

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Facilities Management Implementation of CityWorks;

Project ID:

- Develop Detailed Project Plan
- Review of current system(s) and map over “needs” to new system
- Needs assessment with end-user staff
- Define system requirements
- Determine and document system architecture and diagram
- Assess user hardware and software requirements
- Conduct Technical Review
- Order hardware and software if needed
- Develop Implementation Plan and User Acceptance Test Plan
- Test new system
- Acquire User Acceptance Sign off
- Conduct Change Control
- Assist with User Documentation as necessary
- Create Service Level Agreement, Disaster Recovery Toolkit, Service Center Knowledge Documents
- Assist with initial training of users on new system
- Release new system into production
- Retire current system(s)

Business Objective

Provide semi-automated procedures to transfer labor information from CityWorks work orders to PeopleSoft.

Major Deliverables

- Application and/or System Requirements
- End User Hardware and Software Requirements Document
- Technical Design Documents
- Technical Architecture Diagram
- User Acceptance Test Plan
- Implementation Plan

Approach

- Review of current procedures
- Needs assessment with end-user staff
- Define system requirements
- Determine and document system architecture and diagram
- Assess user hardware and software requirements
- Conduct Technical Review
- Order hardware and software if needed
- Develop Implementation Plan and User Acceptance Test Plan
- Test new system

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Department of Information Technology
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- Acquire User Acceptance Sign off
- Conduct Change Control
- Complete User Documentation as necessary
- Create Service Level Agreement, Disaster Recovery Toolkit, Service Center Knowledge Documents
- Assist with initial training of users on new system
- Release new system into production
- Retire current system(s)

Benefits

See Return on Investment (ROI) Analysis Document

- Avoid the costs of upgrading Maximo and re-implementing customizations to the code. Avoid the annual support costs for Maximo.
- Enhanced system functionality, e.g., space management, integration with PeopleSoft, etc., leading to more effective management of FM operations
- Enhanced reporting / analysis / real-time feedback capabilities leading to continuous improvements in efficiency, reduced labor time, and better utilization of contracts
- Establish meaningful reports and implement necessary functionality.

Impact

Number of Users: All County Staff

Divisions: All County Divisions

Leadership Groups: Land

Risk

Business Environment: Medium - Project will require some changes to existing business processes.

Technical Environment: Medium – Previously implemented technologies with new aspects and/or new requirements.

Assumptions

Facilities staff will work closely with IT staff and the vendor.

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Staffing

- IT Staffing: resources will be available for the hours indicated per the attached project plan.
- Other Staffing: additional staffing will be available for participating departments.

Facilities

- N/A

Technical

- FM&O will utilize the CityWorks application currently being architected and implemented as part of the CAMS project.
- Any additional hardware needed to expand existing computing capabilities will need to be funded by FMO.

Funding

- FM&O Fund

Priority

TBD

Constraints

- Approval by Leadership Group

Exclusions

- N/A

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PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	Hours:	Cost:
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:	Cost:
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours:	Cost:

PROJECT COMPLETION AUTHORIZATION

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

Oakland County -- Facilities Management CityWorks Implementation

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:	254,500	214,290	274,181	334,175	394,277	411,965	1,883,387
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	0	0	0	0	0	0	0
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	254,500	214,290	274,181	334,175	394,277	411,965	1,883,387
Annual Total Costs	0	0	0	0	0	0	0
Annual Return on Investment	254,500	214,290	274,181	334,175	394,277	411,965	1,883,387
Annual Costs/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Project Cumulative Statistics:							
Cumulative Total Savings	254,500	468,790	742,971	1,077,145	1,471,422	1,883,387	1,883,387
Cumulative Total Costs	0	0	0	0	0	0	0
Cumulative Return on Investment	254,500	468,790	742,971	1,077,145	1,471,422	1,883,387	1,883,387
Cumulative Cost/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Project Sponsor	Date: _____						
Costs (including IT Resources) Reviewed By Information Technology Project Manager	Date: _____						

Oakland County -- Facilities Management CityWorks Implementation

Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Avoid the costs of upgrading Maximo and re-implementing customizations to the code. Avoid the annual support costs for Maximo.		1	100,000	100,000	1.050
Enhanced system functionality, e.g., space management, integration with PeopleSoft, etc., leading to more effective management of FM operations (Assumption: 1% permanent reduction of annual operating costs of \$27 million within five years)		1	270,000	270,000	1.050
Enhanced reporting / analysis / real-time feedback capabilities leading to continuous improvements in efficiency, reduced labor time, and better utilization of contracts (= 10% of an FTE + 2% of \$4,000,000 in contracts)		1	90,000	90,000	1.030
				0	
Intangibles / Potential Cost Avoidances:				0	
- Solicit submission of safety issues in a timely manner to allow us to repair / eliminate situations that threaten the physical safety of staff and the public, thereby avoiding potential legal and other costs.					
- Enhanced management of / timely completion of work order requests leading to enhanced customer satisfaction.				0	

Oakland County -- Facilities Management CityWorks Implementation

Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Affects Project ROI?						Potential Savings Extensions					
	Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Avoid the costs of upgrading Maximo and re-implementing customizations to the code. Avoid the annual support costs for Maximo.	x	x	x	x	x	x	107,800.00	8,190.00	8,599.50	9,029.48	9,480.95	9,955.00
Enhanced system functionality, e.g., space management, integration with PeopleSoft, etc., leading to more effective management of FM operations (Assumption: 1% permanent reduction of annual operating costs of \$27 million within five years)	x	x	x	x	x	x	56,700.00	113,400.00	170,100.00	226,800.00	283,500.00	297,675.00
Enhanced reporting / analysis / real-time feedback capabilities leading to continuous improvements in efficiency, reduced labor time, and better utilization of contracts (= 10% of an FTE + 2% of \$4,000,000 in contracts)	x	x	x	x	x	x	90,000.00	92,700.00	95,481.00	98,345.43	101,295.79	104,334.67
Intangibles / Potential Cost Avoidances:												
- Solicit submission of safety issues in a timely manner to allow us to repair / eliminate situations that threaten the physical safety of staff and the public, thereby avoiding potential legal and other costs.												
- Enhanced management of / timely completion of work order requests leading to enhanced customer satisfaction.												

Oakland County -- Facilities Management CityWorks Implementation
Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Avoid the costs of upgrading Maximo and re-implementing customizations to the code. Avoid the annual support costs for Maximo.	107,800	8,190	8,600	9,029	9,481	9,955	153,055
Enhanced system functionality, e.g., space management, integration with PeopleSoft, etc., leading to more effective management of FM operations (Assumption: 1% permanent reduction of annual operating costs of \$27 million within five years)	56,700	113,400	170,100	226,800	283,500	297,675	1,148,175
Enhanced reporting / analysis / real-time feedback capabilities leading to continuous improvements in efficiency, reduced labor time, and better utilization of contracts (= 10% of an FTE + 2% of \$4,000,000 in contracts)	90,000	92,700	95,481	98,345	101,296	104,335	582,157
<i>Tangible Benefits Subtotal:</i>	254,500	214,290	274,181	334,175	394,277	411,965	1,883,387
Cost Avoidance:							
<i>Cost Avoidance Subtotal:</i>							
Savings Total:	254,500	214,290	274,181	334,175	394,277	411,965	1,883,387

Oakland County -- Facilities Management CityWorks Implementation
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			0	122	0									
IT Hours - System Maintenance	Development Svcs				122	0									
IT Hours - Customer Support	Development Svcs				122	0									
IT Hours - Planned Maintenance	Development Svcs				122	0									
User Hours - New Development	Development Svcs					0									
User Hours - PTNE/OT	Development Svcs					0									
Contractor Professional Services	Development Svcs					0									
PC System - Acquisition	Hardware				814	0									
PC System - Maintenance	Hardware				2,304	0									
Notebook - Acquisition	Hardware				1,223	0									
Notebook - Maintenance	Hardware				2,372	0									
Tablet Notebook - Acquisition	Hardware				2,012	0									
Tablet Notebook - Maintenance	Hardware					0									
Laserprinter - Acquisition	Hardware				1,432	0									
Laserprinter - Maintenance	Hardware				1,104	0									
Image Workstations - Acquisition	Hardware					0									
Image Workstations - Maintenance	Hardware				3,496	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				8,000	0									
Server - Maintenance	Infrastructure				360	0									
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0									
Server Sftwre - Maintenance	Infrastructure					0									
Server Rack Mount	Infrastructure				400	0									
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				21,372	0									
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,432	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		
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure				4,725	0									
MS SQL Server Standard Per Processor - Year 2 and Beyond	Infrastructure				946	0									
MS SQL Server Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				19,693	0									
MS SQL Server Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,939	0									
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,506	0									
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				701	0									
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				13,180	0									
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				2,635	0									
SSL Certificate	Infrastructure				845	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						
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs						
IT Hours - Planned Maintenance	Development Svcs						
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						
Tablet Notebook - Acquisition	Hardware						
Tablet Notebook - Maintenance	Hardware						
Laserprinter - Acquisition	Hardware						
Laserprinter - Maintenance	Hardware						
Image Workstations - Acquisition	Hardware						
Image Workstations - 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						
Server Rack Mount	Infrastructure						
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure						

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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
MS SQL Server Standard Per Processor - Includes Year 1 Maintenance	Infrastructure						
MS SQL Server Standard Per Processor - Year 2 and Beyond	Infrastructure						
MS SQL Server Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure						
MS SQL Server Enterprise Per Processor - Year 2 and Beyond	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
SSL Certificate	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							
IT Hours - System Maintenance							
IT Hours - Customer Support							
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>							
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:							

