

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Second Generation Access Oakland Land Products Project ID:D96182AO

Leadership Group: Land			
Department: IT		Division: Application Services	
Project Sponsor: Scott Oppmann	Date Requested: 4.19.06	PM Customer No. 182	
<i>Request Type:</i> <u>New Development</u>			
IT Team Name: Land Implementation Services		IT Team No: 9	
Project Manager/Leader: Dawn Siegel			
Account Number: 30003	Account Description: IT-GIS	Customer Name:	IT
Grant Funded? Yes <u>No</u>	Mandate?	Yes	<u>No</u>
Mandate Source:			

Project Goal

To integrate the land-related products and data currently offered in Access Oakland and introduce the latest geospatial data and technology so that a second generation of Access Oakland Land Products can be offered to constituents on the web and via the One Stop Shop by April of 2007.

Business Objective

To develop the application requirements, data access policies, and cost structure for the second generation of Access Oakland Land Products.

Major Deliverables

- Detailed Project Plan
- Application and/or System Requirements
- End User Hardware and Software Requirements Document
- Technical Design Document
- Technical Architecture Diagram
- Land Data Access Policies
- Second Generation Access Oakland Product Cost Structure

Approach

- Develop Detailed Project Plan
- Create a functional team that will guide the implementation of the second generation of Access Oakland Land Products
- Review current systems (Access Oakland, OakMap, other land related products provided in One Stop Shop) and conduct needs assessment with functional team
- Gather feedback from selected internal and external users who are current Access Oakland customers

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Second Generation Access Oakland Land Products Project ID:D96182AO

Document the new Land Data Access Policies that are consistent with the second generation of Access Oakland Products
Document the Product Cost Structure for the second generation of Access Oakland Products and gain concurrence from Board of Commissioners
Document any additional data requirements that will be necessary to support the second generation of Access Oakland Products
Write system requirements
Determine and document system architecture and diagram
Assess User Hardware and Software Requirements
Conduct Tech Review if needed
Order hardware and software if needed
Develop Implementation Plan

Business Objective

To develop the second generation of Access Oakland Land Products.

Major Deliverables

Application Code
Implementation Plan
Training Manual and Plan
User Acceptance Test Plan
Marketing Plan
User Manual
Service Level Agreement (SLA)
Disaster Recovery Toolkit
Service Center Knowledge Documents

Approach

Develop Implementation Plan
Develop System Prototype(s)
Review Prototype(s) with functional team
Develop final production version of new Access Oakland Product(s)
Integrate Product(s) in new online framework
Develop User Acceptance Test Plan
Test new system
Acquire User Acceptance Sign off
Conduct Change Control
Develop Marketing Plan
Develop User Documentation, SLA, Disaster Recovery Toolkit, Service Center Knowledge Documents
Train users on new system
Release new system into production

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

Project Name: Second Generation Access Oakland Land Products Project ID: D96182AO

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users +/- 1000 Users

Divisions PEDS, Equalization, Register of Deeds, Treasurer's Office, Environmental Health, OCDC, CVTs, Road Commission

Leadership Groups Land

Risk

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

Technical Environment Medium previously implemented technologies with new aspects and/or new requirements.

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:	Scott Oppmann	TBD
Project Manager	Dawn Siegel	TBD
Functional Team Members	Representatives from: One Stop Shop, PEDS, Equalization, Treasurer's Office, CVTs, NOCBOR, ESRI	TBD

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Second Generation Access Oakland Land Products Project ID:D96182AO

Facilities

- IT facilities will be available as needed

Technical

- Second generation Access Oakland products will leverage internet and location-based technologies.
- Second generation Access Oakland products will be available to a variety of technology clients that include cell phones, PDA's, and other mobile clients.
- Large format printing of location-based data will be available via the One Stop Shop in the second generation Access Oakland products and third party integration of printing services like Kinko's will be explored.

Funding

-
-

Other

- The scope of the second generation land products includes the following current products: DelTax, Current Tax Profile, Commercial and Industrial Profile, Residential Property Analyzer, Residential Property Profile, Map Atlas Viewer, Product Bundle, an Mortgage Application Acceleration Program.
- Statutory product rates will be preserved in the second generation of the Access Oakland products.
- Second generation Access Oakland products will be offered independent of property class (residential, commercial, etc.).
- The current ROD products will not be available in the via Access Oakland in the second generation products.
- Second generation land products will allow customers to analyze demographic and lifestyle (type of neighborhood, school district, and proximity to shopping, public facilities, parks) information.
- Second generation land products will allow customers to conduct a basic site search so that potential business locations could be found.

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

Project Name: Second Generation Access Oakland Land Products Project ID:D96182AO

- Use of the second generation land products will rely on the County's online shopping cart for product payment. In addition, alternatives to the current monthly billing of subscription customers will be pursued.
- Second generation land products will provide core parcel attributes and geographic data at no cost to the customer
- Any report or data product that is generated from the second generation land products will be provided in Adobe PDF format.

Priority

Constraints

-
-

Exclusions

- The rewrite of the second generation of Access Oakland products will not include the current ACS products that access ROD information

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Second Generation Access Oakland Land Products Project ID:D96182AO

PROJECT PHASE AUTHORIZATION

All Phase(s): All		
Total Estimated Application Services	Hours: 7018	Cost: \$856,196
Total Estimated Technical Systems	Hours: 410	Cost: \$32,330
Total Estimated eGovernment Services	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 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 All Phases (see above)	Hours: 7428	Cost: \$888,526
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 7428	Cost: \$888,526

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Second Generation Access Oakland Land Products Project ID:D96182AO

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 - [Second Generation Access Oakland Land Products - 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	1,485	\$181,170	
Phase	040000	BUSINESS SYSTEM DESIGN	600	\$73,200.	
Phase	050000	TECHNICAL DESIGN	200	\$16,470.	
Phase	060000-0	PROGRAMMING	4,302	\$515,084	
Phase	070000	IMPLEMENTATION	440	\$53,680.	
Phase	080000	POST IMPLEMENTATION SUPPORT	401	\$48,922.	
			7,428	\$888,526.0	

On the left side of the application, there is a sidebar with 'Favorites' and 'Size Estimates' sections. The 'Size Estimates' section includes options like 'Size Estimate (+/- 10% to 50%)' and 'Size Estimates - Tech Resource Hours/\$'. Below the table, there are several menu items: Master Planning, Customer Reporting, Status Reporting, Closed Project, Variance Reporting, Scope Change, Mini Project Approval, Project Renegotiation, and Enhancement Budget.

Oakland County -- Second Generation Access Oakland Land Products
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:	304,334	365,201	438,241	525,889	631,067	757,280	3,022,012
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	1,332,606	0	0	0	0	0	1,332,606
Hardware Subtotal:	45,000	0	0	45,000	0	0	90,000
Software Subtotal:	90,000	0	0	0	0	0	90,000
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	304,334	365,201	438,241	525,889	631,067	757,280	3,022,012
Annual Total Costs	1,467,606	0	0	45,000	0	0	1,512,606
Annual Return on Investment	(1,163,272)	365,201	438,241	480,889	631,067	757,280	1,509,406
Annual Costs/Savings Ratio	482.24%	0.00%	0.00%	8.56%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	304,334	669,535	1,107,776	1,633,665	2,264,732	3,022,012	3,022,012
Cumulative Total Costs	1,467,606	1,467,606	1,467,606	1,512,606	1,512,606	1,512,606	1,512,606
Cumulative Return on Investment	(1,163,272)	(798,071)	(359,830)	121,059	752,126	1,509,406	1,509,406
Cumulative Cost/Savings Ratio	482.24%	219.20%	132.48%	92.59%	66.79%	50.05%	50.05%
Year Positive Payback Achieved				Year 4			Year 4
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 -- Second Generation Access Oakland Land Products
Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Tangible Benefits (New Revenue)							
Projected increase in land product revenue from new second generation product offerings	Tangible Benefit		ANN			241,334	1.200
New revenue from new second generation land product offerings	Tangible Benefit					48,000	1.200
Projected increase in OSS OakMap revenue from new second generation product offerings	Tangible Benefit					15,000	1.200
						0	
Intangible Benefits							
						0	
Aging technology will be replaced with more current MS.Net and ArcGIS Server technology						0	
The One Stop Shop will be using the same product suite and as such could provide Help Desk services to online customers						0	
Second generation land products will provide a more diversified set of services						0	
Second generation land products will be available to a variety of technology clients that include cell phones, PDA's, and other mobile clients						0	
Second generation land products will allow large format printing of location-based data via the One Stop Shop and third party integration of printing services like Kinko's will be explored						0	
Second generation Access Oakland products will be offered independent of property class (residential, commercial, etc.)						0	

Oakland County -- Second Generation Access Oakland Land Products
Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Second generation land products will allow customers to analyze demographic and lifestyle (type of neighborhood, school district, and proximity to shopping, public facilities, parks) information						0	
Second generation land products will allow customers to conduct a basic site search so that potential business locations could be found						0	
Second generation land products will provide core parcel attributes and geographic data at no cost to the customer						0	

Oakland County -- Second Generation Access Oakland Land Products
Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Tangible Benefits (New Revenue)													
Projected increase in land product revenue from new second generation product offerings	Tangible Benefit	x	x	x	x	x	x	241,334	289,601	347,521	417,025	500,430	600,516
New revenue from new second generation land product offerings	Tangible Benefit	x	x	x	x	x	x	48,000	57,600	69,120	82,944	99,533	119,439
Projected increase in OSS OakMap revenue from new second generation product offerings	Tangible Benefit	x	x	x	x	x	x	15,000	18,000	21,600	25,920	31,104	37,325
Intangible Benefits													
Aging technology will be replaced with more current MS.Net and ArcGIS Server technology													
The One Stop Shop will be using the same product suite and as such could provide Help Desk services to online customers													
Second generation land products will provide a more diversified set of services													
Second generation land products will be available to a variety of technology clients that include cell phones, PDA's, and other mobile clients													
Second generation land products will allow large format printing of location-based data via the One Stop Shop and third party integration of printing services like Kinko's will be explored													
Second generation Access Oakland products will be offered independent of property class (residential, commercial, etc.)													

Oakland County -- Second Generation Access Oakland Land Products
Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Second generation land products will allow customers to analyze demographic and lifestyle (type of neighborhood, school district, and proximity to shopping, public facilities, parks) information													
Second generation land products will allow customers to conduct a basic site search so that potential business locations could be found													
Second generation land products will provide core parcel attributes and geographic data at no cost to the customer													

Oakland County -- Second Generation Access Oakland Land Products
Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Projected increase in land product revenue from new second generation product offerings	241,334	289,601	347,521	417,025	500,430	600,516	2,396,427
New revenue from new second generation land product offerings	48,000	57,600	69,120	82,944	99,533	119,439	476,636
Projected increase in OSS OakMap revenue from new second generation product offerings	15,000	18,000	21,600	25,920	31,104	37,325	148,949
<i>Tangible Benefits Subtotal:</i>	304,334	365,201	438,241	525,889	631,067	757,280	3,022,012
Cost Avoidance:							
Aging technology will be replaced with more current MS.Net and ArcGIS Server technology							
The One Stop Shop will be using the same product suite and as such could provide Help Desk services to online customers							
Second generation land products will provide a more diversified set of services							
Second generation land products will be available to a variety of technology clients that include cell phones, PDA's, and other mobile clients							
Second generation land products will allow large format printing of location-based data via the One Stop Shop and third party integration of printing services like Kinko's will be explored							
Second generation Access Oakland products will be offered independent of property class (residential, commercial, etc.)							
Second generation land products will allow customers to analyze demographic and lifestyle (type of neighborhood, school district, and proximity to shopping, public facilities, parks) information							

Oakland County -- Second Generation Access Oakland Land Products
Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Second generation land products will allow customers to conduct a basic site search so that potential business locations could be found							
Second generation land products will provide core parcel attributes and geographic data at no cost to the customer							
<i>Cost Avoidance Subtotal:</i>							
Savings Total:	304,334	365,201	438,241	525,889	631,067	757,280	3,022,012

Oakland County -- Second Generation Access Oakland Land Products

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
IT Hours - New Development	Development Svcs			7,018	122	894,331	
IT Hours - Technical Systems	Development Svcs			145	41	5,945	
IT Hours - Technical Systems DBA	Development Svcs			265	122	32,330	
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs					400,000	
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					70,000	
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			3	15,000	45,000	
Server - Maintenance	Infrastructure					0	
Server Sftwre - Acquisition/Upgrade	Infrastructure					20,000	
Server Sftwre - Maintenance	Infrastructure					0	

Oakland County -- Second Generation Access Oakland Land Products

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
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	

Oakland County -- Second Generation Access Oakland Land Products

Return on Investment Analysis

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						894,331						
IT Hours - Technical Systems	Development Svcs	x						5,945						
IT Hours - Technical Systems DBA	Development Svcs	x						32,330						
User Hours - PTNE/OT	Development Svcs													
Contractor Professional Services	Development Svcs	x						400,000						
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	x						70,000						
Package Software - Maintenance	Software													
Business Objects Access	Software													
Term Emulation SFTW-Acquisition	Software													
Term Emulation SFTW-Maintenance	Software													
Server - Acquisition/Upgrade	Infrastructure	x			x			45,000				45,000		
Server - Maintenance	Infrastructure													
Server Sftwre - Acquisition/Upgrade	Infrastructure	x						20,000						
Server Sftwre - Maintenance	Infrastructure													

Oakland County -- Second Generation Access Oakland Land Products

Return on Investment Analysis

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
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

Oakland County -- Second Generation Access Oakland Land Products
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	894,331						894,331
IT Hours - Technical Systems	5,945						5,945
IT Hours - Technical Systems DBA	32,330						32,330
User Hours - PTNE/OT							
Contractor Professional Services	400,000						400,000
<i>Development Services Subtotal:</i>	1,332,606						1,332,606
Hardware:							
Server - Acquisition/Upgrade	45,000			45,000			90,000
<i>Hardware Subtotal:</i>	45,000			45,000			90,000
Software:							
Server Sftwre - Acquisition/Upgrade	20,000						20,000
Package Software - Acquisition	70,000						70,000
<i>Software Subtotal:</i>	90,000						90,000
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	1,467,606			45,000			1,512,606

Return on Investment Analysis

Assumptions

Date	Assumption Description
4.17.06	Statutory fees currently assessed in Access Oakland Land Products will be preserved in next generation of products.
4.17.06	Current production of DelTax statements will be integrated into next generation of products.
4.17.06	Revenue projections were gathered from seven years of actual numbers for the following products: RPP, RPA, MAAP, Current Tax, Map Atlas Viewer, Product Bundle, and C&I Profile. 2006 revenues were estimated from the first six months of actuals.
4.17.06	Assumption was made that current product offering has reached maximum earning potential and that rate of income growth can only be increased with complete product overhaul. In addition, assumption was made that revenue will continue to decrease if products aren't overhauled.
4.17.06	Projected increase in land product revenue from new second generation product offerings was calculated from actual increases during FY2000 through FY2006. Assumption was made that revenue trend would be similar to current product suite, but the growth would be at half of the previous rate because product suite exists already. Revenue increase was averaged to an annual rate of 20%.
4.20.06	Project increase in OSS product revenue was taken from actual sales from May 2005 to April 2006 and averaged to an annual rate of 20%.
4.20.06	Assumption was made that new product set would generate new customers at a rate of 20% annually. In addition, assumption was made that revenue would rise at a consistent rate because internet use in the County continues to grow, the new products are more diversified, and the new products would allow for easier integration of additional services.
7.3.06	Server software costs include MS OS, MS SQLServer Enterprise and ArcGIS Server licenses needed for dedicated production deployment.
7.3.06	Server hardware costs include monies for 2 application servers and 1 database server.