Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: KPI Software Implementation   **Project ID: DE1111KC**

Leadership Group: Finance/Admin		
Department: County Executive		**Division:** Admin
Project Sponsor: Monica Chrzaszcz	**Date Requested:** 11/1/2021	**PM Customer No.** 111
Request Type: **XX New Development** *Enhancement* *Customer Support* *Planned System Maintenance or Upgrade*		
IT Team Name: eGovernment		**IT Team No:** E
Project Manager/Leader: Stacy Metcalf		

Account Number:	95654	**Account Description:**	County Exec-Development	**Customer Name:**	County Executive

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

Project Goal

To implement a strategy reporting software so that designated departments throughout the County can set, track, and report on Community Indicators, department headline KPIs and service KPIs.

Business Objective

This SaaS solution will be used initially by 13 departments/divisions within Oakland County to collect data and set objectives. The software will then be utilized to analyze the data and provide reporting. This reporting will be available internally as well as externally on a public facing dashboard. This public dashboard will be available to residents and constituents of Oakland County.

   Major Deliverables
   - Detailed Project Plan
   - Application and/or System Requirements
   - End User Hardware and Software Requirements Document
   - Technical Design Document
   - Training Plan
   - User Acceptance Test Plan
   - Implementation Plan
   - Training/User Manual(s)
   - Service Level Agreement
   - Disaster Recovery Toolkit
   - Service Center Knowledge Documents
   - Public facing dashboard within Oakland County's website

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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.
- Document system requirements
- Assess User Hardware and Software Requirements
- Conduct Tech Review
- Order software
- 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

- Modern business requires strategy execution management (SEM) to be a well-honed and repeatable internal capability.
- Creating strategic change requires making effective decisions, combined with agility, responsiveness and unimpeded multidirectional communication.
- Design processes to capture information as a normal part of working with the system and ensure that SEM tools do not require people to enter unnecessary data.
- Focus on ease of use when selecting tools to ensure they will encourage the higher-level executives to participate in SEM, as well as those involved in the day-to-day execution of strategy.

Benefits

See Return on Investment (ROI) Analysis Document

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Impact

Number of Users   45 Internal Users & Public Facing

Divisions   Executive, Public Communications, IT, Management & Budget, Central Services, Public Services, Economic Development, Health, Neighborhoods, Risk Management, Emergency Management, HR, Equity Council, Facilities

Leadership Groups   Courts/Justice Administration, Finance/Admin, Land, IT Steering Committee

Risk

Business Environment   HIGH - Project will dramatically change existing business processes or will negatively affect the business environment if implementation is unsuccessful.

Technical Environment   HIGH - New or non-standard technology.

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:	Monica Chrzaszcz	As Needed
Contractor/Project Lead	Andrew Kleine	As Needed
Functional Team Representatives	Representatives from each of the impacted departments	TBD

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Facilities

-
-

Technical

- The necessary data exists and will be provided to the vendor.
-

Funding

- County Executive Strategic Initiative Funding

Other

-

Priority   TBD

Constraints

- Initial phase must be to stand up public facing dashboard by the State of the County address on February 16, 2022. Timing constraints.
-

Exclusions

-
-

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PROJECT PHASE AUTHORIZATION

Phase(s): Project Management, Contract & Planning, Define Business Requirements, Design System Architecture		
Total Estimated Application Services	**Hours: 289**	
Total Estimated Technical Systems	**Hours: 5**	
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: 294**	
Previously Authorized Development	**Hours:**	
Preliminary Estimated Development for Future Phases	**Hours: 306**	
Grand Total Estimated Development	**Hours: 600**	**Cost: $96,460**

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PROJECT COMPLETION AUTHORIZATION

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

Oakland County -- KPI Software Implementation

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:	157,800	11,550	8,250	11,550	8,250	11,550	208,950
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	31,300	31,300	31,300	31,300	31,300	31,300	187,800
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	189,100	42,850	39,550	42,850	39,550	42,850	396,750
Annual Return on Investment	(189,100)	(42,850)	(39,550)	(42,850)	(39,550)	(42,850)	(396,750)
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	189,100	231,950	271,500	314,350	353,900	396,750	396,750
Cumulative Return on Investment	(189,100)	(231,950)	(271,500)	(314,350)	(353,900)	(396,750)	(396,750)
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:			

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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
Increase and ease of communication	Intangible Benefit					0	
Strategic decision making, increased responsivness	Intangible Benefit					0	
Increased agility on business strategy improvements	Intangible Benefit					0	
Performance metrics or key performance indicators that report the progress of strategy results	Intangible Benefit					0	
Mapping of strategy and metrics to future plans	Intangible Benefit					0	
The mining of existing business processes and assets against strategic objectives and goals to drive value	Intangible Benefit					0	
Visualizing the organization's strategies, goals, missions, objectives, or other conceptual or contextual guidance relative to metricx, people, plans, and initiatives	Intangible Benefit					0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- KPI Software Implementation
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
Increase and ease of communication	Intangible Benefit	X	X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0
Strategic decision making, increased responsivness	Intangible Benefit	X	X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0
Increased agility on business strategy improvements	Intangible Benefit	X	X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0
Performance metrics or key performance indicators that report the progress of strategy results	Intangible Benefit	X	X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0
Mapping of strategy and metrics to future plans	Intangible Benefit	X	X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0
The mining of existing business processes and assets against strategic objectives and goals to drive value	Intangible Benefit	X	X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0
Visualizing the organization's strategies, goals, missions, objectives, or other conceptual or contextual guidance relative to metricx, people, plans, and initiatives	Intangible Benefit	X	X	X	X	X	X	0.00	0.00	0.00	0.00	0.00	0

Oakland County -- KPI Software Implementation

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:								
	Increase and ease of communication							
	Strategic decision making, increased responsivness							
	Increased agility on business strategy improvements							
	Performance metrics or key performance indicators that report the progress of strategy results							
	Mapping of strategy and metrics to future plans							
	The mining of existing business processes and assets against strategic objectives and goals to drive value							
	Visualizing the organization's strategies, goals, missions, objectives, or other conceptual or contextual guidance relative to metricx, people, plans, and initiatives							
Savings Total:								

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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	Affects Project ROI?					
								Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs			600	165	99,000		X					
IT Hours - System Maintenance	Development Svcs			10	165	1,650			X	X	X	X	X
IT Hours - Customer Support	Development Svcs			40	165	6,600			X	X	X	X	X
IT Hours - Planned Maintenance	Development Svcs			20	165	3,300			X		X		X
User Hours - New Development	Development Svcs					0							
User Hours - PTNE/OT	Development Svcs					0							
Contractor Professional Services	Development Svcs			1	58,800	58,800		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			1	31,300	31,300		X	X	X	X	X	X
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						

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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	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							

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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	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							

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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
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 -- KPI Software Implementation

Return on Investment Analysis

Cost Detail

	Project Cost	Potential Cost Extensions					
Cost Description	**Category**	**Y1**	**Y2**	**Y3**	**Y4**	**Y5**	**Y6**
IT Hours - New Development	Development Svcs	99,000.00					
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		6,600.00	6,600.00	6,600.00	6,600.00	6,600.00
IT Hours - Planned Maintenance	Development Svcs		3,300.00		3,300.00		3,300.00
User Hours - New Development	Development Svcs						
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs	58,800.00					
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	31,300.00	31,300.00	31,300.00	31,300.00	31,300.00	31,300.00
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						

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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						

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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						
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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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 -- KPI Software Implementation

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	99,000						99,000
IT Hours - System Maintenance		1,650	1,650	1,650	1,650	1,650	8,250
IT Hours - Customer Support		6,600	6,600	6,600	6,600	6,600	33,000
IT Hours - Planned Maintenance		3,300		3,300		3,300	9,900
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services	58,800						58,800
Development Services Subtotal:	*157,800*	*11,550*	*8,250*	*11,550*	*8,250*	*11,550*	*208,950*
Hardware:							
Hardware Subtotal:							
Software:							
Package Software - Acquisition	31,300	31,300	31,300	31,300	31,300	31,300	187,800
Software Subtotal:	*31,300*	*31,300*	*31,300*	*31,300*	*31,300*	*31,300*	*187,800*
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	*189,100*	*42,850*	*39,550*	*42,850*	*39,550*	*42,850*	*396,750*

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Return on Investment Analysis

Assumptions

Date	Assumption Description