

Oakland County Department of Information Technology Project Scope and Approach

Project Name: PHNS Insight Implementation

Project ID: D99162PP

Leadership Group: Finance Administration			
Department: Human Services		Division: Health	
Project Sponsor: George Miller	Date Requested: 07/28/09	PM Customer No. 162	
Request Type: New Development			
IT Team Name: Finance Administration		IT Team No: 9	
Project Manager/Leader: Chris Crespi			
Account Number: TBD	Account Description: TBD	Customer Name: Health Division	
Grant Funded? Partially Grant Funded - Yes		Mandate? No	Mandate Source:

Project Goal

To implement Netsmart's Insight application for centralized case management for all customer services provided by the Personal and Preventative Health Services Unit.

Business Objectives

Implement Netsmart's Insight application on QA and Production database servers and deploy application software to client devices.

Major Deliverables

- System Design Documentation
- Install and configure application & database for QA and Production
- End User Training – vendor provided
- User Acceptance Testing (UAT) Sign-off
- Disaster Recovery Toolkit
- Service Level Agreement (SLA)
- Service Center Knowledge Documentation
- Retired CHAMPS application
- Archived CHAMPS data

Approach

- Author System Design Documentation
- Procure, install, and configure QA/Production database servers
- Install application database in QA/Production
- Assist with end user training
- Facilitate and gain sign-off of User Acceptance Testing (UAT)
- Create Disaster Recovery Toolkit

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- Author Service Level Agreement (SLA)
- Author Service Center Knowledge Documentation
- Archive pertinent CHAMPS data
- Retire CHAMPS application

Benefits

See Return on Investment (ROI) Analysis Document

Intangible

Improved Service	Customer service is transformed by enabling customers with direct access to pertinent information. (A reduction in the proportional number of non-automated daily customer “interactions” is a measure of success.)
Product/Service Accuracy	Incremental gains are anticipated through the likelihood that process steps consistently executed. (A reduction in the number of occurrences of rework is a measure of success.)
Product/Service Productivity	Productivity is realized by the elimination of complexity. (A reduction in the number of process steps is a measure of success.)

Impact

Number of Internal Users approximately a total of 150, 100 concurrent users

Divisions Oakland County Health Division

Leadership Groups Finance Administration

Risk

Business Environment High – Project will dramatically change existing business processes

Technical Environment Low – proven and previously implemented technologies

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Assumptions

Staffing

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

Facilities

-

Technical

- Mobile option with Insight Anywhere is not part of this implementation plan.
- Client software will be deployed manually by Workstation Services or through automated deployment scripts via SCCM.
- Existing servers will be utilized.

Funding

- Health Grant and E-Health Funding, Resolution #05218

Other

-

Priority

- TBD

Constraints

-

Exclusions

- No CHAMPS data (or any other data) will be converted with this project.
- No customizations to the application are necessary.

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PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Programming, Implementation, and Post Implementation Support		
Total Estimated Application Services	Hours: 510	Cost: \$62,220
Total Estimated Technical Systems	Hours: 112	Cost: \$11,712
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 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: 622	Cost: \$73,932
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 622	Cost: \$73,932

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PROJECT COMPLETION AUTHORIZATION

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

PHNS Insight Implementation - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated	Estimated	Estimate Notes
			Hours	Cost	
Phase	000000	PROJECT MANAGEMENT	108	\$13,176.00	
Phase	060000	PROGRAMMING	346	\$40,748.01	
Phase	070000	IMPLEMENTATION	120	\$14,152.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	48	\$5,856.00	
			622	\$73,932.01	

D99162PP - PHNS Insight Implementation

3.1 - Provide an Enhanced Application Service Offering

- | | |
|---|--|
| 3.1.1 - Increase application integration through web services <input type="checkbox"/> | 3.1.5 - Improve the quality, reliability and availability of all applications <input type="checkbox"/> |
| 3.1.2 - Research and develop a Constituent Relationship Management (CRM) strategy <input type="checkbox"/> | 3.1.6 - Increase the agility and responsiveness of business units by expanding customer analytics <input type="checkbox"/> |
| 3.1.3 - Promote mobility and location integration in business applications <input checked="" type="checkbox"/> | 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 <input type="checkbox"/> |
| 3.1.4 - Utilize ecommerce platform to offset costs and expand product offerings to customers <input type="checkbox"/> | 3.1.8 - Centralize identity and access management for all applications and content <input type="checkbox"/> |

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 <input type="checkbox"/> | 3.2.4 - Provide a high-quality training program to empower employees through technology <input type="checkbox"/> |
| 3.2.2 - Implement the IT Infrastructure Library (ITIL) best practice framework for IT Service Management <input type="checkbox"/> | 3.2.5 - Develop a formalized customer communication plan <input type="checkbox"/> |
| 3.2.3 - Define a service and support strategy that clearly identifies the IT service provided <input type="checkbox"/> | 3.2.6 - Build IT Staff expertise through professional development <input type="checkbox"/> |
| | 3.2.7 - Expand capacity through ongoing organizational review and selective outsourcing <input type="checkbox"/> |

3.3 - Implement a Standardized Infrastructure Strategy

- | | |
|---|--|
| 3.3.1 - Deliver services using a shared technology infrastructure wherever possible <input type="checkbox"/> | 3.3.5 - Establish support cost model and SLA for all offerings outside 3.3.4 <input type="checkbox"/> |
| 3.3.2 - Implement a Microsoft infrastructure strategy <input type="checkbox"/> | 3.3.6 - Improve service availability through network design and management strategies <input type="checkbox"/> |
| 3.3.3 - Implement a consolidated security strategy <input type="checkbox"/> | 3.3.7 - Establish enhanced capacity planning and recovery management strategies <input type="checkbox"/> |
| 3.3.4 - Establish a standard personal computing hardware and software product suite, SLA, and replacement schedule for all County personal computers <input type="checkbox"/> | |

Oakland County -- PHNS Insight 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:	209,950	212,050	214,170	216,312	218,475	220,660	1,291,616
Cost Avoidance Subtotal:	36,624	36,990	37,360	37,734	38,111	38,492	225,311
Costs:							
Development Services Subtotal:	75,884	4,880	4,880	4,880	4,880	4,880	100,284
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	365,345	49,117	49,117	49,117	49,117	49,117	610,930
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	246,574	249,040	251,530	254,045	256,586	259,152	1,516,927
Annual Total Costs	441,229	53,997	53,997	53,997	53,997	53,997	711,214
Annual Return on Investment	(194,655)	195,043	197,533	200,048	202,589	205,155	805,713
Annual Costs/Savings Ratio	178.94%	21.68%	21.47%	21.25%	21.04%	20.84%	
Project Cumulative Statistics:							
Cumulative Total Savings	246,574	495,614	747,144	1,001,189	1,257,775	1,516,927	1,516,927
Cumulative Total Costs	441,229	495,226	549,223	603,220	657,217	711,214	711,214
Cumulative Return on Investment	(194,655)	388	197,921	397,969	600,558	805,713	805,713
Cumulative Cost/Savings Ratio	178.94%	99.92%	73.51%	60.25%	52.25%	46.89%	46.89%
Year Positive Payback Achieved		Year 2					Year 2
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 -- PHNS Insight Implementation
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
Elimination of CHAMPS - Mainframe Fee	Tangible Benefit		EA	4	20,000	80,000	1.010
Elimination of Activity Coding Fee	Tangible Benefit		EA	12	5,100	61,200	1.010
Elimination of printing costs for hard copy of client records (field & nursing)	Tangible Benefit		ANN	1	22,000	22,000	1.010
Elimination of costs for supplies related to client records(file folders, labels file folders and toner)	Tangible Benefit		ANN	1	21,750	21,750	1.010
Eliminate time to query returning client folders(clinic)	Cost Avoidance		HR	246	11.20	2,755	1.010
Eliminate time to locate missing client folders (field)	Cost Avoidance		HR	72	11.20	806	1.010
Reduction of clerical time to locate and open returning clients (field)	Cost Avoidance		HR	492	11	5,510	1.010
Reduction of nursing time to manually complete client records(clinic)	Cost Avoidance		HR		27.09	0	1.010
Elimination of clerical time to complete labels for client folders	Cost Avoidance		HR	2,460	11.20	27,552	1.010
Reduction of nursing time for preping and posting for home visits	Cost Avoidance		HR		27.09	0	1.010
Eliminate 3rd party company that completes billing	Tangible Benefit		ANN	1	25,000	25,000	1.010
Reduce incident reports by providing a up-to-date inventory of medication available for nurses using a CDC approved algorithm.	Cost Avoidance					0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- PHNS Insight Implementation
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
Elimination of CHAMPS - Mainframe Fee	Tangible Benefit	X	X	X	X	X	X	80,000.00	80,800.00	81,608.00	82,424.08	83,248.32	84,080.80
Elimination of Activity Coding Fee	Tangible Benefit	x	x	x	x	x	x	61,200.00	61,812.00	62,430.12	63,054.42	63,684.97	64,321.82
Elimination of printing costs for hard copy of client records (field & nursing)	Tangible Benefit	x	x	x	x	x	x	22,000.00	22,220.00	22,442.20	22,666.62	22,893.29	23,122.22
Elimination of costs for supplies related to client records(file folders, labels file folders and toner)	Tangible Benefit	x	x	x	x	x	x	21,750.00	21,967.50	22,187.18	22,409.05	22,633.14	22,859.47
Eliminate time to query returning client folders(clinic)	Cost Avoidance	X	X	X	X	X	X	2,755.20	2,782.75	2,810.58	2,838.69	2,867.07	2,895.74
Eliminate time to locate missing client folders (field)	Cost Avoidance	X	X	X	X	X	X	806.40	814.46	822.61	830.83	839.14	847.53
Reduction of clerical time to locate and open returning clients (field)	Cost Avoidance	X	X	X	X	X	X	5,510.40	5,565.50	5,621.16	5,677.37	5,734.14	5,791.49
Reduction of nursing time to manually complete client records(clinic)	Cost Avoidance	X	X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0.00
Elimination of clerical time to complete labels for client folders	Cost Avoidance	X	X	X	X	X	X	27,552.00	27,827.52	28,105.80	28,386.85	28,670.72	28,957.43
Reduction of nursing time for preping and posting for home visits	Cost Avoidance	X	X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0.00
Eliminate 3rd party company that completes billing	Tangible Benefit	X	X	X	X	X	X	25,000.00	25,250.00	25,502.50	25,757.53	26,015.10	26,275.25
Reduce incident reports by providing a up-to-date inventory of medication available for nurses using a CDC approved algorithm.	Cost Avoidance												

Oakland County -- PHNS Insight 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
IT Hours - New Development	Development Svcs		HR	622	122	75,884	
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs		HR	40	122	4,880	
IT Hours - Planned Maintenance	Development Svcs						
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					0	
Image Workstations - Maintenance	Hardware				3,496	0	
PC Maintenance User Owned	Hardware				2,304	0	
Printer Maintenance User Owned	Hardware				1,072	0	
Package Software - Acquisition	Software		EA	1	316,228	316,228	
Package Software - Maintenance	Software		ANN	1	49,117	49,117	
Business Objects Access	Software					0	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure				8,000	0	
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	

Oakland County -- PHNS Insight 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
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	
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	
Internet Access	Infrastructure				180	0	
Project Staff Training	Training					0	
User Training	Training					0	

Oakland County -- PHNS Insight Implementation
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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	x						75,884.00						
IT Hours - System Maintenance	Development Svcs		X	X	X	X	X		0.00	0.00	0.00	0.00	0.00	
IT Hours - Customer Support	Development Svcs		X	X	X	X	X		4,880.00	4,880.00	4,880.00	4,880.00	4,880.00	
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													
Image Workstations - Maintenance	Hardware													
PC Maintenance User Owned	Hardware													
Printer Maintenance User Owned	Hardware													
Package Software - Acquisition	Software	X						316,228.00						
Package Software - Maintenance	Software	X	X	X	X	X	X	49,117.00	49,117.00	49,117.00	49,117.00	49,117.00	49,117.00	
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													
Server Sftwre - Maintenance	Infrastructure													
Server Rack Mount	Infrastructure													
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure													

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Return on Investment Analysis

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
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure												
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure												
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												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

Oakland County -- PHNS Insight 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	75,884						75,884
IT Hours - System Maintenance		0	0	0	0	0	
IT Hours - Customer Support		4,880	4,880	4,880	4,880	4,880	24,400
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	75,884	4,880	4,880	4,880	4,880	4,880	100,284
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
Package Software - Acquisition	316,228						316,228
Package Software - Maintenance	49,117	49,117	49,117	49,117	49,117	49,117	294,702
<i>Software Subtotal:</i>	365,345	49,117	49,117	49,117	49,117	49,117	610,930
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	441,229	53,997	53,997	53,997	53,997	53,997	711,214

