

Oakland County Department of Information Technology Project Scope and Approach

Project Name: OCHD OakDocs Application

Project ID: D981620D

Leadership Group: Finance/Admin			
Department: Health & Human Services		Division: Health Division	
Project Sponsor: George Miller	Date Requested: 10/08/07	PM Customer No. 162	
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: Land Implementation Services		IT Team No: 9	
Project Manager/Leader: Janet Brinker			
Account Number:	Account Description:	Customer Name:	Health
Grant Funded? Yes <u>No</u>	Mandate? Yes <u>No</u>	Mandate Source:	

Project Goal

Review the Oakland County Health Division existing document management process, so that opportunities to use the OakDocs application can be identified to electronically store and retrieve documents.

Business Objective 1:

To review the current document management process of the Oakland County Health Division.

Major Deliverables

Document current storage process for Oakland County Health Division

Approach

Conduct interviews with the appropriate department staff
 Inventory existing software environment used for document management
 Inventory existing hardware environment used for document management
 Identify any data conversion needs
 Document and review current workflow process of document storage for Oakland County Health Division

Business Objective 2:

To review and understand the Oakland County OakDocs application used by Circuit Court to determine feasibility for Health.

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Major Deliverables

OakDoc feasibility document

Approach

Conduct interviews with the appropriate IT staff

Conduct interviews with the appropriate department staff

Business Objective 3:

To develop an OakDocs implementation plan for the Oakland County Health Division.

Major Deliverables

OCHD OakDocs Implementation Plan

Approach

Conduct brainstorming sessions with IT project team

Conduct brainstorming sessions with appropriate departments

Identify software environment

Identify hardware environment

Document implementation approach

Create and recommend an implementation strategy

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users 80

Divisions Oakland County Health 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.

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Assumptions

Staffing

- IT Resources will be available for the hours indicated on detailed project plan.

Facilities

- Facilities will be available for IT staff at the IT building.

Technical

- Development hours in this sizing were reduced by 100 hours with the assumption that project D98711ED will be completed prior to this project in which developed tools can be utilized.
- Testing hours were based on 15% of development hours.

Funding

-

Other

Priority

TBD

Constraints

-
-

Exclusions

-

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PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	Hours: 809	Cost: \$98,698
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: 809	Cost: \$98,698
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 809	Cost: \$98,698

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Project Scope and Approach**

Project Name: OCHD OakDocs Application

Project ID: D98162OD

PROJECT COMPLETION AUTHORIZATION

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

Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	▣ PROJECT MANAGEMENT	172	\$20,984.00	
Phase	200000	▣ DEFINE BUSINESS REQUIREMENTS	67	\$8,174.00	
Phase	300000	▣ DESIGN SYSTEM ARCHITECTURE	26	\$3,172.00	
Phase	400000	▣ DEFINE/DOCUMENT TECHNICAL REQUIREMENT	57	\$6,954.00	
Phase	500000	▣ DEVELOP APPLICATION	382	\$46,604.00	
Phase	600000	▣ MOVE APPLICATION INTO PRODUCTION	25	\$3,050.00	
Phase	070000	▣ IMPLEMENTATION	56	\$6,832.00	
Phase	080000	▣ POST IMPLEMENTATION SUPPORT	24	\$2,928.00	
			809	\$98,698.00	

Information Technology Strategic Plan Alignment

D981620D - OCHD 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
- 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

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	2,710	2,846	2,988	3,137	3,294	3,459	18,433
Cost Avoidance Subtotal:	23,200	24,360	25,578	26,857	28,200	29,610	157,804
Costs:							
Development Services Subtotal:	98,698	10,150	10,556	10,979	11,418	11,875	153,676
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
Annual Statistics:							
Annual Total Savings	25,910	27,206	28,566	29,994	31,494	33,068	176,238
Annual Total Costs	98,698	10,150	10,556	10,979	11,418	11,875	153,676
Annual Return on Investment	(72,788)	17,055	18,009	19,015	20,076	21,194	22,562
Annual Costs/Savings Ratio	380.93%	37.31%	36.95%	36.60%	36.25%	35.91%	
Project Cumulative Statistics:							
Cumulative Total Savings	25,910	53,116	81,681	111,675	143,169	176,238	176,238
Cumulative Total Costs	98,698	108,848	119,405	130,383	141,801	153,676	153,676
Cumulative Return on Investment	(72,788)	(55,733)	(37,724)	(18,708)	1,368	22,562	22,562
Cumulative Cost/Savings Ratio	380.93%	204.93%	146.18%	116.75%	99.04%	87.20%	87.20%
Year Positive Payback Achieved					Year 5		Year 5
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 -- OCHD OakDocs
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
Lektriever elimination	Tangible Benefit	X	x	x	x	x	x	500.00	525.00	551.25	578.81	607.75	638.14
Office supplies reduction(file folders, binders, jump drives)	Tangible Benefit	X	X	X	X	X	X	2,000.00	2,100.00	2,205.00	2,315.25	2,431.01	2,552.56
Reduction in file boxes sent to Record Retention	Tangible Benefit	X	X	X	X	X	X	210.00	220.50	231.53	243.10	255.26	268.02
Reduction in space used on I drive	Cost Avoidance												
Elimination of time spent on locating correctly or incorrectly filed documents	Cost Avoidance	X	X	X	X	X	X	21,120.00	22,176.00	23,284.80	24,449.04	25,671.49	26,955.07
Provides instant access for administration to view documentation instead of waiting for the paperwork to be retrieved, copied and delivered	Cost Avoidance												
Labor savings in EH staff time to locate documents in lektriever	Cost Avoidance	X	X	X	X	X	X	2,080.00	2,184.00	2,293.20	2,407.86	2,528.25	2,654.67

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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				
								Y1	Y2	Y3	Y4	
IT Hours - New Development	Development Svcs		ANN	809	122	98,698	1.040	x				
IT Hours - System Maintenance	Development Svcs			80	122	9,760	1.040		x	x	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	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					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					0						
Server - Maintenance	Infrastructure					0						
Server Sftwre - Acquisition/Upgrade	Infrastructure					0						

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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			
								Y1	Y2	Y3	Y4
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					

Oakland County -- OCHD OakDocs
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	t ROI?		Potential Cost Extensions						
		Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs			98,698.00						
IT Hours - System Maintenance	Development Svcs	x	x		10,150.40	10,556.42	10,978.67	11,417.82	11,874.53	
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									
Package Software - Maintenance	Software									
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									

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Cost Detail

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

Oakland County -- OCHD OakDocs
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	98,698						98,698
IT Hours - System Maintenance		10,150	10,556	10,979	11,418	11,875	54,978
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	98,698	10,150	10,556	10,979	11,418	11,875	153,676
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	98,698	10,150	10,556	10,979	11,418	11,875	153,676

