

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

Project Name: Human Resources OakDocs Application

Project ID: DA81550D

Leadership Group: Finance/Admin			
Department: Human Resources		Division: Administration	
Project Sponsor: Cathy Shallal	Date Requested: 2009/2010	PM Customer No. 151	
Request Type:	<i><u>New Development</u></i>	<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:	Account Description:	Customer Name:	Human Resources
Grant Funded? Yes <u>No</u>	Mandate? Yes <u>No</u>	Mandate Source:	

Project Goal

To analyze the current business process of maintaining employment file in paper form and to determine the feasibility of implementing document imaging process so that employment file can be stored at a central location which can be accessed by all departments within the county.

Business Objective 1:

Review the current document management process.

Major Deliverables

- Document current business process
- Decision on implementing a document imaging process (Oakdocs)

Approach

- Conduct interviews with HR and other department staff
- Review the current business processes
- Review Oakdocs features

Business Objective 2:

To develop and implement an OakDocs implementation plan.

Major Deliverables

OakDocs Implementation

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Approach

- Receive training on OakDocs
- Create and recommend an implementation strategy
- Implementation plan
- Train County staff on new business processes
- Test / Go Live

Benefits

See Return on Investment (ROI) Analysis Document

Tangible

- **Office / storage space reduction at EOB and record retention = floor space allocation cost reduction**
- **Lektriever elimination = support cost elimination**
- **Office / storage supplies reduction = expenditure reduction**
- **Reduction in file boxes sent to Record Retention = charge back reduction**
- **Reduce staff time required to retrieve, file and store paper documents = personnel cost reduction / reallocation**
- **Reduce staff time required to identify / retrieve files = personnel cost reduction / reallocation**

Intangible

- **Attach images to PeopleSoft or OakDocs system**
- **Expedite FOIA, Subpoena and Bullard Plawecki requests = enhanced customer service**
- **Foster standardization of documents being filed; ease search & retrieval = enhanced customer service**
- **One employment file for HR and the employee's department**

Impact

Number of Users / Divisions – Human Resources 55 (Read/Write);

Requesting Departments: 100 (Read-only)

Leadership Groups Finance/Administration

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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.

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:	Cathy Shallal	As needed
Business Analyst	Kristy Slosson	As needed

Facilities

- N/A

Technical

- TBD

Funding

- Identify funding source / secure approval of appropriation request

Other

-

Priority

TBD

Constraints

-

Exclusions

-

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PROJECT PHASE AUTHORIZATION

Phase(s):		
Total Estimated Application Services	Hours: 330	Cost: \$40,260
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: 330	Cost: \$40,260
Grand Total Estimated Development	Hours: 330	Cost: \$40,260

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PROJECT COMPLETION AUTHORIZATION

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

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	75	\$9,150.00	
Phase	000001	PROJECT PLANNING AND CONTROL	23	\$2,806.00	
Phase	010000	INITIAL SURVEY	46	\$5,612.00	
Phase	020000	FEASIBILITY STUDY	46	\$5,612.00	
Phase	030000	BUSINESS AREA REQUIREMENTS	70	\$8,540.00	
Phase	040000	BUSINESS SYSTEM DESIGN	70	\$8,540.00	
Phase	050000	TECHNICAL DESIGN			
Phase	060000-0	PROGRAMMING			
Phase	070000	IMPLEMENTATION			
Phase	080000	POST IMPLEMENTATION SUPPORT			
			330	\$40,260.00	

DA81550D - Human Resources OakDocs Application

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
Human Resources OakDocs Application
 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:	10,114	10,619	11,150	11,708	12,293	12,908	68,792
Cost Avoidance Subtotal:	12,913	13,558	14,236	14,948	15,695	16,480	87,830
Costs:							
Development Services Subtotal:	40,260	0	0	0	0	0	40,260
Hardware Subtotal:	38,962	3,496	3,496	3,496	3,496	3,496	56,442
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
Annual Statistics:							
Annual Total Savings	23,026	24,178	25,386	26,656	27,989	29,388	156,622
Annual Total Costs	79,222	3,496	3,496	3,496	3,496	3,496	96,702
Annual Return on Investment	(56,196)	20,682	21,890	23,160	24,493	25,892	59,920
Annual Costs/Savings Ratio	344.05%	14.46%	13.77%	13.12%	12.49%	11.90%	
Project Cumulative Statistics:							
Cumulative Total Savings	23,026	47,204	72,590	99,246	127,235	156,622	156,622
Cumulative Total Costs	79,222	82,718	86,214	89,710	93,206	96,702	96,702
Cumulative Return on Investment	(56,196)	(35,514)	(13,624)	9,536	34,029	59,920	59,920
Cumulative Cost/Savings Ratio	344.05%	175.24%	118.77%	90.39%	73.26%	61.74%	61.74%
Year Positive Payback Achieved				Year 4			Year 4
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
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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
Tangible Benefit:							
Lektriever elimination	980	1,029	1,080	1,134	1,191	1,251	6,666
Office supplies reduction (file folders) Dept and HR (Records, Retirement)	2,000	2,100	2,205	2,315	2,431	2,553	13,604
Reduction in file boxes sent to Record Retention	706	741	778	817	858	901	4,802
Floor space reduction (sq. ft.)	4,553	4,780	5,019	5,270	5,534	5,810	30,967
Saving on copying one file (HR) instead of Department and HR file (Subpoenas, FOIA, etc)	1,875	1,969	2,067	2,171	2,279	2,393	12,754
<i>Tangible Benefits Subtotal:</i>	10,114	10,619	11,150	11,708	12,293	12,908	68,792
Cost Avoidance:							
Staff time savings on reproducing copies.	12,913	13,558	14,236	14,948	15,695	16,480	87,830
<i>Cost Avoidance Subtotal:</i>	12,913	13,558	14,236	14,948	15,695	16,480	87,830
Savings Total:	23,026	24,178	25,386	26,656	27,989	29,388	156,622

Oakland County
Human Resources OakDocs Application
 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		HR	330	122	40,260		X						
IT Hours - System Maintenance	Development Svcs				122	0								
IT Hours - Customer Support	Development Svcs				122	0								
IT Hours - Planned Maintenance	Development Svcs				122	0								
User Hours - New Development	Development Svcs					0								
User Hours - PTNE/OT	Development Svcs					0								
Contractor Professional Services	Development Svcs					0								
PC System - Acquisition	Hardware				814	0								
PC System - Maintenance	Hardware				2,304	0								
Notebook - Acquisition	Hardware				1,223	0								
Notebook - Maintenance	Hardware				2,372	0								
Tablet Notebook - Acquisition	Hardware				2,012	0								
Tablet Notebook - Maintenance	Hardware					0								
Laserprinter - Acquisition	Hardware				1,432	0								
Laserprinter - Maintenance	Hardware				1,104	0								
Image Workstations - Acquisition	Hardware		EA	1	36,462	36,462		X						
Image Workstations - Maintenance	Hardware		ANN	1	3,496	3,496			X	X	X	X	X	X
PC Maintenance User Owned	Hardware				2,304	0								
Printer Maintenance User Owned	Hardware				1,072	0								
Package Software - Acquisition	Software					0								
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		ANN	1	2,500	2,500		X						
Server - Maintenance	Infrastructure				360	0								
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0								
Server Sftwre - Maintenance	Infrastructure					0								
Server Rack Mount	Infrastructure				400	0								
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				21,372	0								
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,432	0								
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure				4,725	0								

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 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		
MS SQL Server Standard Per Processor - Year 2 and Beyond	Infrastructure				946	0									
MS SQL Server Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				19,693	0									
MS SQL Server Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,939	0									
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,506	0									
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				701	0									
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				13,180	0									
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				2,635	0									
SSL Certificate	Infrastructure				845	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									

Oakland County
Human Resources OakDocs Application
 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	40,260.00					
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs						
IT Hours - Planned Maintenance	Development Svcs						
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						
Tablet Notebook - Acquisition	Hardware						
Tablet Notebook - Maintenance	Hardware						
Laserprinter - Acquisition	Hardware						
Laserprinter - Maintenance	Hardware						
Image Workstations - Acquisition	Hardware	36,462.00					
Image Workstations - Maintenance	Hardware		3,496.00	3,496.00	3,496.00	3,496.00	3,496.00
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						
Server - Acquisition/Upgrade	Infrastructure	2,500.00					
Server - Maintenance	Infrastructure						
Server Sftwre - Acquisition/Upgrade	Infrastructure						
Server Sftwre - Maintenance	Infrastructure						
Server Rack Mount	Infrastructure						
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure						
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure						

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 Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
MS SQL Server Standard Per Processor - Year 2 and Beyond	Infrastructure						
MS SQL Server Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
MS SQL Server Enterprise Per Processor - Year 2 and Beyond	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
SSL Certificate	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
Internet Access	Infrastructure						
Project Staff Training	Training						
User Training	Training						

Oakland County
Human Resources OakDocs Application
 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	40,260						40,260
IT Hours - System Maintenance							
IT Hours - Customer Support							
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	40,260						40,260
Hardware:							
Image Workstations - Acquisition	36,462						36,462
Image Workstations - Maintenance		3,496	3,496	3,496	3,496	3,496	17,480
Server - Acquisition/Upgrade	2,500						2,500
<i>Hardware Subtotal:</i>	38,962	3,496	3,496	3,496	3,496	3,496	56,442
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	79,222	3,496	3,496	3,496	3,496	3,496	96,702

