

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Reimbursement Inmate Accounts Data Transfer **Project ID:** DA8126IA

Leadership Group: Finance / Admin			
Department: Management & Budget		Division: Fiscal Services / Admin	
Project Sponsor: Art Holdsworth	Date Requested: 9/19/08	PM Customer No. 126	
Request Type:	<input checked="" type="checkbox"/> <i>New Development</i>	<input type="checkbox"/> <i>Enhancement</i>	<input type="checkbox"/> <i>Customer Support</i>
	<input type="checkbox"/> <i>Planned System Maintenance or Upgrade</i>		
IT Team Name: Finance / Admin		IT Team No: A	
Project Manager/Leader: Chithra Chakrapani			
Account Number: 44024	Account Description: FS-New Development	Customer Name:	Fiscal Services
Grant Funded? Yes <input type="checkbox"/> <input checked="" type="checkbox"/> No	Mandate? Yes <input type="checkbox"/> <input checked="" type="checkbox"/> No	Mandate Source:	

Project Goal

Establish a process to transfer historical inmate account data from the Reimbursement System(excluding non Public accounts) and new inmate data from the JAMS system electronically to a contracting company so that collection can be performed by the contracting company in the future.

Business Objective

Establish a process to make electronic transfer of historical open (positive balance owing) inmate accounts data from the legacy Reimbursement System to the contractor, RDK, in an acceptable form and format.

Major Deliverables

Data transfer of historical open public case Inmate accounts information from the legacy reimbursement system to the contracting Company, RDK.

Approach

- Oakland County project manager to work closely with RDK project manager to monitor project status and facilitate deliverables.
- Determine the record format of the files that need to be sent
- Develop program to extract the file
- Work closely with RDK to provide, review, analyze, prepare, and test data output files and transfer process.
- Transfer inmate information file to RDK

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

Project Name: Reimbursement Inmate Accounts Data Transfer **Project ID:** DA8126IA

Business Objective

Set up a periodic (daily) electronic data transfer process of new inmate accounts data from the JAMS (or replacement) System to the contractor, RDK, in an acceptable form and format.

Major Deliverables

- A process to transfer new inmate public case account information to the contracting company, RDK on a regular basis.

Approach

- Determine the record format of the files that need to be sent
- Develop program to extract the file
- Work closely with RDK to provide, review, analyze, prepare, and test inmate data files and to set up automatic data transfer process.
- Transfer inmate information file to RDK
- Receive approval from RDK

Benefits

The purpose of contracting inmate billing and collections from the Reimbursement Unit to RDK is to enhance collections (increase revenues). RDK estimated that collections could be doubled within a few years' time. The SOW and PSC have been structured to pilot the outsourcing of this service to see if indeed collections can be enhanced.

Impact

Number of Users 4 – 6

Divisions Fiscal Services. Administration

Leadership Groups Finance/Admin

Risk

- **Business Environment**
 - **Medium** - Project requires some changes to existing Business Process
- **Technical Environment**
 - **Low** - proven and previously implemented technologies

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

Project Name: Reimbursement Inmate Accounts Data Transfer **Project ID:** DA8126IA

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:	Art Holdsworth	As needed

Facilities

- N/A

Technical

- N/A

Funding

- Fiscal Services General Fund

Other

- N/A

Priority TBD

Constraints

- Timing: Need to accomplish data transfer by end of October

Exclusions

- Non Public Inmate cases / accounts are to be excluded from the extract.

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

Project Name: Reimbursement Inmate Accounts Data Transfer **Project ID:** DA8126IA

PROJECT PHASE AUTHORIZATION

Phase(s): (all Phases) Preliminary only		
Total Estimated Application Services	Hours: 527	Cost: \$64,294
Total Estimated Technical Systems	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 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:	Cost:
Preliminary Estimated Development for Future Phases	Hours: 527	Cost: \$64,294
Grand Total Estimated Development	Hours:	Cost:

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Reimbursement Inmate Accounts Data Transfer **Project ID:** DA8126IA

PROJECT COMPLETION AUTHORIZATION

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

The screenshot shows the 'Open Workbench' application window. The title bar reads 'Open Workbench - [Reimbursement Inmate Accounts Data Transfer - Size Estimate (+/- 10% to 50%)]'. The main window displays a table with the following data:

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	95	\$11,590.00	
Phase	040000	BUSINESS SYSTEM DESIGN	44	\$5,368.00	
Phase	060000-0	PROGRAMMING	366	\$44,652.00	
Phase	070000	IMPLEMENTATION	11	\$1,342.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	11	\$1,342.00	
			527	\$64,294.00	

The left sidebar contains various project management tools such as 'Annual Replanning', 'Size Estimates', 'Master Planning', 'Customer Reporting', etc. The bottom taskbar shows the Start button and several open applications including 'Inbox in mail - Microsoft...', 'Untitled - Message (HTML)', 'Clarity :: Project: Proper...', 'Open Workbench - [R...', and 'Microsoft Excel'. The system clock shows 3:57 PM.

DA8126IA - Reimbursement Inmate Accounts Data Transfer

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
Reimbursement Inmate Accounts Data Transfer
 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:	100,000	120,000	144,000	172,800	207,360	248,832	992,992
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	64,294	0	0	0	0	0	64,294
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	100,000	120,000	144,000	172,800	207,360	248,832	992,992
Annual Total Costs	64,294	0	0	0	0	0	64,294
Annual Return on Investment	35,706	120,000	144,000	172,800	207,360	248,832	928,698
Annual Costs/Savings Ratio	64.29%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	100,000	220,000	364,000	536,800	744,160	992,992	992,992
Cumulative Total Costs	64,294	64,294	64,294	64,294	64,294	64,294	64,294
Cumulative Return on Investment	35,706	155,706	299,706	472,506	679,866	928,698	928,698
Cumulative Cost/Savings Ratio	64.29%	29.22%	17.66%	11.98%	8.64%	6.47%	6.47%
Year Positive Payback Achieved	Year 1						Year 1
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
Reimbursement Inmate Accounts Data Transfer
 Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit	Units	Rate per	Total Cost	Annual	Affects Project ROI?						
			Desc		Unit		Multiplier	Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs		HR	527	122	64,294		X						
IT Hours - System Maintenance	Development Svcs				122	0								
IT Hours - Customer Support	Development Svcs				122	0								
IT Hours - Planned Maintenance	Development Svcs				122	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				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					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				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								
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								

Oakland County
Reimbursement Inmate Accounts Data Transfer
 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		
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									
TBD	Infrastructure					0									
TBD	Infrastructure					0									
Internet Access	Infrastructure				180	0									
Project Staff Training	Training					0									
User Training	Training					0									

Oakland County
Reimbursement Inmate Accounts Data Transfer
 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	64,294.00					
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs						
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						
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						
Server Sftwre - Maintenance	Infrastructure						
Server Rack Mount	Infrastructure						
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure						
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure						

Oakland County
Reimbursement Inmate Accounts Data Transfer
 Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
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						
TBD	Infrastructure						
TBD	Infrastructure						
Internet Access	Infrastructure						
Project Staff Training	Training						
User Training	Training						

Oakland County
Reimbursement Inmate Accounts Data Transfer
 Return on Investment Analysis

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	64,294						64,294
IT Hours - System Maintenance							
IT Hours - Customer Support							
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	64,294						64,294
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:	64,294						64,294

