

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: PSFT Absence Management Mod Implementation**

**Project ID: DA8126AB**

<b>Leadership Group: Finance/Admin</b>			
<b>Department: M&amp;B</b>		<b>Division: Fiscal Services</b>	
<b>Project Sponsor: Tim Soave</b>	<b>Date Requested: 2007/2008</b>	<b>PM Customer No. 126</b>	
<b>Request Type:</b>	<u><i>New Development</i></u>	<i>Enhancement</i>	<i>Customer Support</i>
	<i>Planned System Maintenance or Upgrade</i>		
<b>IT Team Name: Finance/Admin</b>		<b>IT Team No: A</b>	
<b>Project Manager/Leader: Chithra Chakrapani</b>			
<b>Account Number:</b> 44024	<b>Account Description:</b> FS-New Development	<b>Customer Name:</b>	Fiscal Services
<b>Grant Funded?</b> Yes <u>No</u>	<b>Mandate?</b> Yes <u>No</u>	<b>Mandate Source:</b>	

## Project Goal

To implement PeopleSoft/Oracle Absence Management module so that management can track absence data for Employees for performance evaluation, reporting, and project planning.

## Business Objective

To manage the tracking of absence data for employees for performance evaluation, reporting, and project planning. To indicate how leave balances are drawn down by one or more accruals and with what priority and to define eligibility rules that govern when each accrual should occur based on hours worked, longevity and so on.

### **Major Deliverables**

- Absent management process
- Reports

### **Approach**

- Acquire PeopleSoft Absent management Module
- Analyze the implementation process
- Define required processes
- Define reports
- Implement process
- Implement reports

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

**Project Name: PSFT Absence Management Mod Implementation**

**Project ID: DA8126AB**

---

**Business Objective**

To implement self service absence management functionality for employees and management

**Major Deliverables**

- Self Service Functionality

**Approach**

- Work with team leads to set up self service work flow
- Implement self service functionality

**Benefits**

*See Return on Investment (ROI) Analysis Document*

**Impact**

**Number of Users**

5,000 County employees if the self service portion is implemented

150 Time & Labor clerks, Payroll clerks and HR Clerks

**Divisions**

All

**Leadership Groups**

Finance/Administration

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

**Project Name: PSFT Absence Management Mod Implementation**

**Project ID: DA8126AB**

**Risk**

**Business Environment**      **High** - project will dramatically change existing business processes or will negatively effect the business environment if implementation is unsuccessful.

**Technical Environment**      **Medium** - Previously implemented technologies, 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:	Tim Soave	
Project Team	Kim Mahan	

**Facilities**

- 

**Technical**

- 

**Funding**

- Information Technology

**Other**

- 

**Priority**

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

**Project Name: PSFT Absence Management Mod Implementation**

**Project ID: DA8126AB**

---

**Constraints**

- Funding is available to purchase the Absence Management Module
- The existing PeopleSoft HRMS Application is at version 9.0 or higher

**Exclusions**

- Any enhancement to the existing module is outside the scope of this project

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: PSFT Absence Management Mod Implementation**

**Project ID: DA8126AB**

## PROJECT PHASE AUTHORIZATION

<b>Phase(s): Preliminary Estimate</b>		
<b>Total Estimated Application Services</b>	<b>Hours: 1,265</b>	<b>Cost: \$154,330</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 70</b>	<b>Cost: 7,320</b>
<b>Total Estimated eGovernment Services</b>	<b>Hours:</b>	<b>Cost:</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 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		<b>Date:</b>
Reason:		
<b>Project Sponsor Approval:</b>		
Title:		<b>Date:</b>

## PROJECT SUMMARY

<b>Authorized Development (see above)</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours: 1,335</b>	<b>Cost: \$161,650</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 1,335</b>	<b>Cost: \$161,650</b>

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: PSFT Absence Management Mod Implementation**

**Project ID: DA8126AB**

## PROJECT COMPLETION AUTHORIZATION

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

### PSFT Absence Management Mod Implementation - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	304	\$37,088.00	
Phase	010000	INITIAL SURVEY	48	\$5,855.99	
Phase	020000	FEASIBILITY STUDY			
Phase	030000	BUSINESS AREA REQUIREMENTS	84	\$10,248.00	
Phase	040000	BUSINESS SYSTEM DESIGN	120	\$14,640.00	
Phase	050000	TECHNICAL DESIGN	120	\$14,639.99	
Phase	060000	PROGRAMMING	563	\$67,465.99	
Phase	070000	IMPLEMENTATION	48	\$5,855.99	
Phase	080000	POST IMPLEMENTATION SUPPORT	48	\$5,855.99	
			1,335	\$161,649.94	

**DA8126AB - PSFT Absence Management Mod Implementation**

**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**  
**PSFT Absence Management Mod Implementation**  
 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:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	247,171	252,114	257,157	262,300	267,546	272,897	1,559,185
<b>Costs:</b>							
Development Services Subtotal:	165,310	2,440	2,440	2,440	2,440	2,440	177,510
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	247,171	252,114	257,157	262,300	267,546	272,897	1,559,185
Annual Total Costs	165,310	2,440	2,440	2,440	2,440	2,440	177,510
Annual Return on Investment	81,861	249,674	254,717	259,860	265,106	270,457	1,381,675
Annual Costs/Savings Ratio	66.88%	0.97%	0.95%	0.93%	0.91%	0.89%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	247,171	499,285	756,442	1,018,742	1,286,288	1,559,185	1,559,185
Cumulative Total Costs	165,310	167,750	170,190	172,630	175,070	177,510	177,510
Cumulative Return on Investment	81,861	331,535	586,252	846,112	1,111,218	1,381,675	1,381,675
Cumulative Cost/Savings Ratio	66.88%	33.60%	22.50%	16.95%	13.61%	11.38%	11.38%
Year Positive Payback Achieved	Year 1						Year 1
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: _____						

**Oakland County**  
**PSFT Absence Management Mod 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
Staff time (Dept Emp Records, Payroll Clks, and HR Rec Clks) reallocation due to efficiency enhancements via on line attendance entry. Eliminates paper approvals for time off and paper attendance sheets .	Cost Avoidance		HR	63	31	1,953	1.020
Time savings due to workflow which allows the employee and managers/supervisors to utilize employee/manager self service to request and track absences on line.	Cost Avoidance		HR	695	64	44,480	1.020
Managers and supervisors can access reports that capture absence data for performance evaluation, reporting and project planning.	Cost Avoidance		HR	695	64	15,738	1.020
						0	
Time savings for employees by making online requests for time off instead of by forms. On line requests/approvals eliminates all paper requests.	Cost Avoidance		HR	5,000	37	185,000	1.020
						0	
Combines employee and manager capabilities to track all absences in one application.						0	
All calculation logic is defined online, which allows the absence business logic to be externalized and not embedded within batch code. This can reduce ongoing maintenance and provide more flexibility.						0	
						0	
						0	
						0	
						0	
						0	

**Oakland County**  
**PSFT Absence Management Mod 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
Staff time (Dept Emp Records, Payroll Clks, and HR Rec Clks) reallocation due to efficiency enhancements via on line attendance entry. Eliminates paper approvals for time off and paper attendance sheets .	Cost Avoidance	X	X	X	X	X	X	1,953	1,992	2,032	2,073	2,114	2,156
Time savings due to workflow which allows the employee and managers/supervisors to utilize employee/manager self service to request and track absences on line.	Cost Avoidance	x	x	x	x	x	x	44,480	45,370	46,277	47,203	48,147	49,110
							x					0	
Managers and supervisors can access reports that capture absence data for performance evaluation, reporting and project planning.	Cost Avoidance	X	X	X	X	X	X	15,738	16,053	16,374	16,701	17,035	17,376
Time savings for employees by making online requests for time off instead of by forms. On line requests/approvals eliminates all paper requests.	Cost Avoidance	x	x	x	x	x	x	185,000	188,700	192,474	196,323	200,250	204,255
Combines employee and manager capabilities to track all absences in one application.													
All calculation logic is defined online, which allows the absence business logic to be externalized and not embedded within batch code. This can reduce ongoing maintenance and provide more flexibility.													

**Oakland County**  
**PSFT Absence Management Mod Implementation**  
 Return on Investment Analysis  
**Savings Summary**

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Tangible Benefit:</b>							
<i>Tangible Benefits Subtotal:</i>							
<b>Cost Avoidance:</b>							
Staff time (Dept Emp Records, Payroll Clks, and HR Rec Clks) reallocation due to efficiency enhancements via on line attendance entry. Eliminates paper approvals for time off and paper attendance sheets .	1,953	1,992	2,032	2,073	2,114	2,156	12,320
Time savings due to workflow which allows the employee and managers/supervisors to utilize employee/manager self service to request and track absences on line.	44,480	45,370	46,277	47,203	48,147	49,110	280,585
Managers and supervisors can access reports that capture absence data for performance evaluation, reporting and project planning.	15,738	16,053	16,374	16,701	17,035	17,376	99,277
Time savings for employees by making online requests for time off instead of by forms. On line requests/approvals eliminates all paper requests.	185,000	188,700	192,474	196,323	200,250	204,255	1,167,002
Combines employee and manager capabilities to track all absences in one application.							

**Oakland County**  
**PSFT Absence Management Mod Implementation**  
 Return on Investment Analysis  
**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>
All calculation logic is defined online, which allows the absence business logic to be externalized and not embedded within batch code. This can reduce ongoing maintenance and provide more flexibility.							
<i>Cost Avoidance Subtotal:</i>	<b>247,171</b>	<b>252,114</b>	<b>257,157</b>	<b>262,300</b>	<b>267,546</b>	<b>272,897</b>	<b>1,559,185</b>
<b>Savings Total:</b>	<b>247,171</b>	<b>252,114</b>	<b>257,157</b>	<b>262,300</b>	<b>267,546</b>	<b>272,897</b>	<b>1,559,185</b>

**Oakland County**  
**PSFT Absence Management Mod Implementation**  
Return on Investment Analysis  
**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>
IT Hours - New Development	Development Svcs			1,335	122	162,870
IT Hours - System Maintenance	Development Svcs			20	122	2,440
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

**Oakland County**  
**PSFT Absence Management Mod Implementation**  
 Return on Investment Analysis  
**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>
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

**Oakland County**  
**PSFT Absence Management Mod Implementation**  
 Return on Investment Analysis  
**Cost Detail**

Cost Description	Project Cost Category	Annual Multiplier	Affects Project ROI?						Potential Cost Extension				
			Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	
IT Hours - New Development	Development Svcs		X						162,870				
IT Hours - System Maintenance	Development Svcs		X	X	X	X	X	X	2,440	2,440	2,440	2,440	
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												

**Oakland County**  
**PSFT Absence Management Mod Implementation**  
 Return on Investment Analysis  
**Cost Detail**

Cost Description	Project Cost Category	Annual Multiplier	Affects Project ROI?						Potential Cost Extension			
			Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4
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											

**Oakland County**  
**PSFT Absence Management Mod Implementation**  
 Return on Investment Analysis  
**Cost Detail**

Cost Description	Project Cost Category	\$	
		Y5	Y6
IT Hours - New Development	Development Svcs		
IT Hours - System Maintenance	Development Svcs	2,440	2,440
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		

**Oakland County**  
**PSFT Absence Management Mod Implementation**  
 Return on Investment Analysis  
**Cost Detail**

Cost Description	Project Cost Category	\$	
		Y5	Y6
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		

**Oakland County**  
**PSFT Absence Management Mod Implementation**  
 Return on Investment Analysis  
**Cost Summary**

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Development Services:</b>							
IT Hours - New Development	162,870						162,870
IT Hours - System Maintenance	2,440	2,440	2,440	2,440	2,440	2,440	14,640
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	<b>165,310</b>	<b>2,440</b>	<b>2,440</b>	<b>2,440</b>	<b>2,440</b>	<b>2,440</b>	<b>177,510</b>
<b>Hardware:</b>							
<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>							
<b>Costs Total:</b>	<b>165,310</b>	<b>2,440</b>	<b>2,440</b>	<b>2,440</b>	<b>2,440</b>	<b>2,440</b>	<b>177,510</b>

