

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

Project Name: Training Database Conversion

Project ID: DH6181TR

Leadership Group: Internal Services				
Department: Information Technology			Division: Internal Services	
Project Sponsor: Janette McKenna		Date Requested: May 16, 2006		PM Customer No. 181
Request Type:	<i>XX New Development</i>		<i>Enhancement</i>	<i>Customer Support</i>
	<i>Planned System Maintenance or Upgrade</i>			
IT Team Name: Internal Services			IT Team No: H	
Project Manager/Leader: Lisa Oppmann				
Account Number:	17010	Account Description:	Admin Division Development and Support	Customer Name: Information Technology
Grant Funded? Yes		No XX	Mandate? Yes	No XX
		Mandate Source:		

Project Goal

To convert the IT Access training database to Peoplesoft so that staff can register for IT training classes online.

Business Objective

Convert the existing training Access database to Peoplesoft which is easier to maintain and provides customers the ability to register for IT training classes online, the same process used to register for HR Training classes.

Major Deliverables

- Review Peoplesoft functionality
- Updated Operational Procedures
- Updated Customer Procedures
- System configuration and set-up
- Trained Staff and Customers
- Communications and Marketing Plan

Approach

- Research Peoplesoft Training and Self-Service modules to convert the IT training class database.
- Determine Peoplesoft requirements.
- Schedule PeopleSoft module demonstration.
- PeopleSoft GAP Analysis (functions needed but not existing in PeopleSoft).
- Recommend approach and present to Steering Committee for approval.
- Implement approach.

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Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users 4,000 +

Divisions All Oakland County Department and Elected Official Staff and CVT staff that currently schedule IT training.

Leadership Groups Steering Committee - Internal Services

Risk

Business Environment High – Project will dramatically change existing business processes or will negatively effect the business environment if implementation is unsuccessful.

Technical Environment Low – Proven and previously implemented technologies.

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:	Janette McKenna	As Needed

Facilities

- None Applicable.

Technical

- Need to determine additional Hardware and Software requirements

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Funding

- Information Technology.

Other

- None Applicable.

Priority

Constraints

- The project should not be started until Human Resources upgrades to PeopleSoft HR Version 8.9. Prior to version 8.9, the HR system does not allow the entry of non-employees in the HR system. Information Technology requires that contractors and staff from the local cities, villages, and townships (CVT) to be able to register for IT training courses.
- PeopleSoft team availability.

Exclusions

- None Applicable.

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PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	Hours:	Cost:
Total Estimated Technical Systems	Hours:	Cost:
Total Estimated eGovernment Services	Hours:	Cost:
Total Estimated CLEMIS	Hours:	Cost:
Total Estimated Internal Services	Hours: 768	Cost: \$93,696
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 Resource Manager Approval:		Date:
IT Resource Manager Approval:		Date:
IT Resource Manager Approval:		Date:
IT Resource Manager Approval:		Date:
IT Resource Manager Approval:		Date:
IT Management Approval:		
Approved: Yes No		Date:
Reason:		
Project Sponsor Approval:		
Title:		Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 768	Cost: \$93,696
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 768	Cost: \$93,696

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PROJECT COMPLETION AUTHORIZATION

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

Training Database Conversion - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
3	000000	PROJECT MANAGEMENT	170	\$20,740.00	
Phase	040000	BUSINESS SYSTEM REQUIREMENTS AND DESIGN	230	\$28,060.00	
Phase	050000	TECHNICAL DESIGN	55	\$6,709.96	
Phase	060000-0	PROGRAMMING	160	\$19,519.99	
Phase	070000	IMPLEMENTATION	75	\$9,150.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	78	\$9,516.00	
			768	\$93,695.95	

DH6181TR - Training Database Conversion

3.1 - Provide an Enhanced Application Service Offering

- | | |
|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1.1 - Increase application integration through web services <input checked="" type="checkbox"/> | 3.1.5 - Improve the quality, reliability and availability of all applications <input checked="" 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 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 checked="" 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 -- Training Database Conversion

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:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	38,640	38,640	38,640	38,640	38,640	38,640	231,840
Costs:							
Development Services Subtotal:	94,916	1,220	1,220	1,220	1,220	1,220	101,016
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	38,640	38,640	38,640	38,640	38,640	38,640	231,840
Annual Total Costs	94,916	1,220	1,220	1,220	1,220	1,220	101,016
Annual Return on Investment	(56,276)	37,420	37,420	37,420	37,420	37,420	130,824
Annual Costs/Savings Ratio	245.64%	3.16%	3.16%	3.16%	3.16%	3.16%	
Project Cumulative Statistics:							
Cumulative Total Savings	38,640	77,280	115,920	154,560	193,200	231,840	231,840
Cumulative Total Costs	94,916	96,136	97,356	98,576	99,796	101,016	101,016
Cumulative Return on Investment	(56,276)	(18,856)	18,564	55,984	93,404	130,824	130,824
Cumulative Cost/Savings Ratio	245.64%	124.40%	83.99%	63.78%	51.65%	43.57%	43.57%
Year Positive Payback Achieved			Year 3				Year 3
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 -- Training Database Conversion
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	Information Technology	ANN	1	93,696	93,696		x						
IT Hours - System Maintenance	Development Svcs	Information Technology	HR	10	122	1,220		x	x	x	x	x	x	x
IT Hours - NS New Development	Development Svcs	Information Technology	HR	0	41	0								
User Hours - PTNE/OT	Development Svcs					0								
Contractor Professional Services	Development Svcs	Information Technology	HR	0	200	0								
Project Staff Training	Training	Information Technology	HR	0	108	0								

Oakland County -- Training Database Conversion
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	93,696					
IT Hours - System Maintenance	Development Svcs	1,220	1,220	1,220	1,220	1,220	1,220
IT Hours - NS New Development	Development Svcs						
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs						
Project Staff Training	Training						

Oakland County -- Training Database Conversion
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	93,696						93,696
IT Hours - System Maintenance	1,220	1,220	1,220	1,220	1,220	1,220	7,320
IT Hours - NS New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	94,916	1,220	1,220	1,220	1,220	1,220	101,016
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
Project Staff Training							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	94,916	1,220	1,220	1,220	1,220	1,220	101,016

