

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: Mail Shop System**

**Project ID: D98138MS**

<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, update and completion of mail orders submitted to the Oakland County Mail Shop so that more accurate billing and order handling can be achieved.

## **Business Objective**

Provide a web based system that allows the entry and processing of mailing requests that are submitted to the Mail Shop.

## **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

## **Approach**

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- 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
- Train County Department users on new system
- Release new system into production

**Benefits**

*See Return on Investment (ROI) Analysis Document*

**Impact**

**Number of Users:** Mail Shop Users: 3-4  
County Users: 10-50

**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:

**Role:**

**Name**

**Hours per Day**

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Project Sponsor:

Todd Birkle

As Needed

**Facilities**

- N/A

**Technical**

- This system should integrate with any current or future Print job processing system in place at Oakland County.

**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: Cost: \$</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: Cost: \$</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:</b>	<b>Cost: \$</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Grand Total Estimated Development</b>	<b>Hours:</b>	<b>Cost: \$</b>

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**PROJECT COMPLETION AUTHORIZATION**

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

**Oakland County --  
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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:	8,400	8,652	8,912	9,179	9,454	9,738	54,335
Cost Avoidance Subtotal:	3,888	4,005	4,125	4,249	4,376	4,507	25,149
<b>Costs:</b>							
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
<b>Annual Statistics:</b>							
Annual Total Savings	12,288	12,657	13,036	13,427	13,830	14,245	79,484
Annual Total Costs	0	0	0	0	0	0	0
Annual Return on Investment	12,288	12,657	13,036	13,427	13,830	14,245	79,484
Annual Costs/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	12,288	24,945	37,981	51,408	65,239	79,484	79,484
Cumulative Total Costs	0	0	0	0	0	0	0
Cumulative Return on Investment	12,288	24,945	37,981	51,408	65,239	79,484	79,484
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?							
<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:						

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Return on Investment Analysis

*Project Summary*

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
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Return on Investment Analysis

*Savings Detail*

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
						0	
Increase in revenue from more accurate billing from mailings	Tangible Benefit		ANN	8,400	1	8,400	1.030
Labor savings from time required to manually enter mail jobs	Cost Avoidance		EA	96	27	2,592	1.030
Labor savings from reduced time to process special mailings	Cost Avoidance		EA	48	27	1,296	1.030
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

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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
Increase in revenue from more accurate billing from mailings	Tangible Benefit	x	x	x	x	x	x	8,400	8,652	8,912	9,179	9,454
Labor savings from time required to manually enter mail jobs	Cost Avoidance	x	x	x	x	x	x	2,592	2,670	2,750	2,832	2,917
Labor savings from reduced time to process special mailings	Cost Avoidance	x	x	x	x	x	x	1,296	1,335	1,375	1,416	1,459

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*Savings Detail*

<b>Benefit/Savings Description</b>	<b>Project Savings Category</b>	<b>Y6</b>
Increase in revenue from more accurate billing from mailings	Tangible Benefit	9,738
Labor savings from time required to manually enter mail jobs	Cost Avoidance	3,005
Labor savings from reduced time to process special mailings	Cost Avoidance	1,502

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*Savings Summary*

<b>Benefit/Savings Description</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>	<b>Total</b>
<b>Tangible Benefit:</b>							
Increase in revenue from more accurate billing from mailings	8,400	8,652	8,912	9,179	9,454	9,738	54,335
<b>Tangible Benefits Subtotal:</b>	<b>8,400</b>	<b>8,652</b>	<b>8,912</b>	<b>9,179</b>	<b>9,454</b>	<b>9,738</b>	<b>54,335</b>
<b>Cost Avoidance:</b>							
Labor savings from time required to manually enter mail jobs	2,592	2,670	2,750	2,832	2,917	3,005	16,766
Labor savings from reduced time to process special mailings	1,296	1,335	1,375	1,416	1,459	1,502	8,383
<b>Cost Avoidance Subtotal:</b>	<b>3,888</b>	<b>4,005</b>	<b>4,125</b>	<b>4,249</b>	<b>4,376</b>	<b>4,507</b>	<b>25,149</b>
<b>Savings Total:</b>	<b>12,288</b>	<b>12,657</b>	<b>13,036</b>	<b>13,427</b>	<b>13,830</b>	<b>14,245</b>	<b>79,484</b>

**Oakland County --**  
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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
IT Hours - New Development	Development Svcs		EA		122	0	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	

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*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>
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	
Server Sftwre - Maintenance	Infrastructure					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	
						0	
						0	
						0	
						0	
						0	

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*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												
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												

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*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
Term Emulation SFTW-Acquisition	Software												
Term Emulation SFTW-Maintenance	Software												
Server - Acquisition/Upgrade	Infrastructure												
Server - Maintenance	Infrastructure												
Server Sftwre - Acquisition/Upgrade	Infrastructure												
Server Sftwre - Maintenance	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

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*Cost Summary*

<b>Cost Description</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>	<b>Total</b>
<b>Development Services:</b>							
IT Hours - New Development							
IT Hours - New Development - Contrator							
IT Hours - E-Gov							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>							
<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>							

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*Cost Summary*

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Costs Total:</b>							

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*Assumptions*

Date	Assumption Description
27-Mar-08	Increased revenue from more accurate billing from mailings are calculated as follows: Estimated more accurate billing will result in 2% increase in revenues. Current billing \$35,000/ month * 2% * 12 months = \$24,000
27-Mar-08	Labor savings from reduction in time needed to manually entering mail jobs was calculated as follows: \$18/hour wage * 50% benefit rate Labor savings of 8 hours / month * 12 months.
27-Mar-08	Labor savings from reduction in time needed to process special mailings was computed as follows: \$18/hour wage * 50% benefit rate * 60 minutes * 4 special mailings * 12 months