Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: FOC Document Creation and Import   **Project ID: DB1314DM**

Leadership Group: Courts Justice Administration	
Department: Circuit Court	**Division: Family Division, FOC**
Project Sponsor: Suzanne Hollyer	**Date Requested: 03/10/2020** **PM Customer No. 31404**
Request Type: *New Development*	
IT Team Name: Courts	**IT Team No: B**
Project Manager/Leader: Patricia Smutzki	

Account Number:	65410	**Account Description:**	Family Division	**Customer Name:**	FOC

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

Project Goal

To replace the current end of life Oakland eFile application so that FOC staffers can continue the electronic import of FOC documents and avoid having to resort to paper documents.

Business Objective

FOC staff needs a document management solution that will allow the staff to perform the below document related functions:

1. Sign
2. Stamp
3. Redact
4. Modify
5. Pend for future use
6. Electronic Import (e.g. Network Folders for Clerks, FOC Kofax)

   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
   - Application Code
   - Disaster Recovery Toolkit
   - Service Center Knowledge Documents

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Approach

- Review current application to understand functionality
- Gather feedback from selected users
- Identify if there is an existing product that meets criteria
- Post-implementation support
- Develop Detailed Project Plan
- Review current business process and conduct needs assessment with customer, ensuring current manual processes are refined and automated.
- Security Reviews
- 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 Disaster Recovery Toolkit and Service Center Knowledge Documents
- Train users on new system
- Release new system into production

Research & Analysis

Gartner Research Recommendation

Research conducted, nothing found.

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users   120

Divisions   FOC, Clerk's Office, Sheriff

Leadership Groups   Courts

Project Name: FOC Document Creation and Import   **Project ID: DB1314DM**

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.

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:	Suzanne Hollyer	As Needed

Facilities

-
-

Technical

-
-

Funding

-

Other

-

Priority

Project Name: FOC Document Creation and Import   **Project ID: DB1314DM**

Constraints

-
-

Exclusions

-
-

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Project Scope and Approach

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PROJECT PHASE AUTHORIZATION

Phase(s):		
Total Estimated Application Services	**Hours: 947**	
Total Estimated Technical Systems	**Hours: 80**	
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: 1027**	**Cost: $169,455**

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FOC Document Creation and Import - Size Estimate (+/- 10% to 50%)

	Type	ID	Task Name	Estimated
1				
2				Hours
3	3	000000	PROJECT MANAGEMENT	223
4	Phase	200000	DEFINE BUSINESS REQUIREMENTS	230
5	Phase	300000	DESIGN SYSTEM ARCHITECTURE	152
6	Phase	500000	DEVELOP APPLICATION	357
7	Phase	600000	IMPLEMENTATION PHASE	53
8	Phase	800000	POST IMPLEMENTATION SUPPORT	12
9				1,027

Oakland County -- FOC Document Creation and Import

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:	105,560	106,616	107,682	108,759	109,846	110,945	649,407
Cost Avoidance Subtotal:	3,862	3,901	3,940	3,979	4,019	4,059	23,759
Costs:							
Development Services Subtotal:	169,455	5,000	3,366	5,100	3,434	5,202	191,557
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	109,422	110,516	111,621	112,738	113,865	115,004	673,166
Annual Total Costs	169,455	5,000	3,366	5,100	3,434	5,202	191,557
Annual Return on Investment	(60,033)	105,517	108,255	107,638	110,431	109,801	481,609
Annual Costs/Savings Ratio	154.86%	4.52%	3.02%	4.52%	3.02%	4.52%	
Project Cumulative Statistics:							
Cumulative Total Savings	109,422	219,938	331,560	444,297	558,162	673,166	673,166
Cumulative Total Costs	169,455	174,455	177,821	182,921	186,355	191,557	191,557
Cumulative Return on Investment	(60,033)	45,484	153,739	261,377	371,808	481,609	481,609
Cumulative Cost/Savings Ratio	154.86%	79.32%	53.63%	41.17%	33.39%	28.46%	28.46%
Year Positive Payback Achieved		Year 2					Year 2
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Project Sponsor				Date:			
Costs (including IT Resources) Reviewed By Information Technology Project Manager				Date:			

Oakland County -- FOC Document Creation and Import

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 paper	Tangible Benefit		ANN	182,000	1	105,560	1.010
No physical trip to courthouse	Cost Avoidance		ANN	520	1	299	1.010
Time spent printing/collating/stapling	Cost Avoidance		HR	156	23	3,563	1.010
Less Mistakes	Intangible Benefit					0	1.010
Faster filing	Intangible Benefit					0	1.010
Easier Tracking	Intangible Benefit					0	1.010
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- FOC Document Creation and Import

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 paper	Tangible Benefit	x	x	x	x	x	x	105,560.00	106,615.60	107,681.76	108,758.57	109,846.16	110,945
No physical trip to courthouse	Cost Avoidance	x	x	x	x	x	x	299.00	301.99	305.01	308.06	311.14	314
Time spent printing/collating/stapling	Cost Avoidance	x	x	x	x	x	x	3,563.04	3,598.67	3,634.66	3,671.00	3,707.71	3,745
Less Mistakes	Intangible Benefit												
Faster filing	Intangible Benefit												
Easier Tracking	Intangible Benefit												

Oakland County -- FOC Document Creation and Import

Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Eliminate paper	105,560	106,616	107,682	108,759	109,846	110,945	649,407
Tangible Benefits Subtotal:	*105,560*	*106,616*	*107,682*	*108,759*	*109,846*	*110,945*	*649,407*
Cost Avoidance:							
No physical trip to courthouse	299	302	305	308	311	314	1,839
Time spent printing/collating/stapling	3,563	3,599	3,635	3,671	3,708	3,745	21,920
Cost Avoidance Subtotal:	*3,862*	*3,901*	*3,940*	*3,979*	*4,019*	*4,059*	*23,759*
Intangible Benefit:							
Less Mistakes							
Faster filing							
Easier Tracking							
Savings Total:	*109,422*	*110,516*	*111,621*	*112,738*	*113,865*	*115,004*	*673,166*

Oakland County -- FOC Document Creation and Import

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		EA	1,027	165	169,455		x					
IT Hours - System Maintenance	Development Svcs		ANN	10	165	1,650	1.010		x	x	x	x	x
IT Hours - Customer Support	Development Svcs		ANN	10	165	1,650	1.010		x	x	x	x	x
IT Hours - Planned Maintenance	Development Svcs		ANN	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					0							
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 Software Purchase - Per Processor (4 Cores) - Requires Annual Support Below	Infrastructure				42,280	0							
Oracle Enterprise Software Support - Per Processor (4 Cores)	Infrastructure				9,293	0	1.030						

Oakland County -- FOC Document Creation and Import

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 Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure				16,985	0							
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure				12,724	0							
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - 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 Purchase - Per Processor (4 cores) - 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 - Includes Support thru Aug 2022	Infrastructure				3,317	0							
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure				2,205	0							
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 Maintenance	Infrastructure				3,506	0							

Oakland County -- FOC Document Creation and Import

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							
Dedicated Virtual Server	Infrastructure		ANN		4,150	0							
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $601 On Premise Physical Server = N/A	Infrastructure		ANN			0							
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							

Oakland County -- FOC Document Creation and Import

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
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $7,564 On Premise Physical Server = $12,906	Infrastructure		ANN			0							
Project Staff Training	Training					0							
User Training	Training					0							

Oakland County -- FOC Document Creation and Import

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	169,455.00					
IT Hours - System Maintenance	Development Svcs		1,666.50	1,683.17	1,700.00	1,717.00	1,734.17
IT Hours - Customer Support	Development Svcs		1,666.50	1,683.17	1,700.00	1,717.00	1,734.17
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						
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 Software Purchase - Per Processor (4 Cores) - Requires Annual Support Below	Infrastructure						
Oracle Enterprise Software Support - Per Processor (4 Cores)	Infrastructure						

Oakland County -- FOC Document Creation and Import

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure						
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure						
SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						

Oakland County -- FOC Document Creation and Import

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						
Dedicated Virtual Server	Infrastructure						
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $601 On Premise Physical Server = N/A	Infrastructure						
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						

Oakland County -- FOC Document Creation and Import

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $7,564 On Premise Physical Server = $12,906	Infrastructure						
Project Staff Training	Training						
User Training	Training						

Oakland County -- FOC Document Creation and Import

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	169,455						169,455
IT Hours - System Maintenance		1,667	1,683	1,700	1,717	1,734	8,501
IT Hours - Customer Support		1,667	1,683	1,700	1,717	1,734	8,501
IT Hours - Planned Maintenance		1,667		1,700		1,734	5,101
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
Development Services Subtotal:	*169,455*	*5,000*	*3,366*	*5,100*	*3,434*	*5,202*	*191,557*
Hardware:							
Hardware Subtotal:							
Software:							
Software Subtotal:							
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	**169,455**	**5,000**	**3,366**	**5,100**	**3,434**	**5,202**	**191,557**

Oakland County -- FOC Document Creation and Import

Return on Investment Analysis

Assumptions

Date	Assumption Description
10-Mar-20	Savings detail row 3 - Eliminate Paper - We currently import more than 15,000 pages a month (182,000 per year). For the rate unit I took the numbers from Court ROI Savings in the Michigan E-Filing Strategy Report put out by the National Center for State Courts. They reported that Paper intake systems cost $0.69 per page, while Electronic intake is $0.11 per page with a difference of $0.58 per page.
10-Mar-20	Savings detail row 4 - No trip to courthouse – When we filed paper, we would have to drive our documents to the courthouse daily. It is a 2 mile trip times 260 working days = 520 miles. The mileage rate is $.575
10-Mar-20	Savings detail row 5 - Time spent printing etc – Case Assistants earn $22.84 an hour (two are supervisors that make more, but I tried to keep it simple) for the rate. I figured it would take about 3 hours a week total for our case assistants to deal with the paper. 3hrs times 52 weeks equals 156.
	Why cost avoidance -I chose these as cost avoidance because it is not an expense we currently have, but if our current out-of-date solution goes down, we may be forced to use paper.
06-May-20	Per Courts technical team evaluation there wil not be any new H/W or S/W that will be required to be purchased for this application. At this time it could have a client loaded on the desktop device and any sever processing would be done using the existing Court servers.