

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: OCHD Services Registration**

**Project ID: D90162FC**

<b>Leadership Group:</b> Finance / Administration			
<b>Department:</b> Health & Human Services		<b>Division:</b> Health	
<b>Project Sponsor:</b> Kathy Forzley	<b>Date Requested:</b> 01/29/10	<b>PM Customer No.</b> 162	
<b>Request Type:</b> New Development			
<b>IT Team Name:</b> Land Implementation Services		<b>IT Team No:</b> 9	
<b>Project Manager/Leader:</b> Chris Crespi			
<b>Account Number:</b> 84100	<b>Account Description:</b> Health – H1N1 Grant	<b>Customer Name:</b>	Health Division
<b>Grant Funded?</b> Yes	<b>Mandate?</b> No	<b>Mandate Source:</b>	

## **Project Goal**

To create a generic OCHD Services Registration module so that the public can more easily register for future Flu Clinics (and other Health Division services) and enhance the Flu Clinic application so that the Health Division can more easily administer future Flu Clinics with minimal programming effort required by IT.

## **Business Objective #1**

Create an OCHD Services Registration website that will enable public users of OCHD services to enter and manage a consistent user profile that can be used to register for any OCHD service (including the H1N1 Flu Clinics, seasonal Flu Clinics, and WIC).

### **Major Deliverables**

- System Requirements Documentation
- Database Design Documentation
- System Design Documentation
- System Programs
- Services Registration Website
- Integration Testing Results
- User Acceptance Testing (UAT) Results
- UAT Sign-off
- DR Toolkit

### **Approach**

- Gather System Requirements
- Re-design database per Requirements
- Create System Design Documentation

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- Create System Programs
- Publish Services Registration Website
- Install application and database in QA/Production
- Perform Integration Testing
- Facilitate and gain sign-off of User Acceptance Testing (UAT)
- Create DR Toolkit

**Business Objective #2**

Modify the Flu Clinic application to be more parameter and data driven so that general administration of clinics (site locations, dates, times, etc.) can be performed by Health administrators instead of requiring coding changes by IT.

**Major Deliverables**

- System Requirements Documentation
- Database Re-Design Documentation
- System Design Documentation
- Updated System Programs
- Integration Testing Results
- User Acceptance Testing (UAT) Results
- UAT Sign-off

**Approach**

- Gather System Requirements
- Re-design database per Requirements
- Create System Design Documentation
- Modify desktop programs per System Design
- Install application and database in QA/Production
- Perform Integration Testing
- Facilitate and gain sign-off of User Acceptance Testing (UAT)

**Business Objective #3**

Create a WIC Services Registration site that utilizes the OCHD Services Registration Module so that the public can register for WIC services with minimal assistance from WIC staff.

**Major Deliverables**

- System Requirements Documentation
- Database Design Documentation
- System Design Documentation
- System Application Programs
- Integration Testing Results
- User Acceptance Testing (UAT) Results

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- UAT Sign-off

**Approach**

- Gather System Requirements
- Design database per Requirements
- Create System Design Documentation
- Create web site per System Design
- Install application and database in QA/Production
- Perform Integration Testing
- Facilitate and gain sign-off of User Acceptance Testing (UAT)

**Benefits**

***Intangible***

**Improved Service** Customer service is transformed by enabling customers to store their profile with OCHD so that ongoing service registration is easier and faster.

**Product/Service Accuracy** Customer names and addresses are only entered once and verified which will reduce data entry errors.

Flu Clinic site-specific information can be maintained directly by OCHD, eliminating errors caused through back-and-forth communication with IT.

**Product/Service Productivity** Customers will reduce time on-line registering for subsequent services after the initial registration.

On-going seasonal IT maintenance will be greatly reduced because seasonal Flu Clinic changes will be made by OCHD via simple maintenance screens rather than through extensive programming.

Effort by WIC Staff to assist customers with registration will be greatly reduced.

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**Impact**

**Number of Internal Users** 10 - 20 users

**Number of External Users** > 50,000 annually

**Divisions** Oakland County Health Division

**Leadership Groups** Finance Administration

**Risk**

**Business Environment** Medium – Project will minimally change existing business processes

**Technical Environment** Low – proven and previously implemented technologies

**Assumptions**

**Staffing**

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

**Facilities**

- 

**Technical**

- Existing servers will be utilized.

**Funding**

- Health Grant Funding

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**Other**

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**Priority**

- TBD

**Constraints**

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**Exclusions**

-

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s): Project Management, Project Planning and Control, Business Area Requirements, Technical Design, Programming, and Implementation</b>		
<b>Total Estimated Application Services</b>	<b>Hours: 1,108</b>	<b>Cost: \$135,176</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 80</b>	<b>Cost: \$ 4,880</b>
<b>Total Estimated CLEMIS</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Total Estimated Internal Services</b>	<b>Hours:</b>	<b>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 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		<b>Date:</b>
Reason:		
<b>Project Sponsor Approval:</b>		
Title:		<b>Date:</b>

**PROJECT SUMMARY**

<b>Authorized Development (see above)</b>	<b>Hours: 1,188</b>	<b>Cost: \$140,056</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 1,188</b>	<b>Cost: \$140,056</b>

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**PROJECT COMPLETION AUTHORIZATION**

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

**OCHD Services Registration - Size Estimate (+/- 10% to 50%) (Read-Only)**

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Note
Phase	000000	PROJECT MANAGEMENT	62	\$7,564.01	
Phase	000001	PROJECT PLANNING AND CONTROL	104	\$12,688.00	
Phase	030000	BUSINESS AREA REQUIREMENTS	68	\$8,296.00	
Phase	050000	TECHNICAL DESIGN	88	\$10,736.00	
Phase	060000	PROGRAMMING	820	\$95,160.00	
Phase	070000	IMPLEMENTATION	46	\$5,612.00	
			1,188	\$140,056.01	

**D90162FC - OCHD Services Registration**

**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