

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

Project Name: Treasurer's Office System

Project ID: D96071DT

Department: Treasurer		Division: Administration	
Project Sponsor: Pat Dohany	Date Requested: 06/22/06	PM Customer No. 71110	
Request Type: <u>New Development</u> <i>Enhancement</i> <i>Customer Support</i> <i>Planned System Maintenance or Upgrade</i>			
IT Team Name: Land Implementation Services		IT Team No: 9	
Project Manager/Leader: Marc Groder			
Account Number: 17020	Account Description: IT Application Services	Customer Name:	Equalization
Grant Funded? Yes <u>No</u>	Mandate? Yes <u>No</u>	Mandate Source:	

Project Goal

To replace the current Delinquent Tax system with upgraded technology and integrate disparate systems such as LAMS (Land and Address Management System) and the Vacant Property Posting, so that we will meet the objectives of the Delinquent Tax process by December 2008.

Business Objective

The business objective is to move the Delinquent Tax system off outdated technology.

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
- Disaster Recovery Toolkit
- Service Center Knowledge Documents

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Approach

- Develop Detailed Project Plan
- Review current system and conduct needs assessment with customer
- Determine if complete rewrite of system is needed on a different platform or if the system can be upgraded to a current release.
- If upgrade is determined to be the approach, ensure that the 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

40.

Divisions

Application Services

Leadership Groups

Land

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Risk

Business Environment

High. This project will have a significant impact on 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

Successful completion of this project assumes sufficient time will be spent testing the results by Treasury staff.

Exclusions

n/a

Oakland County Department of Information Technology Project Scope and Approach

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Phase(s): Project Management, Design, Development, Testing, Implementation, Post-Implementation		
Total Estimated Application Services	Hours: 24,478	Cost: \$2,986,316
Total Estimated Technical Systems	Hours: 128	Cost: \$7,808
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 (see above)	Hours: 24,606	Cost: \$ 2,994,124
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 24,606	Cost: \$ 2,994,124

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PROJECT COMPLETION AUTHORIZATION

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

Oakland County Department of Information Technology Project Scope and Approach

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Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	8,202	\$1,000,644.00	
Phase	040000	BUSINESS SYSTEM DESIGN	4,000	\$488,000.00	
Phase	050000	TECHNICAL DESIGN	4,000	\$488,000.00	
Phase	060000-0	PROGRAMMING	4,000	\$480,191.99	
Phase	070000	IMPLEMENTATION	4,000	\$488,000.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	404	\$49,288.00	
			24,606	\$2,994,123.99	

Oakland County -- DeITax System Replacement
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:	157,789	157,789	157,789	157,789	157,789	157,789	946,733
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	3,146,748	0	0	0	0	0	3,146,748
Hardware Subtotal:	50,000	0	0	0	0	0	50,000
Software Subtotal:	257,000	0	0	0	0	0	257,000
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	157,789	157,789	157,789	157,789	157,789	157,789	946,733
Annual Total Costs	3,453,748	0	0	0	0	0	3,453,748
Annual Return on Investment	(3,295,959)	157,789	157,789	157,789	157,789	157,789	(2,507,016)
Annual Costs/Savings Ratio	2188.84%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	157,789	315,578	473,366	631,155	788,944	946,733	946,733
Cumulative Total Costs	3,453,748	3,453,748	3,453,748	3,453,748	3,453,748	3,453,748	3,453,748
Cumulative Return on Investment	(3,295,959)	(3,138,171)	(2,980,382)	(2,822,593)	(2,664,804)	(2,507,016)	(2,507,016)
Cumulative Cost/Savings Ratio	2188.84%	1094.42%	729.61%	547.21%	437.77%	364.81%	364.81%
Year Positive Payback Achieved							NO PAYBACK
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 -- DeITax System Replacement
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
Eliminate manual operation by IT	Tangible Benefit			300	122	36,600	
Eliminate Manual research required to accomplish tax search requests.	Tangible Benefit			125	30	3,744	
Fine tune report writing process for month end.	Tangible Benefit			84	35	2,940	
Decrease the time necessary to process Pre-Denials	Tangible Benefit			300	35	10,500	
Eliminate manual Excel calculations for MTT's, STC's and B/R's	Tangible Benefit			1,767	35	61,845	
Eliminate the manual processing the Personal Property Division performs on Bankruptcy cases	Tangible Benefit			1,000	34	34,000	
Eliminate manual creation of month-end collections reporting	Tangible Benefit			240	34	8,160	
Intangibles:							
Aging technology in need of replacement							
New System provides increased services to CVTs						0	
Limited resource issue						0	
Current version of the Database is no longer supported by the vendor						0	
Internet access from anywhere						0	
Future ability to integrate with external systems (PRE, Access Databases, LAMS, LandGateway...etc)						0	
Combine manual stand-alone databases into one product						0	
						0	

Oakland County -- DelTax System Replacement
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
Eliminate manual operation by IT	Tangible Benefit	x	x	x	x	x	x	36,600	36,600	36,600	36,600	36,600	36,600
Eliminate Manual research required to accomplish tax search requests.	Tangible Benefit	x	x	x	x	x	x	3,744	3,744	3,744	3,744	3,744	3,744
Fine tune report writing process for month end.	Tangible Benefit	x	x	x	x	x	x	2,940	2,940	2,940	2,940	2,940	2,940
Decrease the time necessary to process Pre-Denials	Tangible Benefit	x	x	x	x	x	x	10,500	10,500	10,500	10,500	10,500	10,500
Eliminate manual Excel calculations for MTT's, STC's and B/R's	Tangible Benefit	x	x	x	x	x	x	61,845	61,845	61,845	61,845	61,845	61,845
Eliminate the manual processing the Personal Property Division performs on Bankruptcy cases	Tangible Benefit	x	x	x	x	x	x	34,000	34,000	34,000	34,000	34,000	34,000
Eliminate manual creation of month-end collections reporting	Tangible Benefit	x	x	x	x	x	x	8,160	8,160	8,160	8,160	8,160	8,160
Intangibles:													
Aging technology in need of replacement													
New System provides increased services to CVTs													
Limited resource issue													
Current version of the Database is no longer supported by the vendor													
Internet access from anywhere													
Future ability to integrate with external systems (PRE, Access Databases, LAMS, LandGateway...etc)													
Combine manual stand-alone databases into one product													

Oakland County -- DelTax System Replacement
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			24,478	122	2,986,316	
IT Hours - Technical DBA	Development Svcs			64	122	7,808	
IT Hours - Technical	Development Svcs			64	41	2,624	
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs			1	150,000	150,000	
PC System - Acquisition	Hardware			5	4,000	20,000	
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			1	225,000	225,000	
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	10,000	30,000	

Oakland County -- DelTax System Replacement
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
Server - Maintenance	Infrastructure					0	
Server Sftwre - Acquisition/Upgrade	Infrastructure			1	32,000	32,000	
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	

Oakland County -- DeITax System Replacement
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						2,986,316						
IT Hours - Technical DBA	Development Svcs	x						7,808						
IT Hours - Technical	Development Svcs	x						2,624						
User Hours - PTNE/OT	Development Svcs													
Contractor Professional Services	Development Svcs	x						150,000						
PC System - Acquisition	Hardware	x						20,000						
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						225,000						
Package Software - Maintenance	Software													
Business Objects Access	Software													
Term Emulation SFTW-Acquisition	Software													
Term Emulation SFTW-Maintenance	Software													
Server - Acquisition/Upgrade	Infrastructure	x						30,000						

Oakland County -- DeITax System Replacement
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	
Server - Maintenance	Infrastructure													
Server Sftwre - Acquisition/Upgrade	Infrastructure	x						32,000						
Server Sftwre - Maintenance	Infrastructure													
TBD	Infrastructure													
TBD	Infrastructure													
TBD	Infrastructure													
TBD	Infrastructure													
Internet Access	Infrastructure													
Project Staff Training	Training													
User Training	Training													

Oakland County -- DeITax System Replacement
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	2,986,316						2,986,316
IT Hours - Technical DBA	7,808						7,808
IT Hours - Technical	2,624						2,624
User Hours - PTNE/OT							
Contractor Professional Services	150,000						150,000
<i>Development Services Subtotal:</i>	3,146,748						3,146,748
Hardware:							
(5) PC Tablets	20,000						20,000
Servers	30,000						30,000
<i>Hardware Subtotal:</i>	50,000						50,000
Software:							
3rd Party Software	225,000						225,000
Server Software	32,000						32,000
<i>Software Subtotal:</i>	257,000						257,000
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	3,453,748						3,453,748

