Project Name: WRC IVR Solution Implementation  

Leadership Group: Land  

Department: Water Resources Commissioner’s Office  
Division: Administrative  

Project Sponsor: Sherri Gee  
Date Requested: 09/29/2016  
PM Customer No. 611  

Request Type: New Development  
Enhancement  
Customer Support  
Planned System Maintenance or Upgrade  

IT Team Name: Public & Environmental Services  
IT Team No: 5  

Project Manager/Leader: Stu Smith  

Account Number: 35900  
Account Description: WRC IVR Solution Implementation  

Grant Funded? Yes No  
Mandate? Yes No  
Mandate Source: N/A  

Project Goal  
To implement an automated Interactive Voice Response (IVR) System and an Automated Call Distribution (ACD) System so that Water Resource Commissioner’s Office (WRC) account holders have the ability to retrieve water and/or sewer account information and process account payments by telephone through the use of voice recognition or touch-tone keypad input, and to receive outgoing automated messages regarding upcoming service and account status changes.  

Business Objective  
To increase the options for water and/or sewer bill payment and improve overall customer service for customers of WRC by providing a self-serve bill payment alternative that will fully automate information from the NorthStar billing system, as well as provide outgoing automated account and service messages to WRC customers while reducing employee interaction during bill payment and processing.  

Major Deliverables  
- Functional requirements document  
- Contract with selected vendors  
- Detailed project and implementation plan  
- Payment Card Industry (PCI) Data Security Standard (DSS) compliant solution  
- Documented call flows and outgoing notification system  
- Technical Architectural Diagram  
- Implement Development and Production Environments including an integration with NorthStar and an integration between selected IVR and ACD systems  
- User Acceptance Test Plan  
- Disaster Recovery Toolkit  
- Training and Service Center Knowledge Documents
Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: WRC IVR Solution Implementation  Project ID: D57611VR

Approach

- Define requirements and required call flows including outgoing call system
- Develop project and implementation plan
- Configure solution in development and test environments
- Determine, procure and configure suitable Voice over IP (VoIP) gateway device (if needed)
- Develop User Acceptance Test Plan
- System Integration and User Acceptance Testing
- Acquire User Acceptance sign-off
- PCI Penetration and Vulnerability Testing
- Develop Service Level Agreement (SLA)
- Publish User Documentation, Disaster Recovery Toolkit and Service Center Knowledge Documents
- Configure/Release solution in production environment
- Train and support on implemented systems

Research & Analysis

Gartner Research Recommendation – Genesys is a very viable best of breed player in the Call Center and ACD space. Genesys brings more depth in this space than integrated UCC suppliers at this time. The tool has the ability to easily connect with a variety of UCC and telephony tools. In our assessment, it will be a good solution for WRC with the potential to become an enterprise option. It will also allow WRC to fulfill their business needs as we continue our UCC journey.

NACo Application Store – Nothing Found for Full Functionality

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users  Public Citizens of Oakland County represented by over 60,000 water and/or sewer accounts

Divisions  Oakland County Water Resource Commissioner’s Office

Leadership Groups  Land
Risk

Business Environment
High - Project will dramatically change existing business processes or will negatively effect the business environment if implementation is unsuccessful.

Technical Environment
Medium - Previously implemented technologies with new aspects and/or requirements

Assumptions

Staffing – IT and WRC resources will be available to execute to the project plan

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Hours per Day</th>
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</thead>
<tbody>
<tr>
<td>WRC Project Sponsor</td>
<td>Sherri Gee</td>
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</tr>
<tr>
<td>WRC Project Technical Lead</td>
<td>Nancy Basch</td>
<td>As needed</td>
</tr>
<tr>
<td>IT Project Manager</td>
<td>Stu Smith</td>
<td>As needed</td>
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<tr>
<td>IT Business Analyst</td>
<td>Sukanya</td>
<td>As needed</td>
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<tr>
<td></td>
<td>Govindaraaj</td>
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</table>

Facilities
- The IT building will have available conference rooms to accommodate WRC and IT project team members for vendor demos and reviews.
- The IT building will have access to training room and associated computers for WRC end user trainees and vendor trainers.

Technical
- New IVR software for WRC call flows and payment processing.
- Sizing based on one vendor providing an ACD solution and one vendor providing an IVR solution.

Funding
- WRC funded
Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: WRC IVR Solution Implementation  Project ID: D57611VR

Other

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Priority

Constraints

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Exclusions

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### PROJECT PHASE AUTHORIZATION


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<td>Total Estimated Internal Services</td>
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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

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Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: WRC IVR Solution Implementation  Project ID: D57611VR

### PROJECT COMPLETION AUTHORIZATION

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### WRC IVR Solution Implementation - Size Estimate (+/- 10% to 50%)

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<td>10</td>
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</table>
## 3.1 - Provide an Enhanced Application Service Offering

- **3.1.1** - Increased application integration and standardization through web services
- **3.1.2** - Integrate mobility and location based services in business applications
- **3.1.3** - Promote and utilize shared services through the use of cloud technologies to offset costs and expand product offerings to customers
- **3.1.4** - Improve the quality, reliability, and availability of all applications
- **3.1.5** - Increase the agility and responsiveness of business units by expanding customer analytics
- **3.1.6** - Leverage the County's web presence as a branded consolidated point of access to all County information and services
- **3.1.7** - Centralize and standardize identity and access management for all applications and content

## 3.2 - Enhance ability to provide effective and timely customer service

- **3.2.1** - Advance the use of IT Infrastructure Library (ITIL) best practice framework for IT Service Management
- **3.2.2** - Implement Configuration Management Database to better identify IT Assets
- **3.2.3** - Provide a high-quality training program to empower employees through technology
- **3.2.4** - Utilize a formalized customer communication plan
- **3.2.5** - Build IT Staff expertise through professional development
- **3.2.6** - Expand capacity through ongoing organization review and right sourcing

## 3.3 - Implement a Standardized Infrastructure Strategy

- **3.3.1** - Deliver services using a standardized shared technology infrastructure wherever possible
- **3.3.2** - Implement a consolidated security management strategy
- **3.3.3** - Develop and implement a policy for personally owned devices and services
- **3.3.4** - Improve service availability through network design and management strategies
- **3.3.5** - Enhance capacity planning and recovery management strategies
- **3.3.6** - Adopt an enterprise architecture approach to technology planning, design, and implementation
## Return on Investment Analysis

### Project Summary

**As Of: 1/17/17**

<table>
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<tr>
<th>Description</th>
<th>Year 1</th>
<th>Year 2</th>
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<td>(103,085)</td>
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</table>

**Year Positive Payback Achieved**

- Year 6

**State or Federal Mandate?**

- Yes

### Signatures:

- Benefits Reviewed By Project Sponsor
  - Date: 

- Costs (including IT Resources) Reviewed By Information Technology Project Manager
  - Date: 

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## Savings Detail

<table>
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<th>Benefit/Savings Description</th>
<th>Project Savings Category</th>
<th>Budget Category/Funding Source</th>
<th>Unit Desc</th>
<th>Units</th>
<th>Rate per Unit</th>
<th>Total Savings</th>
<th>Annual Multiplier</th>
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<tbody>
<tr>
<td>Increased satisfaction of WRC Customers in utilizing ‘service in area’ automated call notifications</td>
<td>Intangible Benefit</td>
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<td>Decrease in resource cost of no-show service calls with use of automated call reminders</td>
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### Return on Investment Analysis

**As Of: 1/17/17**

**Savings Detail**
<table>
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<th>Benefit/Savings Description</th>
<th>Project Savings Category</th>
<th>Affects Project ROI?</th>
<th>Potential Savings Extensions</th>
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## Savings Summary

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<td>Increased satisfaction of WRC Customers in utilizing 'service in area' automated call notifications</td>
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<th>Affects Project ROI?</th>
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## Oakland County -- WRC IVR Solution Implementation
### Return on Investment Analysis

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**Potential Cost Extensions**

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# Oakland County -- WRC IVR Solution Implementation

## Return on Investment Analysis

### Cost Detail

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<th>Project Cost Category</th>
<th>Y1</th>
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### Cost Summary

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## Assumptions

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<td>29-Sep-16</td>
<td>Cost of project is dependent on two-vendor solution and level of complexity for final product</td>
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