Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: Treasurer Chargeback Processing System   **Project ID: DJ3711CB**

Leadership Group: Finance Administration		
Department: Finance/Administration	**Division:** General Accounting	
Project Sponsor: Jody DeFoe	**Date Requested:** 3/2/2022	**PM Customer No.** 711
Request Type: *__New Development__ X* *Enhancement* *Customer Support* *Planned System Maintenance or Upgrade*		
IT Team Name: eCommerce	**IT Team No: J**	

Project Manager/Leader: Dawn Clark

Account Number:	99002	**Account Description:**	TREASURERS OFFICE	**Customer Name:**	TREASURER
Grant Funded? Yes __No__			**Mandate?** Yes __No__ **Mandate Source:**		

Project Goal

To replace the manual-driven process for tracking credit card chargebacks on SharePoint and through emails with a system-driven workflow process and provide efficiencies for the financial tracking of credit card chargebacks, so that there is greater visibility into the status of in-process and completed credit chargebacks for tracking and reporting.

Business Objective

To implement a system for the tracking and reporting of credit chargebacks, which utilizes automated workflow to move documents through the process, will reduce duplicative manual effort, increase efficiencies, and avoid missed process steps, and provide greater visibility into the statuses of chargebacks as well as provide efficiencies for the end-to-end financial tracking of credit card chargebacks.

Major Deliverables
1. Detailed Project Plan
2. Vendor SOW (if necessary)
3. Business Requirements Document
4. Technical Design Document
5. Software Configuration
6. Training Plan
7. Test Plan
8. UAT and Training
9. Implementation Plan
10. Production go-live

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Approach
1. Develop Detailed Project Plan
2. Define and document application requirements
3. Collaborate with vendor on contract and SOW (if necessary)
4. Assist and review vendor with finalizing technical design
5. Identify and configure vendor application enhancements
6. Develop Training Plan
7. Develop Test Plan
8. Assist with User Acceptance Testing and Training
9. Develop an implementation plan
10. Release system enhancements into production

Research & Analysis

Gartner Research Recommendation – N/A

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users   5 initially then more if other departments are folded into the
workflow

Divisions   General Accounting, Information Technology

Leadership Groups   Finance Administration

Risk

Business Environment   MED – Project requires some changes to existing business
processes.

Technical Environment   MED – Proven implemented technologies with new aspects and
/or new requirements

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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:	Jody DeFoe	As needed
General Accounting Supervisor	Kailey Phelps	As needed
Accountant II	Amy Carter	As needed

Facilities

- None

Technical

- Enhancements will not be made to the current Account Services system, for tracking chargebacks.

Funding

- IT

Other

- None

Priority

-

Constraints

- None

Exclusions

- None

Oakland County
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Project Scope and Approach

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PROJECT PHASE AUTHORIZATION

Phase(s):		
Total Estimated Application Services	**Hours: 1,673**	
Total Estimated Technical Systems	**Hours: 152**	
Total Estimated CLEMIS	**Hours: 0**	
Total Estimated Internal Services	**Hours: 0**	
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:**	
Previously Authorized Development	**Hours:**	
Preliminary Estimated Development for Future Phases	**Hours:**	
Grand Total Estimated Development	**Hours: 1,825**	**Cost: $301,125**

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Project Scope and Approach

Project Name: Treasurer Chargeback Processing System   **Project ID: DJ3711CB**

PROJECT COMPLETION AUTHORIZATION

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

Treasurer Chargeback Processing System - Size Estimate (+/- 10% to 50%) ✕

	Type	ID	Task Name	Estimated Hours	Estimate Notes
1	Phase	000000	⊟ PROJECT MANAGEMENT	539	
2	Phase	200000	⊟ DEFINE BUSINESS REQUIREMENTS	119	
3	Phase	300000	⊟ DESIGN SYSTEM ARCHITECTURE	133	
4	Phase	500000	⊟ DEVELOP APPLICATION	800	
5	Phase	600000	⊟ IMPLEMENTATION PHASE	150	
6	Phase	800000	⊟ POST IMPLEMENTATION SUPPORT	84	
7					
1				1,825	

Oakland County -- Treasurer Chargeback Processing System

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:	38,850	39,433	40,024	40,625	41,234	41,852	242,018
Costs:							
Development Services Subtotal:	321,105	13,398	13,599	13,803	14,010	14,220	390,135
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	3,276	3,276	3,276	3,276	3,276	3,276	19,656
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	38,850	39,433	40,024	40,625	41,234	41,852	242,018
Annual Total Costs	324,381	16,674	16,875	17,079	17,286	17,496	409,791
Annual Return on Investment	(285,531)	22,759	23,149	23,546	23,948	24,356	(167,773)
Annual Costs/Savings Ratio	834.96%	42.28%	42.16%	42.04%	41.92%	41.80%	
Project Cumulative Statistics:							
Cumulative Total Savings	38,850	78,283	118,307	158,932	200,166	242,018	242,018
Cumulative Total Costs	324,381	341,055	357,930	375,009	392,295	409,791	409,791
Cumulative Return on Investment	(285,531)	(262,772)	(239,623)	(216,077)	(192,129)	(167,773)	(167,773)
Cumulative Cost/Savings Ratio	834.96%	435.67%	302.54%	235.96%	195.99%	169.32%	169.32%
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 -- Treasurer Chargeback Processing System

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
General Accounting Supervisor Time	Cost Avoidance		ANN	480	50	24,000	1.015
Reduced IT support costs	Cost Avoidance		ANN	90	165	14,850	1.015
Improved Recover funds for departments	Intangible Benefit					0	
Avoid missed process steps	Intangible Benefit					0	
Management reporting options	Intangible Benefit					0	
Increase visibility into the costs of credit card chargebacks	Intangible Benefit					0	
Ability to track the puts(credits)/takes(debits) throughout the chargeback process.	Intangible Benefit					0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- Treasurer Chargeback Processing System

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
General Accounting Supervisor Time	Cost Avoidance	X	X	X	X	X	X	24,000.00	24,360.00	24,725.40	25,096.28	25,472.73	25,855
Reduced IT support costs	Cost Avoidance	X	X	X	X	X	X	14,850.00	15,072.75	15,298.84	15,528.32	15,761.25	15,998
Improved Recover funds for departments	Intangible Benefit												
Avoid missed process steps	Intangible Benefit												
Management reporting options	Intangible Benefit												
Increase visibility into the costs of credit card chargebacks	Intangible Benefit												
Ability to track the puts(credits)/takes(debits) throughout the chargeback process.	Intangible Benefit												

Oakland County -- Treasurer Chargeback Processing System

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:							
General Accounting Supervisor Time	24,000	24,360	24,725	25,096	25,473	25,855	149,509
Reduced IT support costs	14,850	15,073	15,299	15,528	15,761	15,998	92,509
Cost Avoidance Subtotal:	*38,850*	*39,433*	*40,024*	*40,625*	*41,234*	*41,852*	*242,018*
Intangible Benefit:							
Improved Recover funds for departments							
Avoid missed process steps							
Management reporting options							
Increase visibility into the costs of credit card chargebacks							
Ability to track the puts(credits)/takes(debits) throughout the chargeback process.							
Savings Total:	*38,850*	*39,433*	*40,024*	*40,625*	*41,234*	*41,852*	*242,018*

Oakland County -- Treasurer Chargeback Processing System

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		HR	1,825	165	301,125		x					
IT Hours - System Maintenance	Development Svcs		HR	40	165	6,600	1.015		x	x	x	x	x
IT Hours - Customer Support	Development Svcs		ANN	40	165	6,600	1.015		x	x	x	x	x
IT Hours - Planned Maintenance	Development Svcs				165	0							
Laser Fiche - Software License			ANN	6	546	3,276		x	x	x	x	x	x
User Hours - New Development	Development Svcs					0							
User Hours - PTNE/OT	Development Svcs					0							
Contractor Professional Services	Development Svcs			111	180	19,980		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							
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 -- Treasurer Chargeback Processing System

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 2022 and Beyond	Infrastructure		ANN	1	1,112	1,112		x	x	x	x	x	x
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,506	0							

Oakland County -- Treasurer Chargeback Processing System

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 -- Treasurer Chargeback Processing System

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							

REV: May 21, 2018

Oakland County -- Treasurer Chargeback Processing System

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	301,125.00					
IT Hours - System Maintenance	Development Svcs		6,699.00	6,799.49	6,901.48	7,005.00	7,110.07
IT Hours - Customer Support	Development Svcs		6,699.00	6,799.49	6,901.48	7,005.00	7,110.07
IT Hours - Planned Maintenance	Development Svcs						
Laser Fiche - Software License		3,276.00	3,276.00	3,276.00	3,276.00	3,276.00	3,276.00
User Hours - New Development	Development Svcs						
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs	19,980.00					
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						
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 -- Treasurer Chargeback Processing System

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 2022 and Beyond	Infrastructure	1,112.00	1,112.00	1,112.00	1,112.00	1,112.00	1,112.00
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						

Oakland County -- Treasurer Chargeback Processing System

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 -- Treasurer Chargeback Processing System

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 -- Treasurer Chargeback Processing System

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	301,125						301,125
IT Hours - System Maintenance		6,699	6,799	6,901	7,005	7,110	34,515
IT Hours - Customer Support		6,699	6,799	6,901	7,005	7,110	34,515
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services	19,980						19,980
Development Services Subtotal:	*321,105*	*13,398*	*13,599*	*13,803*	*14,010*	*14,220*	*390,135*
Hardware:							
Hardware Subtotal:							
Software:							
Laser Fiche - Software License	3,276	3,276	3,276	3,276	3,276	3,276	19,656
Software Subtotal:	*3,276*	*3,276*	*3,276*	*3,276*	*3,276*	*3,276*	*19,656*
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							

Oakland County -- Treasurer Chargeback Processing System

Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Other Subtotal:							
Costs Total:	*324,381*	*16,674*	*16,875*	*17,079*	*17,286*	*17,496*	*409,791*

Oakland County -- Treasurer Chargeback Processing System

Return on Investment Analysis

Assumptions

Date	Assumption Description
05-Mar-20	Reduced IT support costs - Based on average of 90-hours per year. This number was taken from the 2019 DR8007CS project "Charge Back Processing" task annual time spent of ~450-hours times a 20% savings factor. The 20% is an estimate based on the reduction in effort that would be necessary of moving the documents and sending emails to the various departments.
05-Mar-20	General Accounting Supervisor Time - Estimated savings of 40-hours per month.
05-Mar-20	Improved Recover funds for departments - Savings would be derived from improved processing times and document gathering leading to improved collection of fees.
28-Feb-22	Assumes a total of 6 users (2 eCommerce team user and 4 Treasurer office users)
28-Feb-22	Assumption that we are going to leverage existing capabilities within Laser Fiche
06-Jun-22	Solution will be a combination of existing technology systems, including some enhancements, as well as processes changes rather than a single technology solution