Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: Property Gateway Road Map　　　　　　　**Project ID: D99182PG**

Leadership Group: Land	
Department: Information Technology	**Division:** Application Services
Project Sponsor: Tammi Shepherd	**Date Requested**: 5/30/2018　　**PM Customer No.** 182

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

IT Team Name: Assessing and Taxation	**IT Team No:** 9

Project Manager/Leader: Susan Moore

Account Number:	30001	Account Description:	IT App Services Data Warehouse	Customer Name:	Application Services

Grant Funded?　Yes　　**No** X	**Mandate?**　　　　**Yes**　　　**No** X	
	Mandate Source:	

Project Goal

To create a Road Map for Property Gateway so that a future rewrite of the application will simplify and improve the customer experience, and additional functionality can easily be added.

Business Objectives

- Create the following 3 Road Maps:
    - Product Road Map
    - Technology Road Map
    - Marketing Road Map

    Major Deliverables
    - Detailed Project Plan
    - Product Road Map, including:
        - End User Software Requirements Document, including Customer Focus Group Feedback with Public Members
        - Future Product List and Proposed Price Guide
    - Technology Road Map, including:
        - Technical Design Document
        - Technical Architecture Diagram
    - Marketing Road Map, including:
        - Marketing Plan

    Approach
    - Develop Detailed Project Plan
    - Product Road Map:

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- o Review current business process and conduct needs assessment with Customer Focus Groups, considering items such as:
  - Simplify and streamline user workflows, including the checkout experience
  - Refine and enhance products
    - Add additional products, if needed, such as ways to:
      - o analyze demographic and lifestyle (type of neighborhood, school district, and proximity to shopping, public facilities, parks) information;
      - o conduct a basic site search so that potential business locations could be found
    - Remove unused products
    - Evaluate product pricing
  - Refine and enhance GIS functionality, such as property search workflow and maps
- Technology Road Map:
  - o Review development options
  - o Review existing internal enhancement and issues list
  - o Review Service Center incidents to determine most frequent customer issues
  - o Review methods for incorporating analytics and reporting to track usage
  - o Review data flows for accuracy and efficiency
  - o Determine and document system architecture
  - o Conduct Tech Review
- Marketing Road Map:
  - o Work with eGovernment team to do Market Research and create Marketing Plan.

Research & Analysis

Gartner Research Recommendation

Research Conducted – Nothing Found.

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users   Unlimited (public)

Divisions

Leadership Groups Land

Oakland County
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Project Scope and Approach

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Risk

Business Environment   Low - little or no impact to existing business processes

Technical Environment   Low - proven and previously implemented technologies

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:	Tammi Shepherd	As needed.

Facilities

- None at this time

Technical

- None at this time

Funding

- Information Technology

Other

- None at this time

Priority

- TBD

Constraints

- None at this time

Exclusions

- This project will not create a Road Map for either the existing Shopping Cart or Account Services applications.

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Project Scope and Approach

Project Name: Property Gateway Road Map   **Project ID: D99182PG**

PROJECT PHASE AUTHORIZATION

Phase(s): **All**	
Total Estimated Application Services **Hours: 592**	
Total Estimated Technical Systems **Hours: 25**	
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: 617**	
Preliminary Estimated Development for Future Phases **Hours:**	
Grand Total Estimated Development **Hours: 617** **Cost:** **$101,805**	

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PROJECT COMPLETION AUTHORIZATION

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

Property Gateway Road Map - Size Estimate (+/- 10% to 50%)

	Type	ID	Task Name	Estimated	Estimate Notes
1				Hours	
2					
3	3	000000	PROJECT MANAGEMENT	152	
4	Phase	200000	CREATE PRODUCT ROAD MAP	152	
5	Phase	300000	CREATE TECHNOLOGY ROAD MAP	141	
6	Phase	500000	DEVELOP APPLICATION		
7	Phase	600000	CREATE MARKETING ROAD MAP	147	
8	Phase	080000	POST IMPLEMENTATION SUPPORT	25	
9				617	

Property Gateway Road Map
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:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	101,805	0	0	0	0	0	101,805
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	0	0	0	0	0	0	0
Annual Total Costs	101,805	0	0	0	0	0	101,805
Annual Return on Investment	(101,805)						(101,805)
Annual Costs/Savings Ratio	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Project Cumulative Statistics:							
Cumulative Total Savings	0	0	0	0	0	0	0
Cumulative Total Costs	101,805	101,805	101,805	101,805	101,805	101,805	101,805
Cumulative Return on Investment	(101,805)	(101,805)	(101,805)	(101,805)	(101,805)	(101,805)	(101,805)
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:			

Property Gateway Road Map

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
Reviewing the Road Map for Property Gateway before starting on a full rewrite will better position IT to create a new app that truly meets the customer needs, maintains or increases revenues, and reduces overall maintenance.	Intangible Benefit					0	
Promoting Property Gateway with a documented marketing plan will increase the user base, including use by the general public. This could decrease calls to Equalization, Treasurers Office, and local CVTs.	Intangible Benefit					0	
Creating a Road Map for Property Gateway now will make it easier to plan future Property Gateway enhancement projects. It will also reduce the time needed in the actual rewrite plan, as many customers requirements will already have been documented and gathered.	Intangible Benefit					0	
Having customers participate in a Road Map project creates customer buy-in.	Intangible Benefit					0	
						0	
						0	
						0	
						0	

Property Gateway Road Map

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
Reviewing the Road Map for Property Gateway before starting on a full rewrite will better position IT to create a new app that truly meets the customer needs, maintains or increases revenues, and reduces overall maintenance.	Intangible Benefit												
Promoting Property Gateway with a documented marketing plan will increase the user base, including use by the general public. This could decrease calls to Equalization, Treasurers Office, and local CVTs.	Intangible Benefit												
Creating a Road Map for Property Gateway now will make it easier to plan future Property Gateway enhancement projects. It will also reduce the time needed in the actual rewrite plan, as many customers requirements will already have been documented and gathered.	Intangible Benefit						x						0
Having customers participate in a Road Map project creates customer buy-in.	Intangible Benefit												

Property Gateway Road Map

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:								
	Cost Avoidance Subtotal:							
Intangible Benefit:								
	Reviewing the Road Map for Property Gateway before starting on a full rewrite will better position IT to create a new app that truly meets the customer needs, maintains or increases revenues, and reduces overall maintenance.							
	Promoting Property Gateway with a documented marketing plan will increase the user base, including use by the general public. This could decrease calls to Equalization, Treasurers Office, and local CVTs.							
	Creating a Road Map for Property Gateway now will make it easier to plan future Property Gateway enhancement projects. It will also reduce the time needed in the actual rewrite plan, as many customers requirements will already have been documented and gathered.							
	Having customers participate in a Road Map project creates customer buy-in.							
Savings Total:								

Property Gateway Road Map

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	617	165	101,805		x					
IT Hours - System Maintenance	Development Svcs				165	0							
IT Hours - Customer Support	Development Svcs				165	0							
IT Hours - Planned Maintenance	Development Svcs				165	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							
File Space (100GB)	Hardware		ANN		173	0							
Internet Bandwidth per MB	Hardware		ANN		750	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							

Property Gateway Road Map

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							

Property Gateway Road Map

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							

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							

Property Gateway Road Map

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	101,805.00					
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						
File Space (100GB)	Hardware						
Internet Bandwidth per MB	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						

Property Gateway Road Map
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						

Property Gateway Road Map

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						

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Property Gateway Road Map

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						

Property Gateway Road Map

Return on Investment Analysis

As Of: 5/30/18

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	101,805						101,805
IT Hours - System Maintenance							
IT Hours - Customer Support							
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
Development Services Subtotal:	***101,805***						***101,805***
Hardware:							
Hardware Subtotal:							
Software:							
Software Subtotal:							
Infrastructure:							
Infrastructure Subtotal:							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	***101,805***						***101,805***

Property Gateway Road Map

Return on Investment Analysis

Assumptions

Date	Assumption Description
06-Jun-18	The scope of this project isn't to create a new application, but systematically plan the future Road Map for Property Gateway.
18-Jul-18	Per Steering review the implementation of a revised product should increase Property Gateway revenue by 5%.