Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: LFMM Enhancements v2.0   **Project ID: DJ2115LE**

Leadership Group: Finance / Admin		
Department: County Executive	**Division:** Corporation Counsel	
Project Sponsor: CC-Solon Phillips, RM-Diana McBroom	**Date Requested**: 2/15/2022	**PM Customer No.** 115
Request Type: *New Development* *Enhancement* **X** *Customer Support* *Planned System Maintenance or Upgrade*		
IT Team Name: eCommerce	**IT Team No:** J	

Project Manager/Leader: TBD					
Account Number:	**(will be split)** CC 95501 / RM 95695	**Account Description:**	CORPORATION COUNSEL / RISK MANAGEMENT	**Customer Name:**	Corporation Counsel / Risk Management
Grant Funded? Yes **No**			**Mandate?** Yes **No** **Mandate Source:**		

Project Goal

To implement enhancements to the Laserfiche - Matter Management System (LFMM) system so that Corporate Counsel (CC) and Risk Management (RM) staff are provided more flexibility to extract, manipulate and summarize data for graphical presentation, and efficiently provide data to necessary government agencies.

Business Objective

Modify the LFMM request for assistance workflow, ensure form field limitations are not exceeded, and develop an interface with Workday to pull employee data onto critical business forms.

> **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)
> - Application Code
> - Service Level Agreement

Project Name: LFMM Enhancements v2.0   **Project ID: DJ2115LE**

- 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 Sign off
- Conduct Change Control
- Develop User Documentation, SLA, Disaster Recovery Toolkit, Service Center Knowledge Documents
- Train users on new system
- Release new system into production

Research & Analysis

Research Recommendation - TBD

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users	34 (Corp Counsel and Risk Management staff)
Divisions	Corporation Counsel
Leadership Groups	Finance / Admin

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Risk

Business Environment   MED – Project will require some changes to existing business processes.

Technical Environment   MED – Proven 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:	Solon Phillips	As Needed
	Diana McBroom	As Needed

Facilities
- None
-

Technical
- None
-

Funding
- IT

Other
-

Priority

Project Name: LFMM Enhancements v2.0   **Project ID: DJ2115LE**

Constraints

- None

-

Exclusions

- None

-

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Project Scope and Approach

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PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services **Hours: 1,358**		
Total Estimated Technical Systems **Hours: 51**		
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: 1,409**	
Previously Authorized Development **Hours:**	
Preliminary Estimated Development for Future Phases **Hours:**	
Grand Total Estimated Development **Hours: 1,409 Cost: $232,485**	

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PROJECT COMPLETION AUTHORIZATION

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

LFMM Enhancements v2.0 - Size Estimate (+/- 10% to 50%)

Type	ID	Task Name	Estimated Hours	Estimate Notes
Phase	000000	PROJECT MANAGEMENT	400	
Phase	100000	DEVELOP RFP & SELECT VENDOR	75	
Phase	200000	DEFINE BUSINESS REQUIREMENTS	152	
Phase	300000	DESIGN SYSTEM ARCHITECTURE	165	
Phase	400000	IMPLEMENT VENDOR APPLICATION	375	
Phase	500000	IMPLEMENTATION PHASE	147	
Phase	600000	POST IMPLEMENTATION SUPPORT	95	
			1,409	

Oakland County -- LFMM Enhancements v2.0

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:	259,935	13,200	13,200	13,200	13,200	13,200	325,935
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	259,935	13,200	13,200	13,200	13,200	13,200	325,935
Annual Return on Investment	(259,935)	(13,200)	(13,200)	(13,200)	(13,200)	(13,200)	(325,935)
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	259,935	273,135	286,335	299,535	312,735	325,935	325,935
Cumulative Return on Investment	(259,935)	(273,135)	(286,335)	(299,535)	(312,735)	(325,935)	(325,935)
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?							
Signatures:							
Benefits Reviewed By Project Sponsor				Date:			
Costs (including IT Resources) Reviewed By Information Technology Project Manager				Date:			

Oakland County -- LFMM Enhancements v2.0

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
Improve the reporting functionality							
	Intangible Benefit		ANN			0	1.010
Improve search capability							
	Intangible Benefit		ANN			0	1.010
Provide functionality to notify RM of assignments							
	Intangible Benefit		ANN			0	1.010
Provide visual cues to end users of LFMM forms							
	Intangible Benefit		ANN			0	1.010
Allowing the repository to import large video and files attached to forms							
	Intangible Benefit		ANN			0	1.010
						0	1.000
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- LFMM Enhancements v2.0

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
Improve the reporting functionality	Intangible Benefit												
Improve search capability	Intangible Benefit												
Provide functionality to notify RM of assignments	Intangible Benefit												
Provide visual cues to end users of LFMM forms	Intangible Benefit												
Allowing the repository to import large video and files attached to forms	Intangible Benefit												

Oakland County -- LFMM Enhancements v2.0

Return on Investment Analysis

Savings Summary

	Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:								
	Tangible Benefits Subtotal:							
Cost Avoidance:								
	Cost Avoidance Subtotal:							
Intangible Benefit:								
	Improve the reporting functionality							
	Improve search capability by providing better categorical quick filters to narrow the results more precisely							
	Improve search capability							
	Provide functionality to notify RM of assignments							
	Provide visual cues to end users of LFMM forms							
	Allowing the repository to import large video and files attached to forms							
Savings Total:								

Oakland County -- LFMM Enhancements v2.0

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		HR	1,409	165	232,485		x					
IT Hours - System Maintenance	Development Svcs		ANN	40	165	6,600			x	x	x	x	x
IT Hours - Customer Support	Development Svcs		ANN	40	165	6,600			x	x	x	x	x
IT Hours - Planned Maintenance	Development Svcs				165	0							
User Hours - New Development	Development Svcs					0							
User Hours - PTNE/OT	Development Svcs					0							
Contractor Professional Services	Development Svcs		HR	122	225	27,450		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							
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 -- LFMM Enhancements v2.0

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 -- LFMM Enhancements v2.0

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 -- LFMM Enhancements v2.0

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							

Oakland County -- LFMM Enhancements v2.0
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	232,485.00					
IT Hours - System Maintenance	Development Svcs		6,600.00	6,600.00	6,600.00	6,600.00	6,600.00
IT Hours - Customer Support	Development Svcs		6,600.00	6,600.00	6,600.00	6,600.00	6,600.00
IT Hours - Planned Maintenance	Development Svcs						
User Hours - New Development	Development Svcs						
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs	27,450.00					
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						
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 -- LFMM Enhancements v2.0

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 -- LFMM Enhancements v2.0

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 -- LFMM Enhancements v2.0

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						

Oakland County -- LFMM Enhancements v2.0

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	232,485						232,485
IT Hours - System Maintenance		6,600	6,600	6,600	6,600	6,600	33,000
IT Hours - Customer Support		6,600	6,600	6,600	6,600	6,600	33,000
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services	27,450						27,450
Development Services Subtotal:	*259,935*	*13,200*	*13,200*	*13,200*	*13,200*	*13,200*	*325,935*
Hardware:							
Hardware Subtotal:							
Software:							
Software Subtotal:							
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	**259,935**	**13,200**	**13,200**	**13,200**	**13,200**	**13,200**	**325,935**

Oakland County -- LFMM Enhancements v2.0
Return on Investment Analysis

Assumptions

Date	Assumption Description
15-Feb-22	The results of the investigation into whether changes to the metadata of archived records will determine if changes will increase the responsiveness of LFMM, or whether it would hinder the requirements stated above for reporting and searching.
04-Mar-22	CC and RM prefer to have completed by end of Q3 2022. RM is required to report additional workplace injury data to the Bureau of Labor Statistics in January 2023. This project will facilitate meeting that deadline.
06-Jun-22	Assumes bulk of development being done by LF
10-Jun-22	Assume changes to the metadata of archived records will increase the responsiveness of LFMM system