

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Equalization – GIS Productivity Tools

Project ID: D98125PT

Leadership Group: Land			
Department: Management & Budget		Division: Equalization	
Project Sponsor: Dave Hieber	Date Requested: 04/01/08	PM Customer No. 125	
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: Marc Groder			
Account Number: 31075	Account Description: Equal-Development	Customer Name:	Equalization
Grant Funded? Yes <u>No</u>	Mandate? Yes <u>No</u>	Mandate Source:	

Project Goal

Automate the process of spatially enabling Assessing Data, so that Equalization can quickly create ad hoc maps and use location to perform spatial analysis.

Business Objective

Provide an ESRI ArcMap project for the analysis of Assessing data.

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/User Manual(s)
- Application Code
- Service Level Agreement
- Disaster Recovery Toolkit
- Service Center Knowledge Documents

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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 and data 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 <40

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.

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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

- TBD

Constraints

- n/a

Exclusions

- n/a

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PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Business Area Requirements, Technical Design, Programming, Implementation, Post-Implementation Support		
Total Estimated Application Services	Hours: 655	Cost: \$78,934
Total Estimated Technical Systems	Hours: 8	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: 663	Cost: \$79,910
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 663	Cost: \$79,910

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PROJECT COMPLETION AUTHORIZATION

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

Equalization - GIS Productivity Tools - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimated Cost	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	165	\$20,130.00	
Phase	030000	BUSINESS AREA REQUIREMENTS	54	\$6,587.99	
Phase	050000	TECHNICAL DESIGN	22	\$2,683.99	
Phase	060000	PROGRAMMING	362	\$44,163.93	
Phase	070000	IMPLEMENTATION	30	\$2,683.99	
Phase	080000	POST IMPLEMENTATION SUPPORT	30	\$3,659.98	
			663	\$79,909.88	

D98125PT - Equalization - GIS Productivity Tools

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 - GIS Productivity Tools

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	98,291	98,511	98,739	98,977	99,224	493,742
Costs:							
Development Services Subtotal:	88,938	8,052	8,052	8,052	8,052	8,052	129,198
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	98,291	98,511	98,739	98,977	99,224	493,742
Annual Total Costs	88,938	8,052	8,052	8,052	8,052	8,052	129,198
Annual Return on Investment	(88,938)	90,239	90,459	90,687	90,925	91,172	364,544
Annual Costs/Savings Ratio	0.00%	8.19%	8.17%	8.15%	8.14%	8.11%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	98,291	196,802	295,541	394,518	493,742	493,742
Cumulative Total Costs	88,938	96,990	105,042	113,094	121,146	129,198	129,198
Cumulative Return on Investment	(88,938)	1,301	91,760	182,447	273,372	364,544	364,544
Cumulative Cost/Savings Ratio	0.00%	98.68%	53.37%	38.27%	30.71%	26.17%	26.17%
Year Positive Payback Achieved		Year 2					Year 2
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 - GIS Productivity Tools

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 Labor for GIS users creating/exporting custom maps (2 level 3 assessors, 80 hours each).	Cost Avoidance		X	X	X	X	X		5,491	5,711	5,939	6,177	6,424
Time savings for (40) Level 2 Assessors, time saved reading maps vs. interpreting tabular data (80 hours each)	Cost Avoidance		X	X	X	X	X		92,800	92,800	92,800	92,800	92,800

Oakland County -- Equalization - GIS Productivity Tools

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			663	122	80,886		X			
IT Hours - System Maintenance	Development Svcs			46	122	5,612		X	X	X	X
IT Hours - Customer Support	Development Svcs			20	122	2,440		X	X	X	X
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			
								Y1	Y2	Y3	Y4
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					

Oakland County -- Equalization - GIS Productivity Tools

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			80,886					
IT Hours - System Maintenance	Development Svcs	X	X	5,612	5,612	5,612	5,612	5,612	5,612
IT Hours - Customer Support	Development Svcs	X	X	2,440	2,440	2,440	2,440	2,440	2,440
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								

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Cost Detail

Cost Description	Project Cost Category	ROI?		Potential Cost Extensions					
		Y5	Y6	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								

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Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	80,886						80,886
IT Hours - System Maintenance	5,612	5,612	5,612	5,612	5,612	5,612	33,672
IT Hours - Customer Support	2,440	2,440	2,440	2,440	2,440	2,440	14,640
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	88,938	8,052	8,052	8,052	8,052	8,052	129,198
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:	88,938	8,052	8,052	8,052	8,052	8,052	129,198

