600
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	<b>72,102</b>	<b>14,640</b>	<b>14,640</b>	<b>14,640</b>	<b>14,640</b>	<b>14,640</b>	<b>145,302</b>
<b>Hardware:</b>							
Bar Code Readers							
<i>Hardware Subtotal:</i>							
<b>Software:</b>							
<i>Software Subtotal:</i>							
<b>Infrastructure:</b>							
<i>Infrastructure Subtotal</i>							
<b>Training:</b>							
<i>Training Subtotal:</i>							
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>72,102</b>	<b>14,640</b>	<b>14,640</b>	<b>14,640</b>	<b>14,640</b>	<b>14,640</b>	<b>145,302</b>

