

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: REM Create Account Receivable Files for SCAO**      **Project ID: DA9126AR**

<b>Leadership Group: Finance/Admin</b>			
<b>Department: Management &amp; Budget</b>		<b>Division: Fiscal Services</b>	
<b>Project Sponsor: Tim Soave</b>	<b>Date Requested: 4/23/2009</b>	<b>PM Customer No. 126</b>	
<b>Request Type:</b>	<u><b>New Development</b></u>	<b>Enhancement</b>	<b>Customer Support</b>
	<b>Planned System Maintenance or Upgrade</b>		
<b>IT Team Name: Finance/Admin</b>		<b>IT Team No: A</b>	
<b>Project Manager/Leader: Chithra Chakrapani</b>			
<b>Account Number:</b> 95470	<b>Account Description:</b> Reimbursement System	<b>Customer Name:</b>	Fiscal Services - Reimbursement
<b>Grant Funded?</b> Yes <u>No</u>	<b>Mandate?</b> <u>Yes</u> No	<b>Mandate Source: State Court Admin Office (SCAO)</b>	

## Project Goal

To develop a process to create Accounts receivable files of both Circuit & Juvenile divisions so that Reimbursement division can comply with the new state requirement of submitting accounts receivable reports.

## Business Objective

To develop six new accounts receivable report files from the Reimbursement System that have been mandated by the State Court Administrative Office.

### **Major Deliverables**

- Summary of Accounts Receivable report file by Case Type (Circuit)
- Outstanding Receivables Aging report file (Circuit)
- Payment/Adjustment Distribution of Criminal Assessment file (Circuit)
- Summary of Accounts Receivable report file by Case Type (Juvenile)
- Outstanding Receivables Aging report file (Juvenile)
- Payment/Adjustment Distribution of Criminal Assessment file (Juvenile)

### **Approach**

- Analyze the current process and design a method to generate the export files in the format given by SCAO
- Develop Batch programs to extract data from the Reimbursement system and build summary files
- Develop process to export files to SCAO's Collection Data System

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

**Project Name: REM Create Account Receivable Files for SCAO      Project ID: DA9126AR**

---

- Test the process and receive approval from end user
- Create/Update QA documentation
- Implement the process.

**Business Objective**

Develop a process to transmit the four files to the Collection Data System that is being implemented by the State Court Administrator's Office (SCAO).

**Major Deliverables**

- A new procedure to load the accounts receivable summary files to SCAO's Collection Data System.

**Approach**

- Transfer files generated from the batch process to the FTP server
- Implement procedure for the end user to receive the summary files.
- Train end user on how to load the files to the Collection Data System.

**Benefits**

NO ROI - State Mandate

**Impact**

**Number of Users**

**Divisions**

Fiscal Services - Reimbursement

**Leadership Groups**

Finance/Admin

**Risk**

**Business Environment      Low** – Little or no impact to existing Business Process

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

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

**Project Name: REM Create Account Receivable Files for SCAO      Project ID: DA9126AR**

---

**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:

<b><u>Role:</u></b>	<b><u>Name</u></b>	<b><u>Hours per Day</u></b>
Project Sponsor:	Tim      Soave	As Needed

**Facilities**

- 
- 

**Funding**

- 
- 

**Other**

- 
- 

**Priority**

**Constraints**

- State's Collection data System Test environment should be available to do the testing.
- 

**Exclusions**

- 
-

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

**Project Name: REM Create Account Receivable Files for SCAO      Project ID: DA9126AR**

**PROJECT PHASE AUTHORIZATION**

<b>Phase(s): Preliminary Estimates only</b>		
<b>Total Estimated Application Services</b>	<b>Hours: 253</b>	<b>Cost: \$30,866</b>
<b>Total Estimated Technical Systems</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 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: 253</b>	<b>Cost: \$30,866</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 253</b>	<b>Cost: \$30,866</b>

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

**Project Name: REM Create Account Receivable Files for SCAO      Project ID: DA9126AR**

**PROJECT COMPLETION AUTHORIZATION**

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

**REM Create Acct Receive Files for SCAO - Size Estimate (+/- 10% to 50%)**

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	28	\$3,416.00	
Phase	010000	INITIAL SURVEY			
Phase	020000	FEASIBILITY STUDY			
Phase	030000	BUSINESS AREA REQUIREMENTS	10	\$1,219.99	
Phase	040000	BUSINESS SYSTEM DESIGN			
Phase	050000	TECHNICAL DESIGN	19	\$2,318.01	
Phase	060000	PROGRAMMING	180	\$21,960.00	
Phase	070000	IMPLEMENTATION	8	\$976.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	8	\$976.00	
			253	\$30,866.01	

**DA9126AR - REM Create Acct Receive files for SCAO**

**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