

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: Personal Property Online**

**Project ID: D96125PP**

<b>Leadership Group: Land</b>			
<b>Department: M&amp;B</b>		<b>Division: Equalization</b>	
<b>Project Sponsor: Dave Hieber</b>	<b>Date Requested: 06/22/06</b>	<b>PM Customer No. 125</b>	
<b>Request Type:</b>	<b><u>New Development</u></b>	<b>Enhancement</b>	<b>Customer Support</b>
	<b>Planned System Maintenance or Upgrade</b>		
<b>IT Team Name: Land Implementation Services</b>		<b>IT Team No: 9</b>	
<b>Project Manager/Leader: Marc Groder</b>			
<b>Account Number: 17020</b>	<b>Account Description: IT Application Services</b>	<b>Customer Name: Equalization</b>	
<b>Grant Funded? Yes <u>No</u></b>	<b>Mandate? Yes <u>No</u></b>	<b>Mandate Source:</b>	

## **Project Goal**

To develop a web-based system to capture Personal Property Statements online throughout Oakland County so that businesses will be able to file their statements online by December 2007.

## **Business Objective**

Create a web-based Personal Property Statement collection system that will interface in real-time with BSA-Assessing.

### **Major Deliverables**

- Detailed Project Plan
- Application and/or System Requirements
- End User Hardware and Software Requirements Document
- Technical Design Document
- Technical Architecture Diagram
- Training Plan
- User Acceptance Test Plan
- Implementation Plan
- Training Manual
- User Manual
- Application Code
- SLA

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- Disaster Recovery Toolkit
- Service Center Knowledge Documents

## **Approach**

- Develop Detailed Project Plan
- Review current business process and conduct needs assessment with customer, ensuring current manual processes are refined and automated.
- Write system requirements
- Determine and document system architecture and diagram
- Assess User Hardware and Software Requirements
- Conduct Tech Review
- Order hardware and software if needed
- Develop Implementation Plan
- Develop new system
- Develop User Acceptance Test Plan
- Test new system
- Acquire User Acceptance Sign off
- Conduct Change Control
- Develop User Documentation, SLA, Disaster Recovery Toolkit, Service Center Knowledge Documents
- Train users on new system
- Release new system into production

## **Benefits**

***See Return on Investment (ROI) Analysis Document***

See attached ROI Analysis Template.

## **Impact**

### **Number of Users**

Unlimited.

### **Divisions**

Application Services

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**Leadership Groups**

Land

**Risk**

**Business Environment**

Medium. This project will change existing business processes.

**Technical Environment**

Medium. This project uses previously implemented technologies, new requirements.

**Assumptions**

**Staffing** IT Resources will be available for the hours indicated per the attached project plan.

**Facilities**

Information Technology Meeting Rooms will be available as needed.

**Technical**

This application will be installed on an existing Web Server.

**Funding**

**Other**

**Priority**

**Constraints**

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Successful completion of this project assumes sufficient time will be spent testing the application, by Personal Property staff.

**Exclusions**

n/a

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<b>Phase(s):</b> Project Management, Design, Development, Testing, Implementation, Post-Implementation		
<b>Total Estimated Application Services</b>	<b>Hours:</b> 1,388	<b>Cost:</b> \$169,336
<b>Total Estimated Technical Systems</b>	<b>Hours:</b> 64	<b>Cost:</b> \$3,904
<b>Total Estimated eGovernment Services</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 eGovernment Services 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 Resource Manager Approval:</b>		<b>Date:</b>
<b>IT Resource Manager Approval:</b>		<b>Date:</b>
<b>IT Resource Manager Approval:</b>		<b>Date:</b>
<b>IT Resource Manager Approval:</b>		<b>Date:</b>
<b>IT Resource 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> 1,452	<b>Cost:</b> \$173,240
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Grand Total Estimated Development</b>	<b>Hours:</b> 1,452	<b>Cost:</b> \$173,240

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**PROJECT COMPLETION AUTHORIZATION**

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

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Open Workbench - [Personal Property Online - Size Estimate (+/- 10% to 50%)]

File Edit View Tools Window Help

[All Resources] Task

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	485	\$59,170.	
Phase	040000	BUSINESS SYSTEM DESIGN	200	\$20,496.	
Phase	050000	TECHNICAL DESIGN	200	\$24,400.	
Phase	060000-0	PROGRAMMING	300	\$36,600.	
Phase	070000	IMPLEMENTATION	167	\$20,374.	
Phase	080000	POST IMPLEMENTATION SUPPORT	100	\$12,200.	
			1,452	\$173,240.0	

help, press F1 Task Type not equal to Milestone NUM

**Oakland County -- Personal Property Online**  
Return on Investment Analysis

*Project Summary*

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:	70,956	70,956	70,956	70,956	70,956	70,956	425,736
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
<b>Costs:</b>							
Development Services Subtotal:	204,336	0	0	0	0	0	204,336
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
<b>Annual Statistics:</b>							
Annual Total Savings	70,956	70,956	70,956	70,956	70,956	70,956	425,736
Annual Total Costs	204,336	0	0	0	0	0	204,336
Annual Return on Investment	(133,380)	70,956	70,956	70,956	70,956	70,956	221,400
Annual Costs/Savings Ratio	287.98%	0.00%	0.00%	0.00%	0.00%	0.00%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	70,956	141,912	212,868	283,824	354,780	425,736	425,736
Cumulative Total Costs	204,336	204,336	204,336	204,336	204,336	204,336	204,336
Cumulative Return on Investment	(133,380)	(62,424)	8,532	79,488	150,444	221,400	221,400
Cumulative Cost/Savings Ratio	287.98%	143.99%	95.99%	71.99%	57.60%	48.00%	48.00%
Year Positive Payback Achieved			Year 3				Year 3
State or Federal Mandate?							
<b>Signatures:</b>							
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: _____						









*Cost Detail*

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
IT Hours - New Development	Development Svcs			1,194	122	145,668	
IT Hours - Project Management	Development Svcs			194	122	23,668	
Network Team - Hours	Development Svcs			64	61	3,904	
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs			35,000	1	35,000	
PC System - Acquisition	Hardware					0	
PC System - Maintenance	Hardware				2,304	0	
Notebook - Acquisition	Hardware					0	
Notebook - Maintenance	Hardware				2,372	0	
Mini Notebook - Acquisition	Hardware					0	
Mini Notebook - Maintenance	Hardware				2,196	0	
Laserprinter 1 - Acquisition	Hardware					0	
Laserprinter 1 - Maintenance	Hardware				1,104	0	
Laserprinter 2 - Acquisition	Hardware					0	
Laserprinter 2 - Maintenance	Hardware				1,208	0	
Laserprinter 3 - Acquisition	Hardware					0	
Laserprinter 3 - Maintenance	Hardware				1,860	0	
Image Workstations - Acquisition	Hardware					0	
Image Workstations - Maintenance	Hardware				3,496	0	
Terminals - Acquisition	Hardware					0	
Terminals - Maintenance	Hardware				644	0	
PRTR w/TERM ID - Acquisition	Hardware					0	
PRTR w/TERM ID - Maintenance	Hardware				1,072	0	
PRTR w/o TERM ID - Acquisition	Hardware					0	
PRTR w/o TERM ID - Maintenance	Hardware				1,072	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					0	

**Oakland County -- Personal Property Online**  
Return on Investment Analysis

*Cost Detail*

<b>Cost Description</b>	<b>Project Cost Category</b>	<b>Budget Category/Funding Source</b>	<b>Unit Desc</b>	<b>Units</b>	<b>Rate per Unit</b>	<b>Total Cost</b>	<b>Annual Multiplier</b>
Server - Maintenance	Infrastructure					0	
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					0	
User Training	Training					0	
						0	
						0	
						0	
						0	
						0	

*Cost Detail*

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	X						145,668					
IT Hours - Project Management	Development Svcs	X						23,668					
Network Team - Hours	Development Svcs												
User Hours - PTNE/OT	Development Svcs												
Contractor Professional Services	Development Svcs	X						35,000					
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												

*Cost Detail*

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Server - Maintenance	Infrastructure												
Server Sftwre - Acquisition/Upgrade	Infrastructure												
Server Sftwre - Maintenance	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

**Oakland County -- Personal Property Online**  
Return on Investment Analysis

*Cost Summary*

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Development Services:</b>							
IT Hours - New Development	145,668						145,668
IT Hours - Project Management	23,668						23,668
Network Team - Hours							
User Hours - PTNE/OT							
Contractor Professional Services	35,000						35,000
<i>Development Services Subtotal:</i>	<b>204,336</b>						<b>204,336</b>
<b>Hardware:</b>							
<i>Hardware Subtotal:</i>							
<b>Software:</b>							
<i>Software Subtotal:</i>							
<b>Infrastructure:</b>							
<i>Infrastructure Subtotal</i>							
<b>Training:</b>							
<i>Training Subtotal:</i>							
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>204,336</b>						<b>204,336</b>

