

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Audit Management System Implementation

Project ID: DA8112AS

Leadership Group: Finance/Admin			
Department: County Executive		Division: Auditing	
Project Sponsor: Pamela Weipert	Date Requested: 4/24/2008	PM Customer No. 112	
Request Type:	<u>New Development</u>	Enhancement	Customer Support
	Planned System Maintenance or Upgrade		
IT Team Name: Finance/Admin		IT Team No: A	
Project Manager/Leader: Chithra Chakrapani			
Account Number: 44034	Account Description: Aud-New Development	Customer Name:	Auditing Division
Grant Funded? Yes No	Mandate? Yes No	Mandate Source:	

Project Goal

To assist in the selection and Implementation of an Audit Management System so that the Auditing Division can increase efficiency and productivity of the audit process.

Business Objective

Select and Implement a suitable Audit Management System.

Major Deliverables

- A Suitable Audit Management System selected

Approach

- Assist in developing the RFP
- Attend vendor presentation
- Assist in Evaluating the bids received
- Select the best suited package solution

Business Objective

Implement the selected Audit Management System

Major Deliverables

- A new Audit Management System in the production environment

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Audit Management System Implementation

Project ID: DA8112AS

Approach

- Confirm the Software version
- Determine the appropriate Hardware, operating system and database platform
- Purchase the Software & hardware
- Install the application on a test environment
- Complete testing and receive approval
- Implement the software on the production environment

Benefits

See Return on Investment (ROI) Analysis Document

Decrease amount of time spend documenting and reviewing working papers and preparing reports.

Development of risk based audit programs.

Develop and track an annual schedule of audit projects and staff assignments, and capture and report project and non project time.

Create a centralized database of key audit data to facilitate follow-up, trend analysis, prior audit review, and reporting.

Ensure standardization of work programs and procedures, working paper templates, standard workings of audit findings and issues

Impact

Number of Users

10

Divisions

Auditing Division

Leadership Groups

Finance/Admin

Risk

- **Business Environment** Medium – Project will require some changes to existing business processes.
- **Technical Environment** Medium – Previously implemented technologies with new aspects and/or new requirements.

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

Project Name: Audit Management System Implementation

Project ID: DA8112AS

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:	Pamela Weipert	As needed

Facilities

-

Technical

- IT will assist OCAD in evaluating software so that any hardware or other requirements can be met

Funding

- Information Technology Funding

Other

- Vendor will provide training to OCAD staff and IT as necessary.

Priority

Constraints

-
-

Exclusions

-

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

Project Name: Audit Management System Implementation

Project ID: DA8112AS

PROJECT PHASE AUTHORIZATION

Phase(s): All - Preliminary estimate		
Total Estimated Application Services	Hours: 120	Cost: \$14,640
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 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: 120	Cost: \$14,640
Grand Total Estimated Development	Hours: 120	Cost: \$14,640

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Audit Management System Implementation

Project ID: DA8112AS

PROJECT COMPLETION AUTHORIZATION

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

Audit Management System Implementation - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	27	\$3,294.00	
Phase	010000	INITIAL SURVEY			
Phase	020000	FEASIBILITY STUDY			
Phase	030000	BUSINESS AREA REQUIREMENTS	93	\$11,346.00	
Phase	040000	BUSINESS SYSTEM DESIGN			
Phase	050000	TECHNICAL DESIGN			
Phase	060000	PROGRAMMING			
Phase	070000	IMPLEMENTATION			
Phase	080000	POST IMPLEMENTATION SUPPORT			
			120	\$14,640.00	

DA8112AS - Audit Management System Implementation

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 for service delivery
- 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
Audit Management System Implementation
 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:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	14,640	0	0	0	0	0	14,640
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	5,220	1,220	1,220	1,220	1,220	1,220	11,320
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	0	0	0	0	0	0	0
Annual Total Costs	19,860	1,220	1,220	1,220	1,220	1,220	25,960
Annual Return on Investment	(19,860)	(1,220)	(1,220)	(1,220)	(1,220)	(1,220)	(25,960)
Annual Costs/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Project Cumulative Statistics:							
Cumulative Total Savings	0	0	0	0	0	0	0
Cumulative Total Costs	19,860	21,080	22,300	23,520	24,740	25,960	25,960
Cumulative Return on Investment	(19,860)	(21,080)	(22,300)	(23,520)	(24,740)	(25,960)	(25,960)
Cumulative Cost/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Year Positive Payback Achieved							NO PAYBACK
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
Audit Management System Implementation
 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	Affects Project ROI?							
								Y1	Y2	Y3	Y4	Y5	Y6		
IT Hours - New Development	Development Svcs			120	122	14,640		X							
IT Hours - Database Administrator	Development Svcs				0	0		X							
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									
Notebook - Acquisition	Hardware					0									
Notebook - Maintenance	Hardware					2,372									
Mini Notebook - Acquisition	Hardware					0									
Mini Notebook - Maintenance	Hardware					2,196									
Laserprinter 1 - Acquisition	Hardware					0									
Laserprinter 1 - Maintenance	Hardware					1,104									
Laserprinter 2 - Acquisition	Hardware					0									
Laserprinter 2 - Maintenance	Hardware					1,208									
Laserprinter 3 - Acquisition	Hardware					0									
Laserprinter 3 - Maintenance	Hardware					1,860									
Image Workstations - Acquisition	Hardware					0									
Image Workstations - Maintenance	Hardware					3,496									
Terminals - Acquisition	Hardware					0									
Terminals - Maintenance	Hardware					644									
PRTR w/TERM ID - Acquisition	Hardware					0									
PRTR w/TERM ID - Maintenance	Hardware					1,072									
PRTR w/o TERM ID - Acquisition	Hardware					0									
PRTR w/o TERM ID - Maintenance	Hardware					1,072									
PC Maintenance User Owned	Hardware					2,304									
Printer Maintenance User Owned	Hardware					1,072									
Package Software - Acquisition	Software			2	2,000	4,000	1.000	x							
Package Software - Maintenance	Software			10	122	1,220	1.000	x	x	x	x	x	x	x	x
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									

Oakland County
Audit Management System Implementation
 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	Affects Project ROI?					
								Y1	Y2	Y3	Y4	Y5	Y6
Server Sftwre - Maintenance	Infrastructure					0							
Server Administration	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
Audit Management System Implementation
 Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	14,640					
IT Hours - Database Administrator	Development Svcs	0					
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	4,000					
Package Software - Maintenance	Software	1,220	1,220	1,220	1,220	1,220	1,220
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						

Oakland County
Audit Management System Implementation
 Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
Server Sftwre - Maintenance	Infrastructure						
Server Administration	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
Internet Access	Infrastructure						
Project Staff Training	Training						
User Training	Training						

Oakland County
Audit Management System Implementation
 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	14,640						14,640
IT Hours - Database Administrator	0						
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	14,640						14,640
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
	4,000						4,000
	1,220	1,220	1,220	1,220	1,220	1,220	7,320
<i>Software Subtotal:</i>	5,220	1,220	1,220	1,220	1,220	1,220	11,320
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	19,860	1,220	1,220	1,220	1,220	1,220	25,960

