

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: Treasurer Chargeback Workflow System**

**Project ID: DJ1711CB**

<b>Leadership Group: Finance / Admin</b>			
<b>Department: Treasurer</b>		<b>Division: General Accounting</b>	
<b>Project Sponsor: Jody DeFoe</b>	<b>Date Requested: 3/2/2020</b>	<b>PM Customer No. 711</b>	
<b>Request Type: <u>New Development</u></b>			
<b>IT Team Name: eCommerce</b>		<b>IT Team No: J</b>	
<b>Project Manager/Leader: TBD</b>			
<b>Account Number: 44064</b>	<b>Account Description: TRE-NEW DEVELOPMENT</b>	<b>Customer Name: TREASURER</b>	
<b>Grant Funded?</b>	<b>Yes <u>No</u></b>	<b>Mandate? Yes <u>No</u></b>	<b>Mandate Source:</b>

## **Project Goal**

To replace the manually driven process for tracking credit card chargebacks on SharePoint and through emails with a system-driven workflow process, so that there is greater visibility into the status of in-process credit chargebacks for tracking and reporting.

## **Business Objective**

To implement a system for the tracking and reporting of credit chargebacks and utilize automated workflow to move documents through the process to reduce duplicative manual effort, increase efficiencies and avoid missed process steps, and provide greater visibility in the statuses of chargebacks.

## **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
- 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.
- 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**

**Gartner Research Recommendation** - Research Conducted – Nothing Found.

## **Benefits**

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

## **Impact**

<b>Number of Users</b>	5 initially, then more if other departments are folded into the workflow
<b>Divisions</b>	Treasurer
<b>Leadership Groups</b>	Land

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**Risk**

**Business Environment**      Medium – Project requires some changes to existing business processes.

**Technical Environment**      Low – Proven or previously implemented technologies.

**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:	Jody DeFoe	As needed
General Accounting Supervisor	Hazel Wallace	As needed
Accountant II	Amy Carter	As needed

**Facilities**

- None
- 

**Technical**

- The current Laserfiche system can be leveraged for the base workflow system.

**Funding**

- IT

**Other**

- None

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**Priority**

- TBD

**Constraints**

- None
- 

**Exclusions**

- None
-

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## PROJECT PHASE AUTHORIZATION

<b>Phase(s):</b> All phases	
<b>Total Estimated Application Services</b>	<b>Hours: 790</b>
<b>Total Estimated Technical Systems</b>	<b>Hours: 72</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: <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Date:</b>
Reason:	
<b>Project Sponsor Approval:</b>	
Title:	<b>Date:</b>

## PROJECT SUMMARY

<b>Authorized Development (see above)</b>	<b>Hours: 862</b>
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>
<b>Grand Total Estimated Development</b>	<b>Hours: 862</b> <b>Cost: \$142,230</b>

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## PROJECT COMPLETION AUTHORIZATION

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

Treasurer Chargeback Workflow System - Size Estimate (+/- 10% to 50%)				
	Type	ID	Task Name	Estimated Hours
1	Phase	000000	PROJECT MANAGEMENT	214
2	Phase	200000	DEFINE BUSINESS REQUIREMENTS	79
3	Phase	300000	DESIGN SYSTEM ARCHITECTURE	111
4	Phase	500000	DEVELOP APPLICATION	350
5	Phase	600000	IMPLEMENTATION PHASE	63
6	Phase	800000	POST IMPLEMENTATION SUPPORT	45
7				
1				862

**Oakland County -- Treasurer Chargeback Workflow System**

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:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	38,850	39,239	39,631	40,027	40,427	40,832	239,006
<b>Costs:</b>							
Development Services Subtotal:	142,230	5,000	5,049	5,100	5,151	5,202	167,732
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	2,790	2,712	2,739	2,766	2,794	2,822	16,623
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	38,850	39,239	39,631	40,027	40,427	40,832	239,006
Annual Total Costs	145,020	7,711	7,788	7,866	7,945	8,024	184,356
Annual Return on Investment	(106,170)	31,527	31,842	32,161	32,482	32,807	54,650
Annual Costs/Savings Ratio	373.28%	19.65%	19.65%	19.65%	19.65%	19.65%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	38,850	78,089	117,719	157,747	198,174	239,006	239,006
Cumulative Total Costs	145,020	152,731	160,520	168,386	176,331	184,356	184,356
Cumulative Return on Investment	(106,170)	(74,643)	(42,800)	(10,640)	21,843	54,650	54,650
Cumulative Cost/Savings Ratio	373.28%	195.59%	136.36%	106.74%	88.98%	77.13%	77.13%
Year Positive Payback Achieved					Year 5		Year 5
State or Federal Mandate?							
<b>Signatures:</b>							
Benefits Reviewed By Project Sponsor	_____			Date:	_____		
Costs (including IT Resources) Reviewed By Information Technology Project Manager	_____			Date:	_____		







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Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Tangible Benefit:</b>							
<i>Tangible Benefits Subtotal:</i>							
<b>Cost Avoidance:</b>							
General Accounting Supervisor Time	24,000	24,240	24,482	24,727	24,974	25,224	147,648
Reduced IT support costs	14,850	14,999	15,148	15,300	15,453	15,607	91,357
<i>Cost Avoidance Subtotal:</i>	<b>38,850</b>	<b>39,239</b>	<b>39,631</b>	<b>40,027</b>	<b>40,427</b>	<b>40,832</b>	<b>239,006</b>
<b>Intangible Benefit:</b>							
Improved recovery of funds for departments							
Avoid missed process steps							
Improvements to management reporting options							
<b>Savings Total:</b>	<b>38,850</b>	<b>39,239</b>	<b>39,631</b>	<b>40,027</b>	<b>40,427</b>	<b>40,832</b>	<b>239,006</b>

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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		HR	862	165	142,230		X							
IT Hours - System Maintenance	Development Svcs														
IT Hours - Customer Support	Development Svcs		HR	20	165	3,300	1.010		X	X	X	X	X	X	
IT Hours - Planned Maintenance	Development Svcs		HR	10	165	1,650	1.010		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				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		ANN	5	558	2,790	1.010	X							
Package Software - Maintenance	Software		ANN	5	537	2,685	1.010		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 Per Processor - Includes Year 1 Maintenance	Infrastructure				21,372	0									
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,432	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	
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									

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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									

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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	142,230.00					
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs		3,333.00	3,366.33	3,399.99	3,433.99	3,468.33
IT Hours - Planned Maintenance	Development Svcs		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						
PC Maintenance User Owned	Hardware						
Printer Maintenance User Owned	Hardware						
File Space (100GB)	Hardware						
Package Software - Acquisition	Software						
Package Software - Maintenance	Software	2,790.00					
Package Software - Maintenance	Software		2,711.85	2,738.97	2,766.36	2,794.02	2,821.96
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						

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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						

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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
<b>Development Services:</b>							
IT Hours - New Development	142,230						142,230
IT Hours - System Maintenance							
IT Hours - Customer Support		3,333	3,366	3,400	3,434	3,468	17,002
IT Hours - Planned Maintenance		1,667	1,683	1,700	1,717	1,734	8,501
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	<b>142,230</b>	<b>5,000</b>	<b>5,049</b>	<b>5,100</b>	<b>5,151</b>	<b>5,202</b>	<b>167,732</b>
<b>Hardware:</b>							
<i>Hardware Subtotal:</i>							
<b>Software:</b>							
Package Software - Maintenance	2,790						2,790
Package Software - Maintenance		2,712	2,739	2,766	2,794	2,822	13,833
<i>Software Subtotal:</i>	<b>2,790</b>	<b>2,712</b>	<b>2,739</b>	<b>2,766</b>	<b>2,794</b>	<b>2,822</b>	<b>16,623</b>
<b>Infrastructure:</b>							
<i>Infrastructure Subtotal</i>							
<b>Training:</b>							
<i>Training Subtotal:</i>							
<b>Other:</b>							

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Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>145,020</b>	<b>7,711</b>	<b>7,788</b>	<b>7,866</b>	<b>7,945</b>	<b>8,024</b>	<b>184,356</b>

