

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

Project Name: BS&A Migration-Tax Program Budget

Project ID: D94185TR

Leadership Group: Land			
Department: Information Technology		Division: DISC	
Project Sponsor: Scott Oppmann Pat Dohany	Date Requested: 4/21/04	PM Customer No.	
Request Type:	<u>New Development</u>	Enhancement	
	Maintenance	Customer Support	
IT Team Name: Land Management		IT Team No: 9	
Project Manager/Leader: Scott Oppmann/Pat Dohany			
Account Number:	Account Description:	Customer Name:	Treasurer
Grant Funded? Yes	<u>No</u>	Mandate? Yes	<u>No</u>
		Mandate Source:	

Project Goal

To implement a new Tax Receivables and other related taxation systems in the Oakland County Treasurer's Office and CVT Treasurer Offices so that improved technologies can be used in the local and county taxation process by April of 2005.

Business Objective

To implement BS&A's Tax Receivables system.

Major Deliverables

BS&A Tax Receivables System

Approach

- Prepare Tax Receivables Scope of Work and contract with BS&A.
- Prepare Tax Receivables technical architecture within Citrix environment.
- Prepare Tax Receivables Data Architecture and Data Migration Plan.
- Prepare Tax Receivables test data set.
- Evaluate Tax Receivables test data set.
- Install Tax Receivables Application in County Citrix environment.
- Prepare Tax Receivables final data format and load data set.
- Prepare Tax Receivables Implementation Plan and training materials.
- Train County and CVT Support Staff.
- Train CVT Tax Receivables customers.
- Provide Tax Receivables post implementation support.

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Business Objective

To integrate the BS&A Tax Receivables databases with the existing County Del-Tax System.

Major Deliverables

Updated County Del-Tax System Data Load Routines and BS&A Extraction Routines

Approach

Validate data requirements necessary for ongoing use of County Del-Tax system.
Modify existing BS&A Tax Receivables extraction routines.
Modify existing Oakland County Del-Tax data loading routines.
Evaluate data loading and extraction routines.
Implement final data loading and extraction routines and a data loading scheduler.

Business Objective

To integrate the BS&A Tax Receivables databases with the existing eGovernment Tax Applications.

Major Deliverables

Updated eGovernment Tax Payments and Current Tax Profile Applications

Approach

Validate data requirements necessary for ongoing use of County Tax Payments and Current Tax Profile Applications.
Modify existing BS&A Tax Receivables extraction routines.
Modify existing Oakland County Tax Payments and Current Tax Profile Applications.
Evaluate data and application routines.
Implement final data and application integration routines.

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Business Objective

To integrate the BS&A Tax Receivables databases with the existing, or modified, County Data Warehouse (DW).

Major Deliverables

Updated Data Warehouse Load Routines and BS&A Extraction routines
Modified Data Warehouse Structure

Approach

Validate data requirements necessary for ongoing use of County DW system.
Modify existing County DW structure as appropriate.
Modify existing BS&A Tax Receivables extraction routines.
Modify existing Oakland County DW data loading routines.
Evaluate data loading and extraction routines.
Implement final loading and extraction routines.

Business Objective

To implement BS&A's Multi-Year Special Assessment (MYSA) system.

Major Deliverables

BS&A Multi-Year Special Assessment (MYSA) System

Approach

Prepare MYSA Scope of Work and contract with BS&A.
Prepare MYSA technical architecture within Citrix environment.
Prepare MYSA Data Architecture and Data Migration Plan.
Prepare MYSA test data set.
Evaluate MYSA test data set.
Install MYSA Application in County Citrix environment.
Prepare MYSA final data format and load data set.
Prepare MYSA Implementation Plan and training materials.
Train County and CVT Support Staff.
Train CVT MYSA customers.
Provide MYSA post implementation support.

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Business Objective

To develop and implement a new Warrant and Settlement system.

Major Deliverables

Warrant and Settlement System

Approach

Prepare Warrant and Settlement application requirements.
Prepare Warrant and Settlement technical architecture.
Prepare Warrant and Settlement Data Architecture and Data Migration Plan.
Prepare Warrant and Settlement test data set.
Evaluate Warrant and Settlement test data set.
Install Warrant and Settlement Application.
Prepare Warrant and Settlement final data format and load data set.
Prepare Warrant and Settlement Implementation Plan and training materials.
Train County Support Staff.
Provide Warrant and Settlement post implementation support.

Business Objective

To implement a new IVR system for use with Tax Receivables and Del-Tax systems.

Major Deliverables

IVR System

Approach

Prepare IVR System Requirements.
Prepare IVR Request for Proposal (RFP).
Review IVR RFP responses and select qualified vendor.
Prepare IVR Project Plan.
Prepare IVR Technical Architecture.
Install IVR Application.
Provide IVR post implementation support.

Benefits

Return on Investment (ROI)

See attached ROI Analysis Template.

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Revenue/Cost Recovery

Will support ongoing @ccess Oakland product development and cost recovery models implemented throughout.

Intangible

Will increase user productivity through deployment of a Windows-based, thin client Tax Receivables application.

Will improve online reporting capabilities / flexibility and eliminate the need for trips to County offices to retrieve reports.

Impact

Number of Users

200-300 Users

Divisions

County Treasurer, Local CVT Treasurers

Leadership Groups

Land

Risk

Business Environment

High

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Technical Environment

Medium

Assumptions

Staffing Resources will be available for the hours indicated per the attached project plan. The following roles and resources' availability will be as follows:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Scott Oppmann and Pat Dohany	
Project Manager:	TBD	
Source System Expert:	Gary Pawlowski, Anita Tewilliager, Wendy Conklin, County Treasurer, CVT Treasurer	
Programmer/Analyst:	Mohammed Shukar, Francis Zak	
DW Program Manager:	Ed Sager	
DW Architect:	Pat Hannum	
Contract Resources:	BS&A	

Facilities

Information Technology Meeting Rooms will be available as needed.

Technical

The Tax Receivables Application will be installed and run in a Citrix Environment.
BS&A's existing "B-Trieve" database will be used in the Citrix environment.
The multi-user database engine will be provided by Pervasive Computing.
The County's current structure, or a modified version, will be persisted during this migration.

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Other

County Treasurer and Local CVTs will dedicate resources to the Tax Receivables data migration, quality control and use within their organization.

Information Technology will dedicate resources to the training and support of the Tax Receivables application.

Funding

Constraints

Implementation of the Tax Receivables application assumes BS&A can resolve any application issues that may arise during the Citrix deployment.

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PROJECT PHASE AUTHORIZATION

Phase(s):		
Total Estimated Systems Development	Hours: 8775	Cost: \$1,070,550
Total Estimated Technical Systems	Hours: 940	Cost: \$ 63,440
Total Estimated DISC	Hours:	Cost:
Total Estimated CLEMIS	Hours:	Cost:
IT Systems Development Division Manager Approval:		Date:
IT Technical Systems Division Manager Approval:		Date:
IT DISC Division Manager Approval:		Date:
IT CLEMIS 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 Systems Development (see above)	Hours: 9715	Cost: \$1,133,990
Preliminary Estimated Systems Development for Future Phases	Hours:	Cost:
Grand Total Estimated Systems Development	Hours:	Cost:

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PROJECT COMPLETION AUTHORIZATION

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

Oakland County -- BSA Migration
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:	93,643	1,147,846	1,147,846	1,147,846	1,147,846	1,147,846	5,832,874
Cost Avoidance Subtotal:	660,446	660,446	660,446	660,446	660,446	660,446	3,962,676
Costs:							
Development Services Subtotal:	1,941,957	292,789	292,789	0	0	0	2,527,535
Hardware Subtotal:	200,000	0	0	0	0	0	200,000
Software Subtotal:	207,805	313,594	313,594	105,789	105,789	105,789	1,152,360
Infrastructure Subtotal:	0	0	0	0	0	0	0
Training Subtotal:	90,000	0	0	0	0	0	90,000
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	754,089	1,808,292	1,808,292	1,808,292	1,808,292	1,808,292	9,795,550
Annual Total Costs	2,439,762	606,383	606,383	105,789	105,789	105,789	3,969,895
Annual Return on Investment	(1,685,673)	1,201,909	1,201,909	1,702,503	1,702,503	1,702,503	5,825,655
Annual Costs/Savings Ratio	323.54%	33.53%	33.53%	5.85%	5.85%	5.85%	
Project Cumulative Statistics:							
Cumulative Total Savings	754,089	2,562,381	4,370,674	6,178,966	7,987,258	9,795,550	9,795,550
Cumulative Total Costs	2,439,762	3,046,145	3,652,528	3,758,317	3,864,106	3,969,895	3,969,895
Cumulative Return on Investment	(1,685,673)	(483,764)	718,146	2,420,649	4,123,152	5,825,655	5,825,655
Cumulative Cost/Savings Ratio	323.54%	118.88%	83.57%	60.82%	48.38%	40.53%	40.53%
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 -- BSA Migration

As Of: 03/12/04

Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
CVT System Cost Savings (M/A)		585,971	585,971	585,971	585,971	585,971	2,929,854
Equalization Labor Savings -Sketch Uploads		52,108	52,108	52,108	52,108	52,108	260,540
DW License Cost Savings (M/A)		317,107	317,107	317,107	317,107	317,107	1,585,536
CVT System Cost Savings (T/R)	92,055	92,055	92,055	92,055	92,055	92,055	552,331
CVT Report Savings (T/R)	1,588	1,588	1,588	1,588	1,588	1,588	9,528
Treasurer System Enhancement Cost Savings		24,017	24,017	24,017	24,017	24,017	120,085
IDMS OS Maintenance Savings		75,000	75,000	75,000	75,000	75,000	375,000
<i>Tangible Benefits Subtotal:</i>	93,643	1,147,846	1,147,846	1,147,846	1,147,846	1,147,846	5,832,874
Cost Avoidance:							
Equalization Support Cost Savings	626,326	626,326	626,326	626,326	626,326	626,326	3,757,956
Treasurer System Support Cost Savings	34,120	34,120	34,120	34,120	34,120	34,120	204,720
<i>Cost Avoidance Subtotal:</i>	660,446	660,446	660,446	660,446	660,446	660,446	3,962,676
Savings Total:	754,089	1,808,292	1,808,292	1,808,292	1,808,292	1,808,292	9,795,550

Oakland County -- BSA Migration
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost
IT Hours - New Development (M/A)	Development Svcs		HR	4,814		515,178
Contractor Professional Services-Implementation (M/A)	Development Svcs					\$ 49,333
Contractor Professional Services-Conversion (M/A)	Development Svcs				.7/parcel	\$ 72,865
Package Software - Acquisition (M/A)	Software				\$0.45/parcel	\$ 81,842
Package Software - Maintenance (M/A)	Software					\$ 49,105
Server - Acquisition/Upgrade	Infrastructure					\$ 100,000
Server - Maintenance	Infrastructure					\$ -
Server Sftwre - Acquisition/Upgrade	Infrastructure					\$ 100,000
Server Sftwre - Maintenance	Infrastructure					\$ -
User Training (M/A)	Training					\$ 45,000
IT Hours - Support	Training					
IT Hours - New Development (T/R)	Development Svcs			9,715		\$ 1,133,990
Contractor Professional Services-Implementation (T/R)	Development Svcs					\$ 122,333
Contractor Professional Services-Conversion (T/R)	Development Svcs					\$ 48,258
Package Software - Acquisition (T/R)	Development Svcs					\$ 125,963

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Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Annual Multiplier	Affects Project ROI?						Potential Cost Extensions					
			Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	
IT Hours - New Development (M/A)	Development Svcs		x						515,178					
Contractor Professional Services-Implementation (M/A)	Development Svcs		x	x	x				49,333	49,333	49,333			
Contractor Professional Services-Conversion (M/A)	Development Svcs		x	x	x				72,865	72,865	72,865	0	0	
Package Software - Acquisition (M/A)	Software		x	x	x				81,842	81,842	81,842	0	0	
Package Software - Maintenance (M/A)	Software			x	x	x	x	x		49,105	49,105	49,105	49,105	49,105
Server - Acquisition/Upgrade	Infrastructure		x						\$ 100,000					
Server - Maintenance	Infrastructure													
Server Sftwre - Acquisition/Upgrade	Infrastructure		x						\$ 100,000					
Server Sftwre - Maintenance	Infrastructure													
User Training (M/A)	Training		x						\$ 45,000					
IT Hours - Support	Training													
IT Hours - New Development (T/R)	Development Svcs		x						1,133,990					
Contractor Professional Services-Implementation (T/R)	Development Svcs		x	x	x				122,333	122,333	122,333			
Contractor Professional Services-Conversion (T/R)	Development Svcs		x	x	x				48,258	48,258	48,258			
Package Software - Acquisition (T/R)	Development Svcs		x	x	x				125,963	125,963	125,963			

Oakland County -- BSA Migration
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Y6
IT Hours - New Development (M/A)	Development Svcs	
Contractor Professional Services-Implementation (M/A)	Development Svcs	
Contractor Professional Services-Conversion (M/A)	Development Svcs	0
Package Software - Acquisition (M/A)	Software	0
Package Software - Maintenance (M/A)	Software	49,105
Server - Acquisition/Upgrade	Infrastructure	
Server - Maintenance	Infrastructure	
Server Sftwre - Acquisition/Upgrade	Infrastructure	
Server Sftwre - Maintenance	Infrastructure	
User Training (M/A)	Training	
IT Hours - Support	Training	
IT Hours - New Development (T/R)	Development Svcs	
Contractor Professional Services-Implementation (T/R)	Development Svcs	
Contractor Professional Services-Conversion (T/R)	Development Svcs	
Package Software - Acquisition (T/R)	Development Svcs	

Oakland County -- BSA Migration
Return on Investment Analysis

As Of: 03/12/04

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development (M/A)	515,178						
Contractor Professional Services-Implementation (M/A)	49,333	49,333	49,333				
Contractor Professional Services-Conversion (M/A)	72,865	72,865	72,865				
IT Hours - New Development (T/R)	1,133,990						
Contractor Professional Services-Implementation (T/R)	122,333	122,333	122,333				
Contractor Professional Services-Conversion (T/R)	48,258	48,258	48,258				
<i>Development Services Subtotal:</i>	1,941,957	292,789	292,789	0	0	0	2,527,535
Hardware:							
Server - Acquisition/Upgrade	\$ 100,000						100,000
Server Sftwre - Acquisition/Upgrade	\$ 100,000						100,000
<i>Hardware Subtotal:</i>	200,000						200,000
Software:							
Package Software - Acquisition (M/A)	81,842	81,842	81,842				
Package Software - Acquisition (T/R)	125,963	125,963	125,963				
Package Software - Maintenance (M/A)		49,105	49,105	49,105	49,105	49,105	245,525
Package Software - Maintenance (T/R)		56,684	56,684	56,684	56,684	56,684	283,420
<i>Software Subtotal:</i>	207,805	313,594	313,594	105,789	105,789	105,789	1,152,360
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
User Training (M/A)	\$ 45,000						
User Training (T/R)	\$ 45,000						
<i>Training Subtotal:</i>	90,000						90,000
Other:							
<i>Other Subtotal:</i>							
Costs Total:	2,439,762	606,383	606,383	105,789	105,789	105,789	3,969,895

