

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

Project Name: DelTax - PeopleSoft Integration Maintenance

Project ID: D99711PI

Leadership Group: Land			
Department: Treasurer		Division: Administration	
Project Sponsor: Pat Dohany	Date Requested: 04/30/2009	PM Customer No. 711	
Request Type:	<i>New Development</i>	<i>Enhancement</i>	<i>Customer Support</i>
	<u>Maintenance</u>		
IT Team Name: Land Implementation Services		IT Team No: 9	
Project Manager/Leader: Marc Groder			
Account Number: 95303	Account Description: Del Tax System Maintenance	Customer Name:	Treasurer
Grant Funded? Yes	No	Mandate? Yes	No
		Mandate Source:	

Project Goal

Modify the existing DelTax interfaces with PeopleSoft, so that the proper accounts will be populated eliminating manual intervention.

Business Objective

Update the DelTax to PeopleSoft interface to ensure the interface will work without errors.

Major Deliverables

- Detailed Project Plan
- Application and/or System Requirements
- User Acceptance Test Plan
- Implementation Plan
- Application Code

Approach

- Develop Detailed Project Plan
- Document system requirements
- Develop Implementation Plan
- Develop new system
- Develop User Acceptance Test Plan
- Test new system
- Acquire User Acceptance Sign off
- Conduct Change Control
- Release new system into production

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Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users <10

Divisions Treasurer's Office and IT 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 detailed project plan. Non-IT staff will be available.

Facilities

- Facilities will be available for staff.

Technical

- n/a

Funding

- Delinquent Tax System Maintenance

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Other

Priority

- TBD

Constraints

- None

Exclusions

- None

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PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Business Area Requirements, Programming, Implementation and Post Implementation Support		
Total Estimated Application Services	Hours: 266	Cost: \$32,208
Total Estimated Technical Systems	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 CLEMIS Division Manager Approval:		Date:
IT Internal Services Division Manager Approval:		Date:
IT Management Approval:		
Approved: Yes No		Date:
Reason:		
Project Sponsor Approval:		
Title:		Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 266	Cost: \$32,208
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 266	Cost: \$32,208

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PROJECT COMPLETION AUTHORIZATION

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

DelTax - PeopleSoft Integration Maintenance - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated	Estimated	Estimate Notes
			Hours	Cost	
Phase	000000	PROJECT MANAGEMENT	61	\$7,562.00	
Phase	010000	BUSINESS AREA REQUIREMENTS	14	\$1,526.02	
Phase	020000	PROGRAMMING	166	\$20,070.07	
Phase	030000	IMPLEMENTATION	11	\$1,342.02	
Phase	040000	POST IMPLEMENTATION SUPPORT	14	\$1,708.02	
			266	\$32,208.14	

D99711PI - DelTax – PeopleSoft Integration Maintenance

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 -- DeITax - PeopleSoft Integration Maintenance

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:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	128,120	128,120	128,120	128,120	128,120	128,120	768,720
Costs:							
Development Services Subtotal:	32,452	0	0	0	0	0	32,452
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
Annual Statistics:							
Annual Total Savings	128,120	128,120	128,120	128,120	128,120	128,120	768,720
Annual Total Costs	32,452	0	0	0	0	0	32,452
Annual Return on Investment	95,668	128,120	128,120	128,120	128,120	128,120	736,268
Annual Costs/Savings Ratio	25.33%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	128,120	256,240	384,360	512,480	640,600	768,720	768,720
Cumulative Total Costs	32,452	32,452	32,452	32,452	32,452	32,452	32,452
Cumulative Return on Investment	95,668	223,788	351,908	480,028	608,148	736,268	736,268
Cumulative Cost/Savings Ratio	25.33%	12.66%	8.44%	6.33%	5.07%	4.22%	4.22%
Year Positive Payback Achieved	Year 1						Year 1
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Project Sponsor	Date: _____						
Costs (including IT Resources) Reviewed By Information Technology Project Manager	Date: _____						

Oakland County -- DelTax - PeopleSoft Integration Maintenance

Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
<i>Tangible Benefits Subtotal:</i>							
Cost Avoidance:							
Treasurer's Office - Labor Savings - Researching and manual fix	128,120	128,120	128,120	128,120	128,120	128,120	768,720
Avoiding issues with CVTs and Tax Authorities, who may claim our information is incorrect.							
<i>Cost Avoidance Subtotal:</i>	128,120	128,120	128,120	128,120	128,120	128,120	768,720
Savings Total:	128,120	128,120	128,120	128,120	128,120	128,120	768,720

Oakland County -- DelTax - PeopleSoft Integration Maintenance
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				
								Y1	Y2	Y3	Y4	
IT Hours - New Development	Development Svcs			266	122	\$ 32,452		x				
Contractor Professional Services-Implementation	Development Svcs					\$ -						
Contractor Professional Services-Conversion	Development Svcs					\$ -						
Package Software - Acquisition	Software					\$ -						
Package Software - Maintenance	Software					\$ -						
Server - Acquisition/Upgrade	Infrastructure					\$ -						
Server - Maintenance	Infrastructure					\$ -						
Server Sftwre - Acquisition/Upgrade	Infrastructure					\$ -						
Server Sftwre - Maintenance	Infrastructure					\$ -						
User Training	Training					\$ -						
IT Hours - Support	Training					\$ -						
IT Hours - New Development - Other	Development Svcs					\$ -						
IT Hours - New Development - Other	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					\$ -						
Package Software - Maintenance (T/R)	Development Svcs					\$ -						
User Training (T/R)	Training					\$ -						
Server - Acquisition/Upgrade (T/R)	Infrastructure					\$ -						
Server - Maintenance (T/R)	Infrastructure					\$ -						
Server Sftwre - Acquisition/Upgrade (T/R)	Software					\$ -						
Server Sftwre - Maintenance (T/R)	Software					\$ -						
Package Software - Acquisition (IVR)	Software					\$ -						
Server - Acquisition/Upgrade (IVR)	Infrastructure					\$ -						
Server - Maintenance (IVR)	Infrastructure					\$ -						
Server Sftwre - Acquisition/Upgrade (IVR)	Software					\$ -						
Server Sftwre - Maintenance (IVR)	Software					\$ -						

Oakland County -- DelTax - PeopleSoft Integration Maintenance
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	t ROI?		Potential Cost Extensions						
		Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs			32,452						
Contractor Professional Services-Implementation	Development Svcs									
Contractor Professional Services-Conversion	Development Svcs									
Package Software - Acquisition	Software									
Package Software - Maintenance	Software									
Server - Acquisition/Upgrade	Infrastructure									
Server - Maintenance	Infrastructure									
Server Sftwre - Acquisition/Upgrade	Infrastructure									
Server Sftwre - Maintenance	Infrastructure									
User Training	Training									
IT Hours - Support	Training									
IT Hours - New Development - Other	Development Svcs									
IT Hours - New Development - Other	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									
Package Software - Maintenance (T/R)	Development Svcs									
User Training (T/R)	Training									
Server - Acquisition/Upgrade (T/R)	Infrastructure									
Server - Maintenance (T/R)	Infrastructure									
Server Sftwre - Acquisition/Upgrade (T/R)	Software									
Server Sftwre - Maintenance (T/R)	Software									
Package Software - Acquisition (IVR)	Software									
Server - Acquisition/Upgrade (IVR)	Infrastructure									
Server - Maintenance (IVR)	Infrastructure									
Server Sftwre - Acquisition/Upgrade (IVR)	Software									
Server Sftwre - Maintenance (IVR)	Software									

Oakland County -- DelTax - PeopleSoft Integration Maintenance
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	32,452						
Contractor Professional Services-Implementation							
Contractor Professional Services-Conversion	0		0				
IT Hours - New Development - Other							
Contractor Professional Services-Implementation (T/R)							
Contractor Professional Services-Conversion (T/R)							
<i>Development Services Subtotal:</i>	32,452		0	0	0	0	32,452
Hardware:							
Server - Acquisition/Upgrade (M/A)	\$ -						
Server Sftwre - Acquisition/Upgrade (M/A)	\$ -						
Server - Acquisition/Upgrade (T/R)							
Server Sftwre - Acquisition/Upgrade (T/R)							
Server Sftwre - Maintenance (T/R)				0		0	
Server - Acquisition/Upgrade (IVR)							
Server Sftwre - Acquisition/Upgrade (IVR)							
<i>Hardware Subtotal:</i>							
Software:							
Package Software - Acquisition	0		0				
Package Software - Acquisition (T/R)							
Package Software - Maintenance							
Package Software - Maintenance (T/R)							
Package Software - Acquisition (IVR)							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
User Training	\$ -						
User Training (T/R)		0					
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	32,452						32,452

