

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

Project Name: Equalization – BOR Appointment Scheduling

Project ID: D98125AS

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
- 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

Impact

Number of Users <80

Divisions Application Services

Leadership Groups Land

Risk

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

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Technical Environment Low - Proven and previously implemented technologies.

Assumptions

Staffing IT Staffing: resources will be available for the hours indicated per the attached project plan.

Facilities

- Facilities will be available for staff.

Technical

- n/a

Funding

- Information Technology

Other

- n/a

Priority

- n/a

Constraints

- n/a

Exclusions

- n/a

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PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Business Requirements, Technical Requirements, Development, Installation, Post-Implementation Support		
Total Estimated Application Services	Hours: 1,445	Cost: \$175,070
Total Estimated Technical Systems	Hours: 29	Cost: \$976
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: 1,474	Cost: \$176,046
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 1,474	Cost: \$176,046

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PROJECT COMPLETION AUTHORIZATION

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

Equalization - BOR Appointment Scheduling - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	351	\$42,822.00	
Phase	030000	BUSINESS AREA REQUIREMENTS	70	\$8,539.99	
Phase	050000	TECHNICAL DESIGN	201	\$21,959.97	
Phase	060000	PROGRAMMING	732	\$89,303.96	
Phase	070000	IMPLEMENTATION	50	\$4,880.00	
Phase	080000	POST IMPLEMENTATION SUPPORT	70	\$8,540.00	
			1,474	\$176,045.92	

D98125AS - Equalization - BOR Appointment Scheduling

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 -- Equalization - BOR
Appointment Scheduling
 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:	0	83,554	86,896	90,372	93,986	97,746	452,553
Costs:							
Development Services Subtotal:	207,766	27,938	27,938	27,938	27,938	27,938	347,456
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	0	83,554	86,896	90,372	93,986	97,746	452,553
Annual Total Costs	207,766	27,938	27,938	27,938	27,938	27,938	347,456
Annual Return on Investment	(207,766)	55,616	58,958	62,434	66,048	69,808	105,097
Annual Costs/Savings Ratio	0.00%	33.44%	32.15%	30.91%	29.73%	28.58%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	83,554	170,449	260,821	354,807	452,553	452,553
Cumulative Total Costs	207,766	235,704	263,642	291,580	319,518	347,456	347,456
Cumulative Return on Investment	(207,766)	(152,150)	(93,193)	(30,759)	35,289	105,097	105,097
Cumulative Cost/Savings Ratio	0.00%	282.10%	154.67%	111.79%	90.05%	76.78%	76.78%
Year Positive Payback Achieved					Year 5		Year 5
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 -- Equalization - BOR
Appointment Scheduling
 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
Managing 26 CVT Appointment books - reducing confusion/promoting teamwork. (26 clerks * 40 hours for one week)	Cost Avoidance		X	X	X	X	X		30,014	31,215	32,464	33,762	35,113
Level 3 Assessor labor spent hand writing petitions, BOR Logs, and other forms	Cost Avoidance		X	X	X	X	X		53,539	55,681	57,908	60,224	62,633

Oakland County -- Equalization - BOR
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 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:							
Managing 26 CVT Appointment books - reducing confusion/promoting teamwork. (26 clerks * 40 hours for one week)		30,014	31,215	32,464	33,762	35,113	162,568
Level 3 Assessor labor spent hand writing petitions, BOR Logs, and other forms		53,539	55,681	57,908	60,224	62,633	289,986
<i>Cost Avoidance Subtotal:</i>		83,554	86,896	90,372	93,986	97,746	452,553
Savings Total:		83,554	86,896	90,372	93,986	97,746	452,553

Oakland County -- Equalization - BOR
Appointment Scheduling
 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			1,474	122	179,828	
IT Hours - System Maintenance	Development Svcs			132	122	16,104	
IT Hours - Customer Support	Development Svcs			97	122	11,834	
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs			1		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	

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Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
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	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
TBD	Infrastructure					0	
Internet Access	Infrastructure				180	0	
Project Staff Training	Training					0	
User Training	Training					0	
						0	

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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						179,828						
IT Hours - System Maintenance	Development Svcs	X	X	X	X	X	X	16,104	16,104	16,104	16,104	16,104	16,104	16,104
IT Hours - Customer Support	Development Svcs	X	X	X	X	X	X	11,834	11,834	11,834	11,834	11,834	11,834	11,834
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													

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Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Term Emulation SFTW-Maintenance	Software												
Server - Acquisition/Upgrade	Infrastructure												
Server - Maintenance	Infrastructure												
Server Sftwre - Acquisition/Upgrade	Infrastructure												
Server Sftwre - Maintenance	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
TBD	Infrastructure												
Internet Access	Infrastructure												
Project Staff Training	Training												
User Training	Training												

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Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	179,828						179,828
IT Hours - System Maintenance	16,104	16,104	16,104	16,104	16,104	16,104	96,624
IT Hours - Customer Support	11,834	11,834	11,834	11,834	11,834	11,834	71,004
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	207,766	27,938	27,938	27,938	27,938	27,938	347,456
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:	207,766	27,938	27,938	27,938	27,938	27,938	347,456

