

Oakland County Department of Information Technology Project Scope and Approach

Project Name: Clerks - Document Certification Process

Project ID: DB1212DC

Leadership Group: Courts					
Department: Clerk/Register of Deeds			Division: County Clerk		
Project Sponsor: Jennifer Howden		Date Requested: 3/16/2020		PM Customer No. 212	
Request Type: <i>New Development</i>					
IT Team Name: Courts			IT Team No: B		
Project Manager/Leader: Beth Gleason					
Account Number:	95161	Account Description:	Clerk/Reg – Vital Statistics	Customer Name:	Clerk/Reg – Vital Statistics
Grant Funded? No			Mandate? No		
			Mandate Source:		

Project Goal

To improve the process for certifying and delivering documents ordered online from the County Clerk’s Office so that documents are secure and verified from Oakland County.

Business Objective

To electronically certify and deliver court and vital records to customers who order documents through the county online system and/or Court Explorer. Allow customers and others in receipt of the certified copies to validate the electronically certified records. Electronically deliver non-certified copies of court records in a more secure method other than email, possibly using a link and key combination. Distribute ordered documents to the public more efficiently and with additional security.

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

- 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 20 Users Sending Electronic Documents
Unlimited (Public) Receiving Documents

Divisions County Clerk

Leadership Groups Court

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Department of Information Technology
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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

Laserfiche will be utilized in document certification process.

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:

<u>Role:</u>	<u>Name:</u>	<u>Hours per Day</u>
Project Sponsor	Jennifer Howden	As Needed

Facilities

-
-

Technical

- This solution will be integrated with the new County-wide solution for Imaging.

Funding

-

Other

-

Priority

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Constraints

- The new County Imaging System is required to be in place.
- The Direct Share Functionality will not be available until Q1 2021.

Exclusions

-
-

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PROJECT PHASE AUTHORIZATION

Phase(s): All	
Total Estimated Application Services	Hours: 587
Total Estimated Technical Systems	Hours: 16
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: 603 Cost: \$99,495

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PROJECT COMPLETION AUTHORIZATION

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

Clerks - Document Certification Process - Size Estimate (+/- 10% to 50%)

1	Type	ID	Task Name	Estimated
2				Hours
3	Phase	000000	PROJECT MANAGEMENT	142
4	Phase	200000	DEFINE BUSINESS REQUIREMENTS	48
5	Phase	300000	DESIGN SYSTEM ARCHITECTURE	56
6	Phase	500000	DEVELOP APPLICATION	268
7	Phase	900000	TRAINING AND TRANSITION PHASE	20
8	Phase	600000	IMPLEMENTATION PHASE	49
9	Phase	080000	POST IMPLEMENTATION SUPPORT	20
10				603

Oakland County -- Clerks - Document Certification Process

Return on Investment Analysis

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	37,595	37,971	38,351	38,734	39,121	39,513	231,285
Cost Avoidance Subtotal:	0	0	0	0	0	0	0
Costs:							
Development Services Subtotal:	103,995	4,950	4,950	4,950	4,950	4,950	128,745
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	2,400	2,400	2,400	2,400	2,400	2,400	14,400
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	37,595	37,971	38,351	38,734	39,121	39,513	231,285
Annual Total Costs	106,395	7,350	7,350	7,350	7,350	7,350	143,145
Annual Return on Investment	(68,800)	30,621	31,001	31,384	31,771	32,163	88,140
Annual Costs/Savings Ratio	283.00%	19.36%	19.17%	18.98%	18.79%	18.60%	
Project Cumulative Statistics:							
Cumulative Total Savings	37,595	75,566	113,916	152,651	191,772	231,285	231,285
Cumulative Total Costs	106,395	113,745	121,095	128,445	135,795	143,145	143,145
Cumulative Return on Investment	(68,800)	(38,179)	(7,179)	24,206	55,977	88,140	88,140
Cumulative Cost/Savings Ratio	283.00%	150.52%	106.30%	84.14%	70.81%	61.89%	61.89%
Year Positive Payback Achieved				Year 4			Year 4
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Project Sponsor	_____			Date:	_____		
Costs (including IT Resources) Reviewed By Information Technology Project Manager	_____			Date:	_____		

Oakland County -- Clerks - Document Certification Process
Return on Investment Analysis

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
						0	
						0	
						0	
						0	

Oakland County -- Clerks - Document Certification Process

Return on Investment Analysis

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Security paper costs for online orders - vitals	Tangible Benefit	x	x	x	x	x	x	3,475.96	3,510.72	3,545.83	3,581.29	3,617.10	3,653.27
envelope costs - vitals	Tangible Benefit	x	x	x	x	x	x	1,007.00	1,017.07	1,027.24	1,037.51	1,047.89	1,058.37
postage costs - vitals	Tangible Benefit	x	x	x	x	x	x	7,540.00	7,615.40	7,691.55	7,768.47	7,846.15	7,924.62
postage costs - legal	Tangible Benefit	x	x	x	x	x	x	188.00	189.88	191.78	193.70	195.63	197.59
envelope costs - legal	Tangible Benefit	x	x	x	x	x	x	182.00	183.82	185.66	187.51	189.39	191.28
Staff savings	Tangible Benefit	x	x	x	x	x	x	25,202.00	25,454.02	25,708.56	25,965.65	26,225.30	26,487.56
Dramatically saves time delivering certified documents to customers by not using first class mail	Intangible Benefit												
More secure method of transmission	Intangible Benefit												
Negates any large file transfer issues with email providers	Intangible Benefit												
More accessible to customers and the agencies requesting certified documents, example: a customer who requests a certified copy of a record can then email that certified document to the agency/department/institution that is requesting the information from the customer	Intangible Benefit												

Oakland County -- Clerks - Document Certification Process
Return on Investment Analysis

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions						
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6	

Oakland County -- Clerks - Document Certification Process

Return on Investment Analysis

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
Security paper costs for online orders - vitals	3,476	3,511	3,546	3,581	3,617	3,653	21,384
envelope costs - vitals	1,007	1,017	1,027	1,038	1,048	1,058	6,195
postage costs - vitals	7,540	7,615	7,692	7,768	7,846	7,925	46,386
envelope costs - legal	182	184	186	188	189	191	1,120
Staff savings	25,202	25,454	25,709	25,966	26,225	26,488	155,043
postage costs - legal	188	190	192	194	196	198	1,157
<i>Tangible Benefits Subtotal:</i>	37,595	37,971	38,351	38,734	39,121	39,513	231,285
Cost Avoidance:							
<i>Cost Avoidance Subtotal:</i>							
Intangible Benefit:							
Dramatically saves time delivering certified documents to customers by not using first class mail							
More secure method of transmission							
Negates any large file transfer issues with email providers							
More accessible to customers and the agencies requesting certified documents, example: a customer who requests a certified copy of a record can then email that certified document to the agency/department/institution that is requesting the information from the customer							
Savings Total:	37,595	37,971	38,351	38,734	39,121	39,513	231,285

Oakland County -- Clerks - Document Certification Process

Return on Investment Analysis

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			603	165	99,495		x							
IT Hours - System Maintenance	Development Svcs			10	165	1,650			x	x	x	x	x	x	
IT Hours - Customer Support	Development Svcs			10	165	1,650			x	x	x	x	x	x	
IT Hours - Planned Maintenance	Development Svcs			10	165	1,650			x	x	x	x	x	x	
User Hours - New Development	Development Svcs					0									
User Hours - PTNE/OT	Development Svcs					0									
Contractor Professional Services	Development Svcs			20	225	4,500		x							
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									
LF Direct Share Licenses - Maintenance	Software		ANN	20	120	2,400		x	x	x	x	x	x	x	
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								

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Return on Investment Analysis

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 -- Clerks - Document Certification Process
Return on Investment Analysis

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 -- Clerks - Document Certification Process
Return on Investment Analysis

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 -- Clerks - Document Certification Process
Return on Investment Analysis

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	99,495.00					
IT Hours - System Maintenance	Development Svcs		1,650.00	1,650.00	1,650.00	1,650.00	1,650.00
IT Hours - Customer Support	Development Svcs		1,650.00	1,650.00	1,650.00	1,650.00	1,650.00
IT Hours - Planned Maintenance	Development Svcs		1,650.00	1,650.00	1,650.00	1,650.00	1,650.00
User Hours - New Development	Development Svcs						
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs	4,500.00					
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						
LF Direct Share Licenses - Maintenance	Software	2,400.00	2,400.00	2,400.00	2,400.00	2,400.00	2,400.00
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 -- Clerks - Document Certification Process
Return on Investment Analysis

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 -- Clerks - Document Certification Process
Return on Investment Analysis

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						

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Return on Investment Analysis

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 -- Clerks - Document Certification Process
Return on Investment Analysis

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	99,495						99,495
IT Hours - System Maintenance		1,650	1,650	1,650	1,650	1,650	8,250
IT Hours - Customer Support		1,650	1,650	1,650	1,650	1,650	8,250
IT Hours - Planned Maintenance		1,650	1,650	1,650	1,650	1,650	8,250
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services	4,500						4,500
<i>Development Services Subtotal:</i>	103,995	4,950	4,950	4,950	4,950	4,950	128,745
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
	2,400	2,400	2,400	2,400	2,400	2,400	14,400
<i>Software Subtotal:</i>	2,400	2,400	2,400	2,400	2,400	2,400	14,400
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	106,395	7,350	7,350	7,350	7,350	7,350	143,145

