Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: Children's Village Case Management Reporting   **Project ID: D51177BO**

Leadership Group: Courts/Criminal Justice	
Department: Health and Human Services	**Division:** Children's Village
Project Sponsor: Joanna Overall	**Date Requested:** 02/10/20 **PM Customer No.** 177
Request Type: _New Development_	
IT Team Name: Public and Environmental Services	**IT Team No:** 5
Project Manager/Leader: Stu Smith	
Account Number: 95665 **Account Description:** Children's Village	**Customer Name:** Children's Village
Grant Funded? No	**Mandate?** No **Mandate Source:**

Project Goal

To implement a new Business Objects Universe with the Next Step application data so that current reporting limitations will be remedied.

Business Objective

To implement and configure a Business Objects solution with the NextStep application data that will allow Children's Village staff to increase their reporting capabilities for both standard and ad-hoc reporting needs. Self-Service reporting capabilities will reduce requirement of vendor assistance for any new or updated reporting needs and improve analytics.

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 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

Research & Analysis

Gartner Research Conducted – Nothing found

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users	Five
Divisions	Children's Village
Leadership Groups	Courts

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.

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Project Scope and Approach

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Assumptions

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

Other Staffing: additional staffing will be available as follows:

Role:	Name	Hours per Day
Project Sponsor	Joanna Overall	As Needed
Business Process SME	Nichole Brian	As Needed

Facilities

-

Technical

- Solution will utilize existing IT Business Objects infrastructure

Funding

-

Other

-

Priority

Constraints

-

Exclusions

-

Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: Children's Village Case Management Reporting   **Project ID: D51177BO**

PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	**Hours: 756**	
Total Estimated Technical Systems	**Hours: 17**	
Total Estimated CLEMIS	**Hours:**	
Total Estimated Internal Services	**Hours:**	
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:**	
Preliminary Estimated Development for Future Phases	**Hours:**	
Grand Total Estimated Development	**Hours: 773**	**Cost: $127,545**

Project Name: Children's Village Case Management Reporting   Project ID: D51177BO

PROJECT COMPLETION AUTHORIZATION

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

Children's Village Case Management Reporting - Size Estimate (+/- 10% to 50%)

	Type	ID	Task Name	Estimated
1				
2				Hours
3	3	000000	PROJECT MANAGEMENT	180
4	Phase	200000	DEFINE BUSINESS REQUIREMENTS	131
5	Phase	300000	DESIGN SYSTEM ARCHITECTURE	95
6	Phase	500000	DEVELOP APPLICATION	355
7	Phase	600000	IMPLEMENTATION PHASE	
8	Phase	800000	POST IMPLEMENTATION SUPPORT	12
9				773

Oakland County -- Children's Village Case Management Reporting

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:	52,000	13,000	13,000	13,000	13,000	13,000	117,000
Costs:							
Development Services Subtotal:	135,645	8,333	6,733	8,500	6,868	8,671	174,749
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	52,000	13,000	13,000	13,000	13,000	13,000	117,000
Annual Total Costs	135,645	8,333	6,733	8,500	6,868	8,671	174,749
Annual Return on Investment	(83,645)	4,668	6,267	4,500	6,132	4,329	(57,749)
Annual Costs/Savings Ratio	260.86%	64.10%	51.79%	65.38%	52.83%	66.70%	
Project Cumulative Statistics:							
Cumulative Total Savings	52,000	65,000	78,000	91,000	104,000	117,000	117,000
Cumulative Total Costs	135,645	143,978	150,710	159,210	166,078	174,749	174,749
Cumulative Return on Investment	(83,645)	(78,978)	(72,710)	(68,210)	(62,078)	(57,749)	(57,749)
Cumulative Cost/Savings Ratio	260.86%	221.50%	193.22%	174.96%	159.69%	149.36%	149.36%
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 -- Children's Village Case Management Reporting

Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Eliminate cost for NextStep vendor complete remaining 40 required reports.	Cost Avoidance		EA	40	1,300	52,000	
Eliminate cost of NextStep vendor to generate ad-hoc or updated reports.	Cost Avoidance		EA	10	1,300	13,000	
Reduce dependency on staff to extract data from insufficient reports tool	Intangible Benefit					0	
Improved accuracy and confidence in reporting data	Intangible Benefit					0	
						0	
						0	
						0	
						0	
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Oakland County -- Children's Village Case Management Reporting

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 cost for NextStep vendor complete remaining 40 required reports.	Cost Avoidance	x						52,000.00					
Eliminate cost of NextStep vendor to generate ad-hoc or updated reports.	Cost Avoidance		x	x	x	x	x		13,000.00	13,000.00	13,000.00	13,000.00	13,000
Reduce dependency on staff to extract data from insufficient reports tool	Intangible Benefit												
Improved accuracy and confidence in reporting data	Intangible Benefit												

Oakland County -- Children's Village Case Management Reporting

Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Tangible Benefits Subtotal:							
Cost Avoidance:							
Eliminate cost for NextStep vendor complete remaining 40 required reports.	52,000						52,000
Eliminate cost of NextStep vendor to generate ad-hoc or updated reports.		13,000	13,000	13,000	13,000	13,000	65,000
Cost Avoidance Subtotal:	*52,000*	*13,000*	*13,000*	*13,000*	*13,000*	*13,000*	*117,000*
Intangible Benefit:							
Eliminate cost of NextStep vendor to generate ad-hoc or updated reports.							
Reduce dependency on staff to extract data from insufficient reports tool							
Savings Total:	*52,000*	*13,000*	*13,000*	*13,000*	*13,000*	*13,000*	*117,000*

Oakland County -- Children's Village Case Management Reporting

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	Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs			773	165	127,545		x					
IT Hours - System Maintenance	Development Svcs			20	165	3,300	1.010	x	x	x	x	x	x
IT Hours - Customer Support	Development Svcs			20	165	3,300	1.010	x	x	x	x	x	x
IT Hours - Planned Maintenance	Development Svcs			10	165	1,650	1.010		x		x		x
User Hours - New Development	Development Svcs					0							
User Hours - PTNE/OT	Development Svcs					0							
Contractor Professional Services	Development Svcs			10	150	1,500		x					
PC System - Acquisition	Hardware				687	0							
PC System - Maintenance	Hardware				2,936	0							
Notebook - Acquisition	Hardware				1,115	0							
Notebook - Maintenance	Hardware				3,024	0							
Tablet Notebook - Acquisition	Hardware				1,421	0							
Tablet Notebook - Maintenance	Hardware				2,800	0							
Laserprinter - Acquisition	Hardware				1,432	0							
Laserprinter - Maintenance	Hardware				1,408	0							
PC Maintenance User Owned	Hardware				2,720	0							
Printer Maintenance User Owned	Hardware				1,264	0							
File Space (100GB)	Hardware		ANN		23	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							

Oakland County -- Children's Village Case Management Reporting

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
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2016-Aug 2017 - Includes Maintenance thru Aug 2019	Infrastructure				24,533	0							
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2017-Aug 2018 - Includes Maintenance thru Aug 2019	Infrastructure				20,759	0							
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2018-Aug 2019 - Includes Maintenance thru Aug 2019	Infrastructure				16,985	0							
SQL Server Enterprise - Maintenance, Per Processor (4 cores) - Sept 2019 and Beyond	Infrastructure				4,218	0							
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2016-Aug 2017 - Includes Maintenance thru Aug 2019	Infrastructure				6,398	0							
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2017-Aug 2018 - Includes Maintenance thru Aug 2019	Infrastructure				5,414	0							
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2018-Aug 2019 - Includes Maintenance thru Aug 2019	Infrastructure				4,429	0							
SQL Server - Standard Maintenance, Per Processor (4 cores) - Sept 2019 and Beyond	Infrastructure				1,100	0							
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,506	0							

Oakland County -- Children's Village Case Management Reporting

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
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							
Internet Access	Infrastructure				180	0							
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure		ANN		500	0							
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure		ANN		415	0							
Database (5 GB) on Consolidated SQL Instance Server	Infrastructure		ANN		930	0							
Database Instance (125 GB DB) on Consolidated SQL Server	Infrastructure		ANN		2,395	0							
Database SQL Maint Server	Infrastructure		ANN		834	0							
Database SQL Server Physical	Infrastructure		ANN		19,158	0							
DB Maintenance (Annual Cycle $610)	Infrastructure		ANN		610	0							
DB Maintenance (Semi-Annual Cycle $1220)	Infrastructure		ANN		1,220	0							
DB Maintenance (Semi-Annual Cycle $2440)	Infrastructure		ANN		2,440	0							
Dedicated Virtual Server	Infrastructure		ANN		4,150	0							
DB Instance Setup	Infrastructure				976	0							
DBA MS SQL Database Creation on Exisitng Instance	Infrastructure				366	0							
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $601 On Premise Physical Server = N/A	Infrastructure		ANN			0							

Oakland County -- Children's Village Case Management Reporting

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
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $951 On Premise Physical Server = $9,288	Infrastructure		ANN			0							
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $1,702 On Premise Physical Server = $9,751	Infrastructure		ANN			0							
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $3,167 On Premise Physical Server = $10,446	Infrastructure		ANN			0							
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $7,564 On Premise Physical Server = $12,906	Infrastructure		ANN			0							

Oakland County -- Children's Village Case Management Reporting

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	127,545.00					
IT Hours - System Maintenance	Development Svcs	3,300.00	3,333.00	3,366.33	3,399.99	3,433.99	3,468.33
IT Hours - Customer Support	Development Svcs	3,300.00	3,333.00	3,366.33	3,399.99	3,433.99	3,468.33
IT Hours - Planned Maintenance	Development Svcs		1,666.50		1,700.00		1,734.17
User Hours - New Development	Development Svcs						
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs	1,500.00					
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						
PC Maintenance User Owned	Hardware						
Printer Maintenance User Owned	Hardware						
File Space (100GB)	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						

Oakland County -- Children's Village Case Management Reporting

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2016-Aug 2017 - Includes Maintenance thru Aug 2019	Infrastructure						
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2017-Aug 2018 - Includes Maintenance thru Aug 2019	Infrastructure						
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2018-Aug 2019 - Includes Maintenance thru Aug 2019	Infrastructure						
SQL Server Enterprise - Maintenance, Per Processor (4 cores) - Sept 2019 and Beyond	Infrastructure						
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2016-Aug 2017 - Includes Maintenance thru Aug 2019	Infrastructure						
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2017-Aug 2018 - Includes Maintenance thru Aug 2019	Infrastructure						
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2018-Aug 2019 - Includes Maintenance thru Aug 2019	Infrastructure						
SQL Server - Standard Maintenance, Per Processor (4 cores) - Sept 2019 and Beyond	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						

Oakland County -- Children's Village Case Management Reporting

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
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						
Internet Access	Infrastructure						
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure						
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure						
Database (5 GB) on Consolidated SQL Instance Server	Infrastructure						
Database Instance (125 GB DB) on Consolidated SQL Server	Infrastructure						
Database SQL Maint Server	Infrastructure						
Database SQL Server Physical	Infrastructure						
DB Maintenance (Annual Cycle $610)	Infrastructure						
DB Maintenance (Semi-Annual Cycle $1220)	Infrastructure						
DB Maintenance (Semi-Annual Cycle $2440)	Infrastructure						
Dedicated Virtual Server	Infrastructure						
DB Instance Setup	Infrastructure						
DBA MS SQL Database Creation on Exisitng Instance	Infrastructure						
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $601 On Premise Physical Server = N/A	Infrastructure						

Oakland County -- Children's Village Case Management Reporting

Date: 06/15/2020

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $951 On Premise Physical Server = $9,288	Infrastructure						
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $1,702 On Premise Physical Server = $9,751	Infrastructure						
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $3,167 On Premise Physical Server = $10,446	Infrastructure						
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $7,564 On Premise Physical Server = $12,906	Infrastructure						

Oakland County -- Children's Village Case Management Reporting

Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	127,545						127,545
IT Hours - System Maintenance	3,300	3,333	3,366	3,400	3,434	3,468	20,302
IT Hours - Customer Support	3,300	3,333	3,366	3,400	3,434	3,468	20,302
IT Hours - Planned Maintenance		1,667		1,700		1,734	5,101
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services	1,500						1,500
Development Services Subtotal:	*135,645*	*8,333*	*6,733*	*8,500*	*6,868*	*8,671*	*174,749*
Hardware:							
Hardware Subtotal:							
Software:							
Software Subtotal:							
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	*135,645*	*8,333*	*6,733*	*8,500*	*6,868*	*8,671*	*174,749*

Oakland County -- Children's Village Case Management Reporting

Return on Investment Analysis

Assumptions

Date	Assumption Description
05-Mar-20	Assuming additional reports or modifications to existing reports to occur at approximately 10 requests per year after completion of the outstanding 40 required reports
05-Mar-20	Report Buildout Rate is based on previous quotes obtained from NextStep vendor
01-Jun-20	Support costs are in addition to current Business Objects support provided by OCIT.
01-Jun-20	OCIT will have access to NextStep data but not a local copy. No DB or license needs.
01-Jun-20	Vendor costs for effort estimated at $1500.00.