

Oakland County Department of Information Technology Project Scope and Approach

Project Name: PayTickets Rewrite

Project ID: DB1321PS

Leadership Group: Courts/Justice Administration					
Department: District Court			Division: 52-1, 52-2, 52-3, 52-4		
Project Sponsor: Vicki Nellis		Date Requested: 02/14/2018		PM Customer No.321	
Request Type: New Development					
IT Team Name: Courts			IT Team No: B		
Project Manager/Leader: Clark Toohy					
Account Number:	95517	Account Description:	District Ct Support 25% -Pay Ticket Rewrite	Customer Name:	District Courts
Grant Funded? No			Mandate? No		
Mandate Source:					

Project Goal

To rewrite the online payment ticket system for the 52nd District so that payments are posted real-time to JIS (instead of batch processing), and the reconciliation process is automated.

Business Objective

An enhanced payment system should include the following updates:

- Remove the ability for the consumer to post duplicate payments.
- Send auto alerts to internal Oakland County staff when payments fail to process and post to JIS case management system.
- Implement real-time posting of payments to JIS (currently a batch process).
- Automate the reconciliation process (currently manual and time consuming).

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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
- Service Level Agreement
- Disaster Recovery Toolkit
- Service Center Knowledge Documents

Approach

- Develop Detailed Project Plan
- Review current business process and conduct needs assessment with customer, ensuring current manual processes are refined and automated.
- 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 Signoff
- Conduct Change Control
- Retire Legacy System
- Develop User Documentation, SLA, Disaster Recovery Toolkit, Service Center Knowledge Documents
- Train users on new system
- Release new system into production

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Research & Analysis

Gartner Research Recommendation

Gartner research not required.

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users Oakland County Consumers

Divisions 52nd District Courts

Leadership Groups Courts/Justice Administration

Risk

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

Technical Environment **Low** – proven and previously implemented technologies.

Assumptions

Staffing IT Staffing: Oakland County resources will be available.

Other Staffing: additional staffing will be available as follows:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Tom Feutes	As needed
User Support Specialist:	Vicki Nellis	As needed

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Facilities

-
-

Technical

-
-

Funding

-

Other

-

Priority

-

Constraints

-
-

Exclusions

-
-

Oakland County Department of Information Technology Project Scope and Approach

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PROJECT PHASE AUTHORIZATION

Phase(s): All	
Total Estimated Application Services	Hours: 1010
Total Estimated Technical Systems	Hours: 31
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: 1041 Cost: \$171,765

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PROJECT COMPLETION AUTHORIZATION

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

Pay Tickets Rewrite - Size Estimate (+/- 10% to 50%)

1	Type	ID	Task Name	Estimated	Estimate Notes
2				Hours	
3	Phase	000000	PROJECT MANAGEMENT	230	
4	Phase	200000	DEFINE BUSINESS REQUIREMENTS	79	
5	Phase	300000	DESIGN SYSTEM ARCHITECTURE	37	
6	Phase	500000	DEVELOP APPLICATION	624	
7	Phase	600000	IMPLEMENTATION PHASE	48	
8	Phase	800000	POST IMPLEMENTATION SUPPORT	23	
9				1,041	

Oakland County -- Pay Tickets Rewrite

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:	22,179	22,401	22,625	22,851	23,080	23,310	136,446
Costs:							
Development Services Subtotal:	175,065	3,333	3,366	3,400	3,434	3,468	192,067
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	22,179	22,401	22,625	22,851	23,080	23,310	136,446
Annual Total Costs	175,065	3,333	3,366	3,400	3,434	3,468	192,067
Annual Return on Investment	(152,886)	19,068	19,258	19,451	19,646	19,842	(55,621)
Annual Costs/Savings Ratio	789.33%	14.88%	14.88%	14.88%	14.88%	14.88%	14.88%
Project Cumulative Statistics:							
Cumulative Total Savings	22,179	44,580	67,205	90,056	113,135	136,446	136,446
Cumulative Total Costs	175,065	178,398	181,764	185,164	188,598	192,067	192,067
Cumulative Return on Investment	(152,886)	(133,818)	(114,560)	(95,109)	(75,463)	(55,621)	(55,621)
Cumulative Cost/Savings Ratio	789.33%	400.18%	270.46%	205.61%	166.70%	140.76%	140.76%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							No
Signatures:							
Benefits Reviewed By Project Sponsor	_____			Date:	_____		
Costs (including IT Resources) Reviewed By Information Technology Project Manager	_____			Date:	_____		

Oakland County -- Pay Tickets Rewrite

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
Remove the ability for a user to post duplicate payments - eliminate DC user involvement in processing credits/voids	Cost Avoidance		HR	50	64	3,200	1.010
Eliminate DC user involvement in payments that fail to process to JIS timely	Cost Avoidance		HR	40	64	2,560	1.010
Automate Reconciliation Process - eliminate need for DC user to match JIS payments to AccessOakland Order History payments	Cost Avoidance		HR	156	64	9,984	1.010
Eliminate customers uncertainty if the payment has posted correctly, or duplicated, or not at all.	Intangible Benefit					0	1.010
Eliminate the need for IT support corrections and of the batch process.	Cost Avoidance		HR	39	165	6,435	1.010
Eliminate inefficiencies in the current manual process.	Intangible Benefit					0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- Pay Tickets Rewrite
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
Remove the ability for a user to post duplicate payments - eliminate DC user involvement in processing credits/voids	Cost Avoidance	x	x	x	x	x	x	3,200.00	3,232.00	3,264.32	3,296.96	3,329.93	3,363
Eliminate DC user involvement in payments that fail to process to JIS timely	Cost Avoidance	x	x	x	x	x	x	2,560.00	2,585.60	2,611.46	2,637.57	2,663.95	2,691
Automate Reconciliation Process - eliminate need for DC user to match JIS payments to AccessOakland Order History payments	Cost Avoidance	x	x	x	x	x	x	9,984.00	10,083.84	10,184.68	10,286.53	10,389.39	10,493
Eliminate customers uncertainty if the payment has posted correctly, or duplicated, or not at all.	Intangible Benefit												
Eliminate the need for IT support corrections and of the batch process.	Cost Avoidance	x	x	x	x	x	x	6,435.00	6,499.35	6,564.34	6,629.99	6,696.29	6,763
Eliminate inefficiencies in the current manual process.	Intangible Benefit												

Oakland County -- Pay Tickets Rewrite
Return on Investment Analysis
Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
<i>Tangible Benefits Subtotal:</i>							
Cost Avoidance:							
Remove the ability for a user to post duplicate payments - eliminate DC user involvement in processing credits/voids	3,200	3,232	3,264	3,297	3,330	3,363	19,686
Eliminate DC user involvement in payments that fail to process to JIS timely	2,560	2,586	2,611	2,638	2,664	2,691	15,749
Automate Reconciliation Process - eliminate need for DC user to match JIS payments to AccessOakland Order History payments	9,984	10,084	10,185	10,287	10,389	10,493	61,422
Eliminate the need for IT support corrections and of the batch process.	6,435	6,499	6,564	6,630	6,696	6,763	39,588
<i>Cost Avoidance Subtotal:</i>	22,179	22,401	22,625	22,851	23,080	23,310	136,446
Intangible Benefit:							
Eliminate customers uncertainty if the payment has posted correctly, or duplicated, or not at all.							
Eliminate inefficiencies in the current manual process.							
Savings Total:	22,179	22,401	22,625	22,851	23,080	23,310	136,446

Oakland County -- Pay Tickets Rewrite

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
IT Hours - New Development	Development Svcs			1,041	165	171,765	1.010
IT Hours - System Maintenance	Development Svcs			10	165	1,650	1.010
IT Hours - Customer Support	Development Svcs			0	165	0	1.010
IT Hours - Planned Maintenance	Development Svcs			10	165	1,650	1.010
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	0	173	0	
Internet Bandwidth per MB	Hardware		ANN	0	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			0	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 -- Pay Tickets Rewrite

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
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	
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			0	180	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	0	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	

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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
DB Instance Setup	Infrastructure				976	0	
DBA MS SQL Database Creation on Existing 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	
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	

Oakland County -- Pay Tickets Rewrite

Return on Investment Analysis
Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions						
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs	X						171,765.00						
IT Hours - System Maintenance	Development Svcs		X	X	X	X	X	1,650.00	1,666.50	1,683.17	1,700.00	1,717.00	1,734.17	
IT Hours - Customer Support	Development Svcs		X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0.00	
IT Hours - Planned Maintenance	Development Svcs		X		X		X	1,650.00	1,666.50	1,683.17	1,700.00	1,717.00	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													
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													

Oakland County -- Pay Tickets Rewrite
Return on Investment Analysis
Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	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												
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												
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												

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Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
DB Instance Setup	Infrastructure												
DBA MS SQL Database Creation on Existing Instance	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												
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server = \$12,906	Infrastructure												

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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	171,765						171,765
IT Hours - System Maintenance	1,650	1,667	1,683	1,700	1,717	1,734	10,151
IT Hours - Customer Support	0	0	0	0	0	0	0
IT Hours - Planned Maintenance	1,650	1,667	1,683	1,700	1,717	1,734	10,151
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	175,065	3,333	3,366	3,400	3,434	3,468	192,067
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	175,065	3,333	3,366	3,400	3,434	3,468	192,067

