

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

Project Name: Michigan Business Tax – DelTax and Reporting **Project ID: D99711MD**

Leadership Group: Land			
Department: Treasurer/Equalization		Division: Administration	
Project Sponsor: Pat Dohany / Dave Hieber	Date Requested: 04/16/2008	PM Customer No. 711	
Request Type:	<i>New Development</i>	<u><i>Enhancement</i></u>	<i>Customer Support</i>
<i>Planned System Maintenance or Upgrade</i>			
IT Team Name: Land Implementation Services		IT Team No: 9	
Project Manager/Leader: Marc Groder			
Account Number: 18060	Account Description: Michigan Business Tax	Customer Name: Treasurer / Equalization	
Grant Funded? Yes <u>No</u>		Mandate? <u>Yes</u> No	
		Mandate Source: State Tax Commission Bulletin No. 7, Public Act 36	

Project Goal

To modify the Warrant & Settlement application, so that it will accommodate changes resulting from the new Michigan Business Tax State requirement.

Business Objective

Complete requirements gathering documentation and programming necessary to accommodate the State Tax Commission mandated changes.

Major Deliverables

- Detailed Project Plan
- Application and/or System Requirements
- User Acceptance Test Plan
- Implementation Plan
- Application Code
- Service Level Agreement
- Updated Disaster Recovery Toolkit

Approach

- Develop Detailed Project Plan
- Conduct Detailed Requirements Gathering sessions Review and identify State Tax Commission Bulletin No. 7, Public Act 36 Requirements
- Document changes needed for October, and those due in November.

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- Develop Implementation Plan
- Develop User Acceptance Test Plan
- Application Testing
- Identify any modifications to BS&A Applications
- Acquire User Acceptance Sign off
- Release updated system into production

Benefits

Compliance to State Requirement

Impact

Number of Users <40

Divisions Treasurer's Office, Equalization, 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.

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Technical

- n/a

Funding

- Delinquent Tax Revolving Fund

Other

Priority

- TBD

Constraints

- None

Exclusions

- None

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PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Define Business Requirements, Programming, Implementation and Post Implementation Support		
Total Estimated Application Services	Hours: 706	Cost: \$74,816
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: 706	Cost: \$74,816
Preliminary Estimated Development for Future Phases	Hours:	Cost:
Grand Total Estimated Development	Hours: 706	Cost: \$74,816

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PROJECT COMPLETION AUTHORIZATION

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

Michigan Business Tax - DelTax and Reporting - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated	Estimated
			Hours	Cost
Phase	000000	PROJECT MANAGEMENT	189	\$22,634.00
Phase	010000	DEFINE BUSINESS REQUIREMENTS	66	\$2,196.00
Phase	020000	PROGRAMMING	390	\$43,636.01
Phase	300000	IMPLEMENTATION	28	\$3,276.00
Phase	400000	POST-IMPLEMENTATION	33	\$3,074.04
			706	\$74,816.05

D99711MD - Michigan Business Tax - DelTax and Reporting

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