

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: CStar Form Data Integration Analysis**

**Project ID: DB9174DI**

<b>Leadership Group: Courts/Justice Administration</b>			
<b>Department: Public Services</b>		<b>Division: Community Corrections</b>	
<b>Project Sponsor: Barb Hankey</b>	<b>Date Requested: 3/6/18</b>	<b>PM Customer No. 174</b>	
<b>Request Type: <i>New Development</i></b>			
<b>IT Team Name: Courts</b>		<b>IT Team No: B</b>	
<b>Project Manager/Leader: Greg Lesko</b>			
<b>Account Number:</b> 52200	<b>Account Description:</b> Comm Corr Adm (County) - CStar Form Data Integration Analysis	<b>Customer Name:</b>	Comm Corrections
<b>Grant Funded? No</b>		<b>Mandate? No</b>	<b>Mandate Source:</b>

## **Project Goal:**

To develop data integration into the CStar application forms so that forms are pre-populated instead of requiring manual and duplicate entry of forms data elements related to Community Correction programs.

## **Business Objective**

Adding form pre-population in the CStar application in production will provide a quicker turn around for processing the Community Correction referrals for the following programs:

- Pretrial Supervision
- Step Forward
- WWAM

Form pre-population in CStar in production will potentially eliminate the need to manual search for court dates for approximately 400 defendants per day.

## **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
- Training/User Manual(s)

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- 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

## **Research & Analysis**

**Gartner Research Recommendation** – Research Conducted, Nothing Found

## **Benefits**

***See Return on Investment (ROI) Analysis Document***

## **Impact**

**Divisions**                                      Community Corrections

**Leadership Groups**                        Courts/Justice Administration

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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**

**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:

<b><u>Role:</u></b>	<b><u>Name</u></b>	<b><u>Hours per Day</u></b>
Project Sponsor:	Barbara Hankey	As Needed

**Facilities**

- 
- 

**Technical**

- 
- 

**Funding**

- 

**Other**

- 

**Priority**

-

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**Constraints**

- 
- 

**Exclusions**

- 
-

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## PROJECT PHASE AUTHORIZATION

<b>Phase(s):</b>	
<b>Total Estimated Application Services</b>	<b>Hours: 818</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 26</b>
<b>Total Estimated CLEMIS</b>	<b>Hours:</b>
<b>Total Estimated Internal Services</b>	<b>Hours:</b>
<b>IT Application Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Technical Systems Division Manager Approval:</b>	<b>Date:</b>
<b>IT CLEMIS Division Manager Approval:</b>	<b>Date:</b>
<b>IT Internal Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Management Approval:</b>	
Approved:                      Yes                      No	<b>Date:</b>
Reason:	
<b>Project Sponsor Approval:</b>	
Title:	<b>Date:</b>

## PROJECT SUMMARY

<b>Authorized Development (see above)</b>	<b>Hours:</b>	
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>	
<b>Grand Total Estimated Development</b>	<b>Hours: 844</b>	<b>Cost: 139,260.00</b>

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**PROJECT COMPLETION AUTHORIZATION**

<b>Customer Acceptance of Product:</b>	
Title:	Date:
<b>Project Office Review:</b>	
	Date:

CStar Form Data Integration Analysis - Size Estimate

Type	ID	Task Name	Estimated Hours	Estimate Notes
Phase	000000	<input type="checkbox"/> PROJECT MANAGEMENT	203	
Phase	030000	<input type="checkbox"/> BUSINESS AREA REQUIREMENTS	88	
Phase	040000	<input type="checkbox"/> BUSINESS SYSTEM DESIGN	15	
Phase	050000	<input type="checkbox"/> TECHNICAL DESIGN	111	
Phase	060000	<input type="checkbox"/> PROGRAMMING	343	
Phase	070000	<input type="checkbox"/> IMPLEMENTATION	46	
Phase	080000	<input type="checkbox"/> POST IMPLEMENTATION SUPPORT	38	
			844	

**Oakland County -- CStar Form Data Integration Analysis**

Return on Investment Analysis

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:	13,000	13,260	13,525	13,796	14,072	14,353	82,006
Cost Avoidance Subtotal:	14,820	15,116	15,419	15,727	16,042	16,362	93,486
<b>Costs:</b>							
Development Services Subtotal:	143,550	4,290	4,290	4,290	4,290	4,290	165,000
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
<b>Annual Statistics:</b>							
Annual Total Savings	27,820	28,376	28,944	29,523	30,113	30,716	175,492
Annual Total Costs	143,550	4,290	4,290	4,290	4,290	4,290	165,000
Annual Return on Investment	(115,730)	24,086	24,654	25,233	25,823	26,426	10,492
Annual Costs/Savings Ratio	516.00%	15.12%	14.82%	14.53%	14.25%	13.97%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	27,820	56,196	85,140	114,663	144,776	175,492	175,492
Cumulative Total Costs	143,550	147,840	152,130	156,420	160,710	165,000	165,000
Cumulative Return on Investment	(115,730)	(91,644)	(66,990)	(41,757)	(15,934)	10,492	10,492
Cumulative Cost/Savings Ratio	516.00%	263.08%	178.68%	136.42%	111.01%	94.02%	94.02%
Year Positive Payback Achieved						Year 6	Year 6
State or Federal Mandate?							no
<b>Signatures:</b>							
Benefits Reviewed By Project Sponsor	_____			Date:	_____		
Costs (including IT Resources) Reviewed By Information Technology Project Manager	_____			Date:	_____		

**Oakland County -- CStar Form Data Integration Analysis**

Return on Investment Analysis

Savings Detail

<b>Benefit/Savings Description</b>	<b>Project Savings Category</b>	<b>Budget Category/Funding Source</b>	<b>Unit Desc</b>	<b>Units</b>	<b>Rate per Unit</b>	<b>Total Savings</b>	<b>Annual Multiplier</b>
Elimination of PTNE clerk position through attrition	Tangible Benefit	10100-1070401-113080	ANN	1,000	13	13,000	1.020
Eliminate need for new position by reallocating resource (3 hrs per day)	Cost Avoidance		HR	780	19	14,820	1.020
Eliminate security risk for receiving forms via fax.	Intangible Benefit					0	
						0	
						0	
						0	
						0	
						0	



**Oakland County -- CStar Form Data Integration Analysis**

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
Elimination of PTNE clerk position through attrition	Tangible Benefit	x	x	x	x	x	x	13,000.00	13,260.00	13,525.20	13,795.70	14,071.62	14,353
Eliminate need for new position by reallocating resource (3 hrs per day)	Cost Avoidance	x	x	x	x	x	x	14,820.00	15,116.40	15,418.73	15,727.10	16,041.64	16,362
Eliminate security risk for receiving forms via fax.	Intangible Benefit												

## Oakland County -- CStar Form Data Integration Analysis

## Return on Investment Analysis

## Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Tangible Benefit:</b>							
Elimination of PTNE clerk position through attrition	13,000	13,260	13,525	13,796	14,072	14,353	82,006
<i>Tangible Benefits Subtotal:</i>	<b>13,000</b>	<b>13,260</b>	<b>13,525</b>	<b>13,796</b>	<b>14,072</b>	<b>14,353</b>	<b>82,006</b>
<b>Cost Avoidance:</b>							
Eliminate need for new position by reallocating resource (3 hrs per day)	14,820	15,116	15,419	15,727	16,042	16,362	93,486
<i>Cost Avoidance Subtotal:</i>	<b>14,820</b>	<b>15,116</b>	<b>15,419</b>	<b>15,727</b>	<b>16,042</b>	<b>16,362</b>	<b>93,486</b>
<b>Intangible Benefit:</b>							
Eliminate security risk for receiving forms via fax.							
<b>Savings Total:</b>	<b>27,820</b>	<b>28,376</b>	<b>28,944</b>	<b>29,523</b>	<b>30,113</b>	<b>30,716</b>	<b>175,492</b>

Oakland County -- CStar Form Data Integration Analysis

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			844	165	139,260		X							
IT Hours - System Maintenance	Development Svcs			0	165	0	1.000	X	X	X	X	X	X		
IT Hours - Customer Support	Development Svcs			26	165	4,290	1.000	X	X	X	X	X	X		
IT Hours - Planned Maintenance	Development Svcs			0	165	0	1.000	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					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		173	0									
Internet Bandwidth per MB	Hardware		ANN		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				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 -- CStar Form Data Integration Analysis**

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 - 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									

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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									
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		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									
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									

**Oakland County -- CStar Form Data Integration Analysis**  
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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		
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 -- CStar Form Data Integration Analysis**

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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	139,260.00					
IT Hours - System Maintenance	Development Svcs	0.00	0.00	0.00	0.00	0.00	0.00
IT Hours - Customer Support	Development Svcs	4,290.00	4,290.00	4,290.00	4,290.00	4,290.00	4,290.00
IT Hours - Planned Maintenance	Development Svcs	0.00	0.00	0.00	0.00	0.00	0.00
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 -- CStar Form Data Integration Analysis**

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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		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						



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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						
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						
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						

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Cost Detail

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

**Oakland County -- CStar Form Data Integration Analysis**

Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Development Services:</b>							
IT Hours - New Development	139,260						139,260
IT Hours - System Maintenance	0	0	0	0	0	0	
IT Hours - Customer Support	4,290	4,290	4,290	4,290	4,290	4,290	25,740
IT Hours - Planned Maintenance	0	0	0	0	0	0	
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	<b>143,550</b>	<b>4,290</b>	<b>4,290</b>	<b>4,290</b>	<b>4,290</b>	<b>4,290</b>	<b>165,000</b>
<b>Hardware:</b>							
<i>Hardware Subtotal:</i>							
<b>Software:</b>							
<i>Software Subtotal:</i>							
<b>Infrastructure:</b>							
<i>Infrastructure Subtotal</i>							
<b>Training:</b>							
<i>Training Subtotal:</i>							
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>143,550</b>	<b>4,290</b>	<b>4,290</b>	<b>4,290</b>	<b>4,290</b>	<b>4,290</b>	<b>165,000</b>

# Oakland County -- CStar Form Data Integration Analysis

Return on Investment Analysis

Assumptions

Date	Assumption Description
24-May-18	NOT A MANDATE
08-Jun-18	26 hours a year average for 6 years for customer support in case any of the 3 integrations go down during business hours (36 hours first year and 24 hours for the remaining 5 years, 156 divided by 6 is 26 hours)
12-Jun-18	planning 3 main interfaces - Mainframe, JIS, and TCS. Will also look at OC Data Warehouse.
12-Jun-18	Planning to integrate all data into CSTAR, an existing and highly restricted application supported by OC IT currently
12-Jun-18	OC IT has the technology now to screen scraper data from TCS (State of MI owned system) using Laserfiche Connector software and OC IT developed macros
12-Jun-18	OC IT may be developing further integration with TCS using API's and web service calls
12-Jun-18	OC IT has some level of access and integration on the PayTickets application
18-Jun-18	no planned maintenance
18-Jun-18	no hours for PMU