Project Name: HR Labor Relations Case Mgmt Solution Project ID: DA2154LR

Leadership Group: Finance / Adminis	tration				
Department: Human Resources		Division:	HR Ad	min	
Project Sponsor: Dan Klemptner	Date Reque	ested: 12/9/2022	2	PM Custom	er No. 151
Request Type: <u>New Developmen</u>	<u>t</u>				
IT Team Name: Finance / Admin		IT Team N	lo: A		
Project Manager/Leader: Jackie Baker	•				
Account Account Number: 44044 Description:	Human F	Resources		Customer Name:	Human Resources
Grant Funded? <u>No</u>		Mandate? Mandate Sour	<u>No</u> ce:		

#### **Project Goal**

To implement labor and employee relations software to centralize the management of a variety of HR functions and records so that efficiencies can be gained in a single solution which would possibly integrate with the current HRIS system.

#### **Business Objective**

In order for Oakland County to remain an employer-of-choice as well and compete for the best possible candidates in the job-market, Labor Relations must be on the cutting-edge of how it offers services to support all of its current, past, and future employees. This includes a centralized mechanism to manage the records and intake process for a variety of employee-related concerns, issues, and matters (i.e. employee grievances, workplace complaints, contract administration, etc.). The objective is to select a software system that will allow us to organize, process, and manage the resources and records to most effectively administer and quickly respond to all matters assigned to Labor Relations.

Implement the chosen software for impacted departments with vendor assistance.

#### **Major Deliverables**

- Create and execute an RFP
- Detailed Project Plan
- Application and/or System Requirements
- Technical Architecture Diagram
- User Acceptance Test Plan
- Implementation Plan
- Training/User Manual(s)
- Disaster Recovery Toolkit
- Service Center Knowledge Documents

Project Name: HR Labor Relations Case Mgmt Solution Project ID: DA2154LR

#### **Approach**

- Write the RFP
- Review RFP responses
- Request and attend demonstrations
- Select a vendor/implementor
- Perform contract negotiations
- Develop Detailed Project Plan
- Review current business process and conduct needs assessment with customer
- Document system requirements
- Determine and document system architecture and diagram
- Conduct Tech Review
- Develop Implementation Plan
- Configure new system
- Develop User Acceptance Test Plan
- Test new system
- Acquire User Acceptance Sign off
- Conduct Change Control
- Develop User Documentation, Disaster Recovery Toolkit, Service Center

Knowledge Documents

- Train users on new system
- Release new system into production

#### **Research & Analysis**

**Gartner Research Recommendation** 

#### **Benefits**

See Return on Investment (ROI) Analysis Document

#### <u>Impact</u>

**Number of Users** +/- 5000 users, active employees

**Divisions** Human Resources/Admin plus all active employees

**Leadership Groups** Finance & Administration

#### **Risk**

**Business Environment** Medium - Project will require some changes to existing business

processes.

Project Name: HR Labor Relations Case Mgmt Solution Project ID: DA2154LR

**Technical Environment** Medium - Previously implemented technologies with new aspects

and/or new requirements.

#### **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: Dan Klemptner As Needed
Project Stakeholder: Dan Klemptner As Needed

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#### **Facilities**

None

#### **Technical**

None

#### **Funding**

Information Technology

#### Other

None

#### **Priority**

#### **Constraints**

Must integrate with the current HRIS system and single sign on solution.

#### **Exclusions**

None identified at this time.

Project Name: HR Labor Relations Case Mgmt Solution Project ID: DA2154LR

#### PROJECT PHASE AUTHORIZATION

FROJECT FILAGE AUT	IIONIZATION	
Phase(s):		
Total Estimated Application Services	Hours:	
Total Estimated Technical Systems	Hours:	
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 SUMI	MARY	
Authorized Development (see above)	Hours:	
Previously Authorized Development	Hours:	
Preliminary Estimated Development for Future Phases	Hours:	
The second of th		
Grand Total Estimated Development	Hours: Cost: \$	

Project Name: HR Labor Relations Case Mgmt Solution Project ID: DA2154LR

#### PROJECT COMPLETION AUTHORIZATION

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

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:	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0
Annual Return on Investment							0
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	0	0	0	0	0	0	0
Cumulative Return on Investment							
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?							No 17 (1 B) (or
Signatures:							
Benefits Reviewed By Project Sponsor				Date:			
Costs (including IT Resources) Reviewed By							
Information Technology Project Manager	-			Date:		_	

Return on Investment Analysis

#### Savings Detail

	Project Savings		Unit		Rate per		Annual
Benefit/Savings Description	Category	Budget Category/Funding Source	Desc	Units	Unit	Total Savings	Multiplier
T							
The programs offered within the							
software will help streamline							
communication with employees in							
regards to complaints, appeals, and a	l						
	Intangible Benefit			1		0	
Central location for all employee data to							
be housed by employees for all							
	Intangible Benefit					0	
Allow employee access to records and							
status that pertain to their matter real							
time	Intangible Benefit					0	
Allow workflow of matters between							
employees and administrative users	Intangible Benefit					0	
Automate the intake process and							
assignment of matters appropriately to							
HR admin staff so work is distributed							
	Intangible Benefit					0	
						0	
						0	
						0	
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Return on Investment Analysis

Savings Detail

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#### Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Tangible Benefits Subtotal:							
Tangible Dellents Subtotal.							
Cost Avoidance:							
Cost Avoidance Subtotal:							
Index with a Demestity							
Intangible Benefit: The programs offered within the software will							
help streamline communication with							
employees in regards to complaints,							
appeals, and a safe place to report							
workplace violance.							
Central location for all employee data to be							
housed by employees for all employee							
relation mattesr							
Allow employee access to records and							
status that pertain to their matter real time							
Allow workflow of matters between							
employees and administrative users							
Automate the intake process and							
assignment of matters appropriately to HR							
admin staff so work is distributed equally							
between staff							
Savings Total:							
Savings IUIai.							

Return on Investment Analysis

#### Cost Detail

								Af	fect	s Pro	ojec	t RO	l?
	Project Cost	Budget Category/Funding	Unit		Rate per		Annual						
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y1	Y2	Y3	Y4 ;	Y5 `	<b>Y6</b>
IT Hours - New Development	Development Svcs				165	0		Х	х		ļ		
IT Hours - System Maintenance	Development Svcs				165	0			ŀ		ł	-	
IT Hours - Customer Support	Development Svcs				165	0							
IT Hours - Planned Maintenance	Development Svcs				165	0			į		į	į	
User Hours - New Development	Development Svcs					0					l		
User Hours - PTNE/OT	Development Svcs					0					į	ŀ	
Contractor Professional Services	Development Svcs					0					ĺ	-	
PC System - Acquisition	Hardware				639	0					ŀ		
PC System - Maintenance	Hardware				3,352	0					l		
Laptop - Acquisition	Hardware				922	0					į		
Laptop - Maintenance	Hardware				3,352	0					i		
Tablet Notebook - Acquisition	Hardware				1,069	0			Ì		ĺ	İ	
Tablet Notebook - Maintenance	Hardware				3,352	0			İ		İ		
File Space (100GB)	Hardware		ANN		23	0					ŀ		
Package Software - Acquisition	Software					0					ļ		
Package Software - Maintenance	Software					0						İ	
Business Objects Access	Software					0				i	i	i	
Term Emulation SFTW-Acquisition	Software					0					l		
Term Emulation SFTW-Maintenance	Software					0					l		
Oracle Enterprise Software Purchase -											l		
Per Processor (4 Cores) - Requires									İ		į	İ	
Annual Support Below	Infrastructure				42,280	0			İ		İ	- 1	
Oracle Enterprise Software Support -									l		ŀ	-	
Per Processor (4 Cores)	Infrastructure				9,293	0	1.030						
SQL Server Enterprise Software											ļ	Ţ	
Purchase - Per Processor (4 cores) -									İ		į	İ	
Purchased Sept 2019-Aug 2020 -									į		į	į	
Includes Support thru Aug 2022	Infrastructure				16,985	0					İ	-	
SQL Server Enterprise Software									!		ļ	- [	
Purchase - Per Processor (4 cores) -									ļ		ļ	-	
Purchased Sept 2020-Aug 2021 -									İ		ļ		
Includes Support thru Aug 2022	Infrastructure				12,724	0			İ		į	į	

Return on Investment Analysis

#### Cost Detail

								Aff	ect	s Pro	ojec	t RO	1?
	Project Cost	Budget Category/Funding	Unit		Rate per		Annual						
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y1	Y2	Y3	Y4 ;	Y5	<u>Y6</u>
SQL Server Enterprise Software											- 1		
Purchase - Per Processor (4 cores) -											į		
Purchased Sept 2021-Aug 2022 -											i		
Includes Support thru Aug 2022	Infrastructure				8,463	0							
SQL Server Enterprise - Support, Per												. !	
Processor (4 cores) - Sept 2022 and													
Beyond	Infrastructure				4,261	0							
SQL Server Standard Software											i		
Purchase - Per Processor (4 cores) -											ĺ		
Purchased Sept 2019-Aug 2020 -											.	.	
Includes Support thru Aug 2022	Infrastructure				4,429	0							
SQL Server Standard Software													
Purchase - Per Processor (4 cores) -											. !		
Purchased Sept 2020-Aug 2021 -											į	. !	
Includes Support thru Aug 2022	Infrastructure				3,317	0							
SQL Server Standard Software												.	
Purchase - Per Processor (4 cores) -													
Purchased Sept 2021-Aug 2022 -											i		
Includes Support thru Aug 2022	Infrastructure				2,205	0				i i	i	i	
SQL Server - Standard Support, Per											.	.	
Processor (4 cores) - Sept 2022 and												.	
Beyond	Infrastructure				1,112	0							
Websphere Basic Per Processor											. !		
Single/Dual Core - Includes Year 1											ĺ		
Maintenance	Infrastructure				3,769	0							
Websphere Basic Per Processor													
Single/Dual Core - Year 2 and Beyond	Infrastructure				754	0							
Websphere ND Per Processor											İ	.	
Single/Dual Core - Includes Year 1												.	
Maintenance	Infrastructure				14,170	0							
												. !	
Websphere ND Per Processor											. !		
Single/Dual Core - Year 2 and Beyond					2,835	0				l i	i	i	
SSL Certificate	Infrastructure				910	0				<u> </u>		!	

Return on Investment Analysis

#### Cost Detail

								Aff	ects	Pro	ject	ROI?	
Cost Description	Project Cost	Budget Category/Funding	Unit	Units	Rate per	Total Coat	Annual	VA	va	Va	V.	VE V	٠
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y 1 ;	12	13	14	Y5   Y6	깈
Internet Access	Infrastructure				190	0		į		i	i		
Imperva Web Application Firewall										i	- 1	į	
\	Infrastructure		ANN		500	0				į	i		
App Code Directories on Consolidated										į	- 1	- 1	
IIS Server (Virtual)	Infrastructure		ANN		446	0							
Extra Small - 2 Core 8GB RAM, 500GB										ł		-	
Drive, 10 GB NIC - Cloud/Virtual =												ļ	
\$601 On Premise Physical Server =										į		ļ	
\$2,735	Infrastructure		ANN			0			į	į	- 1	İ	
Small - 4 Core 16GB RAM, 500GB										į	ı	į	
Drive, 10 GB NIC - Cloud/Virtual =										Ì		- 1	
\$951 On Premise Physical Server =										ł	- 1	ŀ	
\$3,057	Infrastructure		ANN			0			į				
Medium - 8 Core 32GB RAM, 500GB										į			
Drive, 10 GB NIC - Cloud/Virtual =										į	- 1	į	
\$1,702 On Premise Physical Server =										į	- 1	İ	
\$8,715	Infrastructure		ANN			0							
Large - 16 Core 64GB RAM, 500GB												-	
Drive, 10 GB NIC - Cloud/Virtual =										į		İ	
\$3,167 On Premise Physical Server =										i	- 1	į	
\$10,758	Infrastructure		ANN			0				į	- 1	-	
Extra Large - 40 Core 192GB RAM,											Î		1
500GB Drive, 10 GB NIC -									ļ	-			
Cloud/Virtual = \$7,564 On Premise										į	- 1		
Physical Server = \$24,137	Infrastructure		ANN			0				į			

Return on Investment Analysis

#### Cost Detail

			Po	tential Cos	st Extension	s	
	Project Cost						
Cost Description	Category	Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	0.00	0.00				
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		İ				
Contractor Professional Services	Development Svcs						i ! !
PC System - Acquisition	Hardware		İ				
PC System - Maintenance	Hardware		ŀ				
Laptop - Acquisition	Hardware						
Laptop - Maintenance	Hardware						
Tablet Notebook - Acquisition	Hardware						
Tablet Notebook - Maintenance	Hardware						 
File Space (100GB)	Hardware						
Package Software - Acquisition	Software						
Package Software - Maintenance	Software						
Business Objects Access	Software		İ				
Term Emulation SFTW-Acquisition	Software						 
Term Emulation SFTW-Maintenance	Software						i i
Oracle Enterprise Software Purchase -							
Per Processor (4 Cores) - Requires			ļ				
Annual Support Below	Infrastructure						i i
Oracle Enterprise Software Support -			ŀ				
Per Processor (4 Cores)	Infrastructure		ļ				
SQL Server Enterprise Software							
Purchase - Per Processor (4 cores) -			İ				
Purchased Sept 2019-Aug 2020 -		İ	İ				i !
Includes Support thru Aug 2022	Infrastructure	İ	į				   
SQL Server Enterprise Software							
Purchase - Per Processor (4 cores) -			-				
Purchased Sept 2020-Aug 2021 -							
Includes Support thru Aug 2022	Infrastructure		İ				

Return on Investment Analysis

#### Cost Detail

			F	Potential Co	st Extension	ns	
	Project Cost		1	1		1	ļ
Cost Description	Category	Y1	Y2	Y3	Y4	Y5	Y6
SQL Server Enterprise Software			<u> </u>	-		<u> </u>	
Purchase - Per Processor (4 cores) -			ļ	1			-
Purchased Sept 2021-Aug 2022 -			ļ	1			
Includes Support thru Aug 2022	Infrastructure		ļ				
SQL Server Enterprise - Support, Per			-				ļ
Processor (4 cores) - Sept 2022 and			ļ	1			į
Beyond	Infrastructure						
SQL Server Standard Software			ļ				}
Purchase - Per Processor (4 cores) -			•				
Purchased Sept 2019-Aug 2020 -			ļ	1			!
Includes Support thru Aug 2022	Infrastructure		į	į			į
SQL Server Standard Software							
Purchase - Per Processor (4 cores) -			-				-
Purchased Sept 2020-Aug 2021 -			ļ				
Includes Support thru Aug 2022	Infrastructure		İ				
SQL Server Standard Software							
Purchase - Per Processor (4 cores) -							İ
Purchased Sept 2021-Aug 2022 -			1				
Includes Support thru Aug 2022	Infrastructure						!
SQL Server - Standard Support, Per			İ				ļ
Processor (4 cores) - Sept 2022 and			ļ	į	İ	ļ	į
Beyond	Infrastructure		}		İ		ļ
Websphere Basic Per Processor			ļ				ļ
Single/Dual Core - Includes Year 1			ļ				
Maintenance	Infrastructure						
							i i
Websphere Basic Per Processor					İ		
Single/Dual Core - Year 2 and Beyond	Infrastructure		j	•			ļ
Websphere ND Per Processor							
Single/Dual Core - Includes Year 1			ļ	ļ	İ		
Maintenance	Infrastructure		}		İ	İ	i i
			1				
Websphere ND Per Processor							
Single/Dual Core - Year 2 and Beyond	Infrastructure		<u> </u>				
SSL Certificate	Infrastructure						

Return on Investment Analysis

#### Cost Detail

		Potential Cost Extensions					
Cost Description	Project Cost Category	<b>Y</b> 1	Y2	Y3	Y4	Y5	Y6
Internet Access	Infrastructure		<u> </u>	!			!
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure						
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure						
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$601 On Premise Physical Server = \$2,735	Infrastructure						
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$951 On Premise Physical Server = \$3,057	Infrastructure						
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$1,702 On Premise Physical Server = \$8,715	Infrastructure						
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$3,167 On Premise Physical Server = \$10,758	Infrastructure						
Extra Large - 40 Core 192GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server = \$24,137	Infrastructure						

REV: February 22, 2022

### Oakland County -- HR Labor Relations Case Mgmt Solution Return on Investment Analysis

Cost Summary

Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
0	0					

Date: 01/24/2024

REV: February 22, 2022

Return on Investment Analysis

#### Assumptions

Date	Assumption Description

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