

Oakland County Department of Information Technology Project Scope and Approach

Project Name: PSFT COBRA Implementation

Project ID: DA8155CO

Leadership Group: Finance/Admin				
Department: Human Resources			Division: General Administration	
Project Sponsor: Cathy Shallal		Date Requested: 2007/2008		PM Customer No. 151
Request Type: <u><i>New Development</i></u> <i>Enhancement</i> <i>Customer Support</i> <i>Planned System Maintenance or Upgrade</i>				
IT Team Name: Finance/Admin			IT Team No: A	
Project Manager/Leader: Chithra Chakrapani				
Account Number: 96000	Account Description:	Human Resources System		Customer Name: Human Resources
Grant Funded? Yes <u>No</u>			Mandate? Yes <u>No</u>	
			Mandate Source:	

Project Goal

To implement PeopleSoft/Oracle COBRA Administration module.

Business Objective

To replace the County's Travis Software COBRA administration system by implementing PeopleSoft COBRA administration to enable Employee Benefits to process COBRA notices and track payments for those who have elected COBRA continuation coverage. This will replace manual (and duplicate) entry of information into the COBRA system.

Major Deliverables

PeopleSoft Cobra Billing process enabled

Approach

- Perform requirement Analysis
- Study software implementation documentation
- Setup software to activate COBRA module on the test instance
- Build prototype
- Modify billing forms and create reports
- Support customer test the billing process
- Install in production
- Release product to customer

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Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users

1 user in the Employee Benefits Unit

Divisions

All County Divisions- All full time separations and other COBRA qualifying events.

Leadership Groups

Finance/Administration

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.

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:	Cathy Shallal	As needed
Project Team Members	Angie Broegman-Stinde	As needed
	Carol Sawinski	

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Facilities

-
-

Technical

-
-

Funding

- Information Technology
-

Other

-
-

Priority

TBD

Constraints

-
-

Exclusions

-
-

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PROJECT PHASE AUTHORIZATION

Phase(s): All	
Total Estimated Application Services	Hours: 384 Cost: \$46,848
Total Estimated Technical Systems	Hours: 21 Cost: \$2,196
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: 405	Cost: \$49,044
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 405	Cost: \$49,044

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PROJECT COMPLETION AUTHORIZATION

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

The screenshot shows the 'Open Workbench' application window with a table of project phases and their estimated hours and costs. The table is titled 'All Resources' and includes columns for Type, ID, Task Name, Estimated Hours, Estimated Cost, and Estimate Notes.

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	93	\$11,346.00	
Phase	010000	INITIAL SURVEY	14	\$1,708.00	
Phase	020000	FEASIBILITY STUDY	12	\$1,464.00	
Phase	030000	BUSINESS AREA REQUIREMENTS	19	\$2,318.00	
Phase	040000	BUSINESS SYSTEM DESIGN	30	\$3,660.00	
Phase	050000	TECHNICAL DESIGN	36	\$4,392.00	
Phase	060000	PROGRAMMING	173	\$20,740.00	
Phase	070000	IMPLEMENTATION	14	\$1,708.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	14	\$1,708.00	
			405	\$49,044.00	

DA8155CO - PSFT COBRA 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 COBRA 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:	1,600	1,616	1,632	1,648	1,665	1,682	9,843
Cost Avoidance Subtotal:	9,120	9,211	9,303	9,396	9,490	9,585	56,106
Costs:							
Development Services Subtotal:	51,850	2,440	2,440	2,440	2,440	2,440	64,050
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:	618	0	0	0	0	0	618
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	10,720	10,827	10,935	11,045	11,155	11,267	65,950
Annual Total Costs	52,468	2,440	2,440	2,440	2,440	2,440	64,668
Annual Return on Investment	(41,748)	8,387	8,495	8,605	8,715	8,827	1,282
Annual Costs/Savings Ratio	489.44%	22.54%	22.31%	22.09%	21.87%	21.66%	
Project Cumulative Statistics:							
Cumulative Total Savings	10,720	21,547	32,483	43,527	54,683	65,950	65,950
Cumulative Total Costs	52,468	54,908	57,348	59,788	62,228	64,668	64,668
Cumulative Return on Investment	(41,748)	(33,361)	(24,865)	(16,261)	(7,545)	1,282	1,282
Cumulative Cost/Savings Ratio	489.44%	254.83%	176.55%	137.36%	113.80%	98.06%	98.06%
Year Positive Payback Achieved						Year 6	Year 6
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 --
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Return on Investment Analysis
Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Cost saving for County due to discontinuation of fees for Travis Software	1,600	1,616	1,632	1,648	1,665	1,682	9,843
<i>Tangible Benefits Subtotal:</i>	1,600	1,616	1,632	1,648	1,665	1,682	9,843
Cost Avoidance:							
Time savings for HR staff because the employee does not have to re-enter data already contained in the Peoplesoft system.	9,120	9,211	9,303	9,396	9,490	9,585	56,106
<i>Cost Avoidance Subtotal:</i>	9,120	9,211	9,303	9,396	9,490	9,585	56,106
Savings Total:	10,720	10,827	10,935	11,045	11,155	11,267	65,950

**Oakland County --
PSFT COBRA 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	Affects Project ROI?							
								Y1	Y2	Y3	Y4	Y5	Y6		
IT Hours - New Development	Development Svcs			405	122	49,410		x							
IT Hours - System Maintenance	Development Svcs			20	122	2,440		x	x	x	x	x	x	x	
IT Hours - Planned Maintenance	Development Svcs					0									
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									
Notebook - Acquisition	Hardware					0									
Notebook - Maintenance	Hardware					2,372									
Mini Notebook - Acquisition	Hardware					0									
Mini Notebook - Maintenance	Hardware					2,196									
Laserprinter 1 - Acquisition	Hardware					0									
Laserprinter 1 - Maintenance	Hardware					1,104									
Laserprinter 2 - Acquisition	Hardware					0									
Laserprinter 2 - Maintenance	Hardware					1,208									
Laserprinter 3 - Acquisition	Hardware					0									
Laserprinter 3 - Maintenance	Hardware					1,860									
Image Workstations - Acquisition	Hardware					0									
Image Workstations - Maintenance	Hardware					3,496									
Terminals - Acquisition	Hardware					0									
Terminals - Maintenance	Hardware					644									
PRTR w/TERM ID - Acquisition	Hardware					0									
PRTR w/TERM ID - Maintenance	Hardware					1,072									
PRTR w/o TERM ID - Acquisition	Hardware					0									
PRTR w/o TERM ID - Maintenance	Hardware					1,072									
PC Maintenance User Owned	Hardware					2,304									
Printer Maintenance User Owned	Hardware					1,072									
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									

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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	Affects Project ROI?					
								Y1	Y2	Y3	Y4	Y5	Y6
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			4	122	488		x					
User Training	Training			4	32.393266	130		x					
						0							
						0							
						0							
						0							

**Oakland County --
PSFT COBRA Implementation**
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	49,410					
IT Hours - System Maintenance	Development Svcs	2,440	2,440	2,440	2,440	2,440	2,440
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						
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						

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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	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	488					
User Training	Training	130					

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 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	49,410						49,410
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>	51,850	2,440	2,440	2,440	2,440	2,440	64,050
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
Project Staff Training	488						488
User Training	130						130
<i>Training Subtotal:</i>	618						618
Other:							
<i>Other Subtotal:</i>							
Costs Total:	52,468	2,440	2,440	2,440	2,440	2,440	64,668

