Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: eCommerce Service Fee Program   **Project ID: DJ0182SF**

Leadership Group: eGovernment		
Department: Information Technology	**Division: Application Services**	
Project Sponsor: EJ Widun	**Date Requested: 3/30/20**	**PM Customer No. 182**
Request Type:	***New Development***	
IT Team Name: eCommerce	**IT Team No: J**	
Project Manager/Leader: Dawn Clark		
Account Number: 30004	**Account Description:** IT App Svcs E-Government	**Customer Name:** IT - eGovernment
Grant Funded? No	**Mandate?** **No**	
	Mandate Source:	

Project Goal

The goal of the project is to change the naming convention and structure of Oakland County (County) credit card and electronic check fees from Enhanced Access Fee (EAF) to Service Fee, which includes updates to all applications, I.T. Service Agreements, documents, external agency and citizen facing material (e.g., digital, hard copy, etc.) so that County credit card fees align with credit card Service Fee rules and State of Michigan Enhanced Access to Public Record Act.

Business Objective #1

To change the naming convention from EAF to Service Fee, change the structure of the fees and take it through the board process for approval.

Major Deliverables
- New Board Resolution for Service Fee Name
- New EAF Structure

Approach
- Create resolution for Service Fee name
- Conduct analysis of the EAF structure
- Propose reductions of EAF structure and impact
- Propose changes to Board Chair for pre-approval
- Take fee change through board process for final approval

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Business Objective #2

To ensure the County complies with credit card Service Fee rules and State of Michigan Enhanced Access to Public Record Act by renaming and restructuring its credit card and electronic check fees, which includes updating all applications, documents, external agency and citizen facing material (e.g., digital, hard copy, etc.)

Major Deliverables
- Detailed Project Plan
- Application and/or System Requirements
- Technical Design Document
- Technical Architecture Diagram
- Integration Test Plan
- Functional Test Plan
- Security Test Plan
- Implementation Plan
- Training/Developer Standards Documentation
- Application Code
- Production Go-Live
- Disaster Recovery Toolkit

Approach

- Develop detailed project plan
- Document business/functional requirements
- Document system requirements
- Determine and document system architecture and diagram
- Conduct Tech Review Integration Test Plan
- Functional Test Plan
- Security Test Plan
- Conduct Unit Testing
- Conduct Functional Testing
- Conduct Security Testing
- Develop Implementation Plan
- Acquire Client Sign off
- Conduct Change Control
- Create Disaster Recovery Toolkit
- Release new system into production

Business Objective #3

To update the IT Service Agreement/Exhibits so that it will reflect the new Service Fee name where applicable and provide I.T. Agreements/Amendments to Participating Agencies, if needed.

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Major Deliverables
- New IT Service Agreement/Exhibits with new Service Fee name
- Updated IT Service Agreement/Amendment for Participating Agencies, if needed

Approach
- Create new IT Service Agreement/Exhibits
- Take new IT Service Agreement/Exhibits through board process for final approval
- Upload Finalized IT Service Agreements to SharePoint
- Provide new IT Service Agreements to Participating Agencies, if needed

Research & Analysis

Gartner Research Recommendation – No research was conducted

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users:　　~100 Agencies

Divisions:　　　　　CLEMIS, Courts, eGovernment, IT, Treasurer

Leadership Groups: eGovernment

Risk

Business Environment: Medium – Project requires some changes to existing business processes

Technical Environment: High – New or non-standard technology.

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Assumptions

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

Corporation Counsel: 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:	EJ Widun	As Needed
Enterprise Architecture	EJ Widun	As Needed
TSN Manager	EJ Widun	As Needed
Application Services Manager	Tammi Shepherd	As Needed

Facilities

- None
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Technical

- Solution will be built in the Cloud environment
- The eCommerce Redesign Refund Part 2 and/or EAF projects will have completed, prior to the start of this project, which will have proven out the AWS technology.
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Funding

- Information Technology

Other

- N/A

Priority

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<u>Constraints</u>

- None identified

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<u>Exclusions</u>

- None identified

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PROJECT PHASE AUTHORIZATION

Phase(s):	
Total Estimated Application Services **Hours:** 2195	
Total Estimated Technical Systems **Hours:** 287	
Total Estimated CLEMIS **Hours:** 55	
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:** 2537	
Preliminary Estimated Development for Future Phases **Hours:**	
Grand Total Estimated Development **Hours:** 2537	
Cost: $418,605	

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PROJECT COMPLETION AUTHORIZATION

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

eCommerce Service Fee Program - Size Estimates - Phase Level ✕

	Type	ID	Task Name	Estimate Hours	Estimate Notes
1	Phase	000000	PROJECT MANAGEMENT	575	
2	Phase	200000	DEFINE BUSINESS REQUIREMENTS	209	
3	Phase	300000	DESIGN SYSTEM ARCHITECTURE	162	
4	Phase	500000	DEVELOP APPLICATION	1,382	
5	Phase	600000	IMPLEMENTATION PHASE	121	
6	Phase	800000	POST IMPLEMENTATION SUPPORT	88	
7					