



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

**Project Name: BS&A Madison Heights Conversion**

**Project ID: D90125MH**

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**Benefits**

*See Return on Investment (ROI) Analysis Document*

**Impact**

**Number of Users** <8

**Divisions** Application Services

**Leadership Groups** Land

**Risk**

**Business Environment** Low - Little or no impact to existing business process.

**Technical Environment** Low - Proven and previously implemented technologies.

**Assumptions**

**Staffing**

IT Resources will be available for the hours indicated per the attached project plan. The following non-IT staff availability will be as follows: Dave Hieber will service as project sponsor.

**Facilities**

- Facilities will be available for staff.

**Technical**

- n/a

**Funding**

- 50% IT Fund Equity
- 50% Equalization Fund

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**Other**

**Priority**      TBD

**Constraints**

- None

**Exclusions**

- None

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s): Project Management, Define Business Requirements/Setup Environment and Data Conversion</b>		
<b>Total Estimated Application Services</b>	<b>Hours: 200</b>	<b>Cost: \$10,138</b>
<b>Total Estimated Technical Systems</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 CLEMIS Division Manager Approval:</b>		<b>Date:</b>
<b>IT Internal Services Division 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: 200</b>	<b>Cost: \$10,138</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>	<b>Cost:</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 200</b>	<b>Cost: \$10,138</b>

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**PROJECT COMPLETION AUTHORIZATION**

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

BS&A Madison Heights Conversion - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	37	\$4,068.00	
Phase	010000	DEFINE BUSINESS REQUIREMENTS / SETUP ENVIRONM	79	\$3,629.99	
Phase	040000	DATA CONVERSION	84	\$2,440.02	
			200	\$10,138.01	

**D90125MH - BS&A Madison Heights Conversion**

**3.1 - Provide an Enhanced Application Service Offering**

- 3.1.1 - Increase application integration through web services
- 3.1.2 - Research and develop a Constituent Relationship Management (CRM) strategy
- 3.1.3 - Promote mobility and location integration in business applications
- 3.1.4 - Utilize ecommerce platform to offset costs and expand product offerings to customers
- 3.1.5 - Improve the quality, reliability and availability of all applications
- 3.1.6 - Increase the agility and responsiveness of business units by expanding customer analytics
- 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
- 3.1.8 - Centralize identity and access management for all applications and content

**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
- 3.2.2 - Implement the IT Infrastructure Library (ITIL) best practice framework for IT Service Management
- 3.2.3 - Define a service and support strategy that clearly identifies the IT service provided
- 3.2.4 - Provide a high-quality training program to empower employees through technology
- 3.2.5 - Develop a formalized customer communication plan
- 3.2.6 - Build IT Staff expertise through professional development
- 3.2.7 - Expand capacity through ongoing organizational review and selective outsourcing

**3.3 - Implement a Standardized Infrastructure Strategy**

- 3.3.1 - Deliver services using a shared technology infrastructure wherever possible
- 3.3.2 - Implement a Microsoft infrastructure strategy
- 3.3.3 - Implement a consolidated security strategy
- 3.3.4 - Establish a standard personal computing hardware and software product suite, SLA, and replacement schedule for all County personal computers
- 3.3.5 - Establish support cost model and SLA for all offerings outside 3.3.4
- 3.3.6 - Improve service availability through network design and management strategies
- 3.3.7 - Establish enhanced capacity planning and recovery management strategies

**Oakland County -- BSA Madison Heights Conversion**

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:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	4,120	4,120	4,120	4,120	4,120	4,120	24,720
<b>Costs:</b>							
Development Services Subtotal:	24,400	0	0	0	0	0	24,400
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	4,120	4,120	4,120	4,120	4,120	4,120	24,720
Annual Total Costs	24,400	0	0	0	0	0	24,400
Annual Return on Investment	(20,280)	4,120	4,120	4,120	4,120	4,120	320
Annual Costs/Savings Ratio	592.23%	0.00%	0.00%	0.00%	0.00%	0.00%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	4,120	8,240	12,360	16,480	20,600	24,720	24,720
Cumulative Total Costs	24,400	24,400	24,400	24,400	24,400	24,400	24,400
Cumulative Return on Investment	(20,280)	(16,160)	(12,040)	(7,920)	(3,800)	320	320
Cumulative Cost/Savings Ratio	592.23%	296.12%	197.41%	148.06%	118.45%	98.71%	98.71%
Year Positive Payback Achieved						Year 6	Year 6
State or Federal Mandate?							
<b>Signatures:</b>							
Benefits Reviewed By Project Sponsor	Date: _____						
Costs (including IT Resources) Reviewed By Information Technology Project Manager	Date: _____						

**Oakland County -- BSA Madison Heights Conversion**

Return on Investment Analysis  
Savings Detail

<b>Benefit/Savings Description</b>	<b>Project Savings Category</b>	<b>Budget Category/Funding Source</b>	<b>Unit Desc</b>	<b>Units</b>	<b>Rate per Unit</b>	<b>Total Savings</b>	<b>Annual Multiplier</b>
CVT will utilize Oakland County Support for all assistance with BS&A Software.	Cost Avoidance			20	20	400	
CVT labor savings OCIT will handle all server administration duties, such as: installing and testing patches, database backups, performing end of year roll and problem resolution.	Cost Avoidance			80	30	2,400	
Streamlining data processes for CVT reporting to County System.	Cost Avoidance			26	20	520	
CVT will leverage County investment of centralized enterprise BSA System for hardware and maintenance cost.	Cost Avoidance			800	1	800	
						0	
						0	
						0	
						0	

**Oakland County -- BSA Madison Heights Conversion**

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
CVT will utilize Oakland County Support for all assistance with BS&A Software.	Cost Avoidance	X	X	X	X	X	X	400	400	400	400	400	400
CVT labor savings OCIT will handle all server administration duties, such as: installing and testing patches, database backups, performing end of year roll and problem resolution.	Cost Avoidance	X	X	X	X	X	X	2,400	2,400	2,400	2,400	2,400	2,400
Streamlining data processes for CVT reporting to County System.	Cost Avoidance	X	X	X	X	X	X	520	520	520	520	520	520
CVT will leverage County investment of centralized enterprise BSA System for hardware and maintenance cost.	Cost Avoidance	x	x	x	x	x	x	800	800	800	800	800	800

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Return on Investment Analysis  
Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Tangible Benefit:</b>							
<i>Tangible Benefits Subtotal:</i>							
<b>Cost Avoidance:</b>							
CVT will utilize Oakland County Support for all assistance with BS&A Software.	400	400	400	400	400	400	2,400
CVT labor savings OCIT will handle all server administration duties, such as: installing and testing patches, database backups, performing end of year roll and problem resolution.	2,400	2,400	2,400	2,400	2,400	2,400	14,400
Streamlining data processes for CVT reporting to County System.	520	520	520	520	520	520	3,120
CVT will leverage County investment of centralized enterprise BSA System for hardware and maintenance cost.	800	800	800	800	800	800	4,800
<i>Cost Avoidance Subtotal:</i>	<b>4,120</b>	<b>4,120</b>	<b>4,120</b>	<b>4,120</b>	<b>4,120</b>	<b>4,120</b>	<b>24,720</b>
<b>Savings Total:</b>	<b>4,120</b>	<b>4,120</b>	<b>4,120</b>	<b>4,120</b>	<b>4,120</b>	<b>4,120</b>	<b>24,720</b>

**Oakland County -- BSA Madison Heights 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			200	122	24,400		X							
IT Hours - System Maintenance	Development Svcs					0									
IT Hours - Customer Support	Development Svcs					0									
User Hours - PTNE/OT	Development Svcs					0									
Contractor Professional Services	Development Svcs					0									
PC System - Acquisition	Hardware					0									
PC System - Maintenance	Hardware					2,304									
Notebook - Acquisition	Hardware					0									
Notebook - Maintenance	Hardware					2,372									
Mini Notebook - Acquisition	Hardware					0									
Mini Notebook - Maintenance	Hardware					2,196									
Laserprinter 1 - Acquisition	Hardware					0									
Laserprinter 1 - Maintenance	Hardware					1,104									
Laserprinter 2 - Acquisition	Hardware					0									
Laserprinter 2 - Maintenance	Hardware					1,208									
Laserprinter 3 - Acquisition	Hardware					0									
Laserprinter 3 - Maintenance	Hardware					1,860									
Image Workstations - Acquisition	Hardware					0									
Image Workstations - Maintenance	Hardware					3,496									
Terminals - Acquisition	Hardware					0									
Terminals - Maintenance	Hardware					644									
PRTR w/TERM ID - Acquisition	Hardware					0									
PRTR w/TERM ID - Maintenance	Hardware					1,072									
PRTR w/o TERM ID - Acquisition	Hardware					0									
PRTR w/o TERM ID - Maintenance	Hardware					1,072									
PC Maintenance User Owned	Hardware					2,304									
Printer Maintenance User Owned	Hardware					1,072									
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									
Server - Maintenance	Infrastructure					0									
Server Sftwre - Acquisition/Upgrade	Infrastructure					0									
Server Sftwre - Maintenance	Infrastructure					0									
TBD	Infrastructure					0									

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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		
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 -- BSA Madison Heights 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	24,400					
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs						
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs						
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						
Server - Maintenance	Infrastructure						
Server Sftwre - Acquisition/Upgrade	Infrastructure						
Server Sftwre - Maintenance	Infrastructure						
TBD	Infrastructure						

**Oakland County -- BSA Madison Heights Conversion**  
 Return on Investment Analysis  
 Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
TBD	Infrastructure						
TBD	Infrastructure						
TBD	Infrastructure						
Internet Access	Infrastructure						
Project Staff Training	Training						
User Training	Training						

**Oakland County -- BSA Madison Heights Conversion**

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	24,400						24,400
IT Hours - System Maintenance							
IT Hours - Customer Support							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	<b>24,400</b>						<b>24,400</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>24,400</b>						<b>24,400</b>

