

Oakland County Department of Information Technology Project Scope and Approach

Project Name: EHealth Scheduling Requirements- Routing Integration Project ID: D98162RI

Leadership Group: Land		
Department: Health & Human Services		Division: Health Division
Project Sponsor: George Miller	Date Requested: 05/01/2008	PM Customer No. 162
Request Type:	<u>New Development</u>	Enhancement Customer Support Planned System Maintenance or Upgrade
IT Team Name: Land Implementation Services		IT Team No: 9
Project Manager/Leader: Janet Brinker		
Account Number:	Account Description:	Customer Name:
Grant Funded? Yes <u>No</u>	Mandate? Yes <u>No</u>	Mandate Source:

Project Goal

To gather requirements that integrate routing functionality within the E-Health application so that routing optimization can take place within a geographic area.

Business Objective

To identify business and technical requirements needed for routing functionality within E-Health to schedule planning based on time and geographic location as well as calculate mileage based on scheduled route.

Major Deliverables

- Detailed Project Plan
- Application and/or System Requirements
- End User Hardware and Software Requirements Document
- Technical Design Document
- Technical Architecture Diagram

Approach

- Develop Detailed Project Plan
- Review current business process and conduct needs assessment with customer, ensuring current manual processes are refined and automated.
- Document system requirements
- Determine and document system architecture and diagram
- Assess User Hardware and Software Requirements
- Conduct Tech Review

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

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Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users 75

Divisions Oakland County Health Division

Leadership Groups Land Leadership

Risk

Business Environment High – Product dramatically changes existing business processes.

Technical Environment High – New or non-standard technology

Assumptions

Staffing

- IT Staffing: Resources will be available for the hours indicated per the project plan.

Facilities

- Facilities will be available for IT staff at the IT building.

Technical

- This project will take advantage of the ArcGIS Routing application(D18182RT) which will provide an enterprise-wide routing and stop-optimization GIS application to allow users to input multiple destination locations (e.g., inspection sites) and will output an optimized route, including turn-by-turn directions.

Funding

-

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Other

-

Priority

Constraints

-

Exclusions

**Oakland County
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PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Define Business Requirements, Design System Architecture/Technical Documents		
Total Estimated Application Services	Hours: 285	Cost: \$34,770
Total Estimated Technical Systems	Hours:	Cost:
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 Management Approval:		
Approved: Yes No		Date:
Reason:		
Project Sponsor Approval:		
Title:		Date:

PROJECT SUMMARY

Authorized Development (see above)	Hours: 285	Cost: \$34,770
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 285	Cost: \$34,770

Oakland County Department of Information Technology Project Scope and Approach

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PROJECT COMPLETION AUTHORIZATION

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

Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	67	\$8,174.00	
Phase	200000	DEFINE BUSINESS REQUIREMENTS	120	\$14,640.00	
Phase	300000	DESIGN SYSTEM ARCHITECTURE/TECHNICAL D	98	\$11,956.00	
Phase	500000	DEVELOP APPLICATION			
Phase	600000	MOVE APPLICATION INTO PRODUCTION			
Phase	070000	IMPLEMENTATION			
Phase	080000	POST IMPLEMENTATION SUPPORT			
			285	\$34,770.00	

D98162RI - EHealth Scheduling Requirements- Routing Integration

3.1 - Provide an Enhanced Application Service Offering

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

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

3.3 - Implement a Standardized Infrastructure Strategy

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

Oakland County -- E-Health Scheduling Requirements-Routing Integration

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:	22,117	23,002	23,922	24,879	25,874	26,909	146,702
Cost Avoidance Subtotal:	94,900	98,696	102,644	106,750	111,020	115,460	629,469
Costs:							
Development Services Subtotal:	34,770	0	0	0	0	0	34,770
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	117,017	121,698	126,566	131,628	136,893	142,369	776,171
Annual Total Costs	34,770	0	0	0	0	0	34,770
Annual Return on Investment	82,247	121,698	126,566	131,628	136,893	142,369	741,401
Annual Costs/Savings Ratio	29.71%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	117,017	238,715	365,280	496,908	633,802	776,171	776,171
Cumulative Total Costs	34,770	34,770	34,770	34,770	34,770	34,770	34,770
Cumulative Return on Investment	82,247	203,945	330,510	462,138	599,032	741,401	741,401
Cumulative Cost/Savings Ratio	29.71%	14.57%	9.52%	7.00%	5.49%	4.48%	4.48%
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: _____						
Costs (including IT Resources) Reviewed By Technical Services Manager	Date: _____						

Oakland County -- E-Health Scheduling Requirements-Routing Integration

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
Reduction in mileage by optimizing a schedule for staff based on best route in a geographic location	Tangible Benefit		ANN	1	22,117	22,117	1.040
Reduction in driving time for Sans by determining a schedule based on best route in a geographic location	Cost Avoidance		HR	4,485	20	89,700	1.040
Increase number of inspections completed by sanitarians by optimizing schedule based on best route and geographic location and therefore reducing overtime	Cost Avoidance		HR	260	20	5,200	1.040

Oakland County -- E-Health Scheduling Requirements-Routing Integration

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
Reduction in mileage by optimizing a schedule for staff based on best route in a geographic location	Tangible Benefit	X	x	x	x	x	x	22,117.00	23,001.68	23,921.75	24,878.62	25,873.76	26,908.71
Reduction in driving time for Sans by determining a schedule based on best route in a geographic location	Cost Avoidance	X	x	x	x	x	x	89,700.00	93,288.00	97,019.52	100,900.30	104,936.31	109,133.77
Increase number of inspections completed by sanitarians by optimizing schedule based on best route and geographic location and therefore reducing overtime	Cost Avoidance	X	X	X	X	X	X	5,200.00	5,408.00	5,624.32	5,849.29	6,083.26	6,326.60

Oakland County -- E-Health Scheduling Requirements-Routing Integration

Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Reduction in mileage by optimizing a schedule for staff based on best route in a geographic location	22,117	23,002	23,922	24,879	25,874	26,909	146,702
<i>Tangible Benefits Subtotal:</i>	22,117	23,002	23,922	24,879	25,874	26,909	146,702
Cost Avoidance:							
Reduction in driving time for Sans by determining a schedule based on best route in a geographic location	89,700	93,288	97,020	100,900	104,936	109,134	594,978
Increase number of inspections completed by sanitarians by optimizing schedule based on best route and geographic location and therefore reducing overtime	5,200	5,408	5,624	5,849	6,083	6,327	34,491
<i>Cost Avoidance Subtotal:</i>	94,900	98,696	102,644	106,750	111,020	115,460	629,469
Savings Total:	117,017	121,698	126,566	131,628	136,893	142,369	776,171

Oakland County -- E-Health Scheduling Requirements-Routing Integration

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		HR	285	122	34,770	1.040	x						
IT Hours - System Maintenance	Development Svcs		HR	0	0	0	1.040							
User Hours - New Development	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	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								
Server - Maintenance	Infrastructure					0								
Server Sftwre - Acquisition/Upgrade	Infrastructure					0								

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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		
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									

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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	34,770.00					
IT Hours - System Maintenance	Development Svcs		0.00	0.00	0.00	0.00	0.00
User Hours - New Development	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						

Oakland County -- E-Health Scheduling Requirements-Routing Integration
Return on Investment Analysis

Cost Detail

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

Oakland County -- E-Health Scheduling Requirements-Routing Integration

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	34,770						34,770
IT Hours - System Maintenance		0	0	0	0	0	
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	34,770						34,770
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	34,770						34,770

