Project Name: Treasurer Chargeback Workflow System Project ID: DJ1711CB

Leadership Group: Fina	nce / Admin										
Department: Treasurer			Division	: Genera	al Accounting						
Project Sponsor: Jody D	DeFoe	Date Reque	ested: 3/2/2020)	PM Customer No. 711						
Request Type: <u>New D</u>	<u>Development</u>										
IT Team Name: eComme	erce		IT Team	No: J							
Project Manager/Leader	: TBD										
Account 44064 Number:	Account Description:		W DEVELOPM	ENT	Customer Name:	TREASURER					
Grant Funded?	Yes <u>No</u>		Mandate?	Yes	<u>No</u>						
			Mandate Soul	rce:							

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

Project Name: Treasurer Chargeback Workflow System Project ID: DJ1711CB

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

Number of Users 5 initially, then more if other departments are folded into the

workflow

Divisions Treasurer

Leadership Groups Land

Project Name: Treasurer Chargeback Workflow System Project ID: DJ1711CB

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:

Role: Name Hours per Day

Project Sponsor: Jody DeFoe As needed
General Accounting Hazel Wallace As needed

Supervisor

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

Project Name: Treasurer Chargeback Workflow System Project ID: DJ1711CB

Priority

• TBD

Constraints

- None
- •

Exclusions

- None
- _

Project Name: Treasurer Chargeback Workflow System Project ID: DJ1711CB

PROJECT PHASE AUTHORIZATION

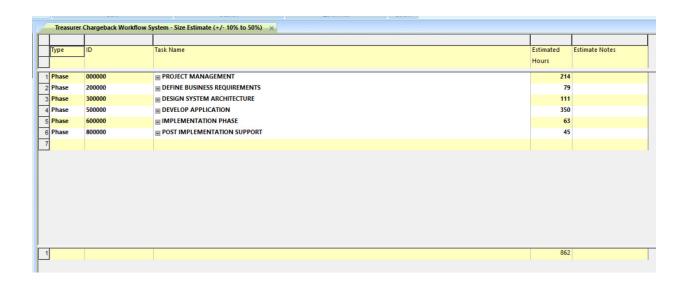
Phase(s): All phases			
Total Estimated Application Ser	vices	Hours: 790	
Total Estimated Technical Syste	ems	Hours: 72	
Total Estimated CLEMIS		Hours:	
Total Estimated Internal Service)S	Hours:	
IT Application Services Division	ı Manager Approval:		Date:
IT Technical Systems Division N	Manager Approval:		Date:
IT CLEMIS Division Manager Ap	proval:		Date:
IT Internal Services Division Ma	nager Approval:		Date:
IT Management Approval:			
Approved:	Yes	No	Date:
Reason:			
Project Sponsor Approval:			
Title:			Date:
	PROJECT SUMM	MARY	
Authorized Development (see al	bove)	Hours: 862	

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

Project Name: Treasurer Chargeback Workflow System Project ID: DJ1711CB

PROJECT COMPLETION AUTHORIZATION

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



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:	38,850	39,239	39,631	40,027	40,427	40,832	239,006
Costs:							
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
Annual Statistics:							
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%	- 1,000
Project Cumulative Statistics:							
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?							
Signatures:							
Benefits Reviewed By Project Sponsor				Date:			
Costs (including IT Resources) Reviewed By Information Technology Project Manager				Date:			
				24.0.			

Oakland County -- Treasurer Chargeback Workflow System Return on Investment Analysis

Savings Detail

	Project Savings		Unit		Rate per		Annual
Benefit/Savings Description	Category	Budget Category/Funding Source	Desc	Units	Unit	Total Savings	Multiplier
General Accounting Supervisor Time	Cost Avoidance			480	50	24,000	1.010
Reduced IT support costs	Cost Avoidance			90	165	14,850	1.010
Improved recovery of funds for						,	
departments	Intangible Benefit					0	
Avoid missed process steps	Intangible Benefit					0	
Improvements to management							
reporting options	Intangible Benefit					0	
						0	
						0	
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Oakland County -- Treasurer Chargeback Workflow System Return on Investment Analysis

Savings Detail

		Af	fect	s P	roje	ct R	OI?		Po	tential Savir	ngs Extension	ns	
Benefit/Savings Description	Project Savings Category	Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
General Accounting Supervisor Time	Cost Avoidance							24,000.00	!	24,482.40		24,974.50	25,224
Reduced IT support costs	Cost Avoidance	X	Χ	Χ	Х	X	Χ	14,850.00		15,148.49	15,299.97		15,607
Improved recovery of funds for			İ	İ	i	i	1	,	,		.,	,	
departments	Intangible Benefit												
Avoid missed process steps	Intangible Benefit				1	1	1						
Improvements to management				ĺ									
reporting options	Intangible Benefit				-	-							
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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:							
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
Cost Avoidance Subtotal:	38,850	39,239	39,631	40,027	40,427	40,832	239,006
	,	•	,	,		·	,
Intangible Benefit:							
Improved recovery of funds for departments Avoid missed process steps							
Improvements to management reporting							
options							
Savings Total:	38,850	39,239	39,631	40,027	40,427	40,832	239,006

Return on Investment Analysis

Cost Detail

								Af	ct R	OI?			
	Project Cost	Budget Category/Funding	Unit		Rate per		Annual	.					
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y1	Y2	¦ Y3	Y4	<u> † Y5</u>	Y6
IT Hours - New Development	Development Svcs		HR	862	165	142,230		Х					
IT Hours - System Maintenance	Development Svcs								<u> </u>	<u> </u>	<u> </u>	<u> </u>	
IT Hours - Customer Support	Development Svcs		HR	20	165	3,300	1.010		Χ	Χ	Χ		Х
IT Hours - Planned Maintenance	Development Svcs		HR	10	165	1,650	1.010		Χ	Χ	Х	Χ	Χ
User Hours - New Development	Development Svcs					0							
User Hours - PTNE/OT	Development Svcs					0			İ		ĺ		
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				ļ	1	1	
Notebook - Maintenance	Hardware				3,024	0			İ		İ		
Tablet Notebook - Acquisition	Hardware				1,421	0							
Tablet Notebook - Maintenance	Hardware				2,800	0			1		1		
Laserprinter - Acquisition	Hardware				1,432	0					ŀ		1 /
Laserprinter - Maintenance	Hardware				1,408	0							
PC Maintenance User Owned	Hardware				2,720	0			į		İ		
Printer Maintenance User Owned	Hardware				1,264	0					1		1 /
File Space (100GB)	Hardware		ANN		23	0			Ì		İ		
Package Software - Acquisition	Software					0			l				
Package Software - Maintenance	Software		ANN	5	558	2,790	1.010	Х					
Package Software - Maintenance	Software		ANN	5	537	2,685	1.010		Х	Х	Χ	X	Χ
Business Objects Access	Software					0			İ		1	1	1 1
Term Emulation SFTW-Acquisition	Software					0			ĺ		İ		1 1
Term Emulation SFTW-Maintenance	Software					0			ŀ		l		
Server - Acquisition/Upgrade	Infrastructure				8,000	0			!	1	İ	1	
Server - Maintenance	Infrastructure				360	0			!		!		
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0			1			1	1 1
Server Sftwre - Maintenance	Infrastructure					0			İ	İ	İ	İ	1 7
Server Rack Mount	Infrastructure				400	0			1		1		
Oracle Enterprise Per Processor -													
Includes Year 1 Maintenance	Infrastructure				21,372	0							
Oracle Enterprise Per Processor - Year					, - <u>-</u>							1	1
2 and Beyond	Infrastructure				3,432	0			İ		İ		

Return on Investment Analysis

Cost Detail

								Aff	Affects Project F						
	Project Cost	Budget Category/Funding	Unit		Rate per		Annual	1			1	- !			
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y1	Y2	Y3	Y4	Y5 Y	′ 6		
SQL Server Enterprise - Per Processor												T			
(4 cores) - Purchased Sept 2016-Aug											Ì	-			
2017 - Includes Maintenance thru Aug											- !				
2019	Infrastructure				24,533	0						ļ			
SQL Server Enterprise - Per Processor											i				
(4 cores) - Purchased Sept 2017-Aug										İ	İ				
2018 - Includes Maintenance thru Aug												İ			
2019	Infrastructure				20,759	0					ļ				
SQL Server Enterprise - Per Processor											į	-			
(4 cores) - Purchased Sept 2018-Aug											- 1				
2019 - Includes Maintenance thru Aug											ı	ļ			
2019	Infrastructure				16,985	0					į				
SQL Server Enterprise - Maintenance,										ŀ	-	-			
Per Processor (4 cores) - Sept 2019															
and Beyond	Infrastructure				4,218	0									
SQL Server Standard - Per Processor											į				
(4 cores) - Purchased Sept 2016-Aug								1		İ	ĺ	İ			
2017 - Includes Maintenance thru Aug											- 1				
2019	Infrastructure				6,398	0					-	-			
SQL Server Standard - Per Processor											- 1				
(4 cores) - Purchased Sept 2017-Aug								1			- 1				
2018 - Includes Maintenance thru Aug										İ	ĺ	İ			
2019	Infrastructure				5,414	0					Ì	-			
SQL Server Standard - Per Processor															
(4 cores) - Purchased Sept 2018-Aug												ļ			
2019 - Includes Maintenance thru Aug								l			į	ļ			
2019	Infrastructure				4,429	0		1		İ	ĺ	İ			
SQL Server - Standard Maintenance,										1	- 1	-			
Per Processor (4 cores) - Sept 2019											- !	-			
and Beyond	Infrastructure				1,100	0					ļ	ļ			
Websphere Basic Per Processor											i				
Single/Dual Core - Includes Year 1											į	İ			
Maintenance	Infrastructure				3,506	0					Ì				

Oakland County -- Treasurer Chargeback Workflow System Return on Investment Analysis

Cost Detail

								Aff	ect	t ROI?		
	Project Cost	Budget Category/Funding	Unit		Rate per		Annual					
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	Y1	Y2	Y3	Y4	Y5 Y6
										\Box	\neg	
Websphere Basic Per Processor										1 1		
Single/Dual Core - Year 2 and Beyond	Infrastructure				701	0						
Websphere ND Per Processor											- 1	
Single/Dual Core - Includes Year 1												
Maintenance	Infrastructure				13,180	0					_	
Mahanhara ND Day Dragosar												
Websphere ND Per Processor	 				0.005	0						İ
,	Infrastructure				2,635	0					 i	i
SSL Certificate	Infrastructure				845	0				H	i	_ <u>i</u> _
Internet Access	Infrastructure				180	0						
Imperva Web Application Firewall	l		1			_						-
(External Web Applications Only)	Infrastructure		ANN		500	0						
App Code Directories on Consolidated	.		l									ļ
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												Ì
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												İ
\$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												
Exisitng Instance	Infrastructure				366	0						ļ
Extra Small - 2 Core 8GB RAM, 500GB												
Drive, 10 GB NIC - Cloud/Virtual =												
\$601 On Premise Physical Server =												Ì
N/A	Infrastructure		ANN			0				1		

Return on Investment Analysis

Cost Detail

								Af	fect	t RC) ?		
0	Project Cost	Budget Category/Funding	Unit		Rate per	T. (.) 0(Annual			\ \ \ \	a	\/-	\/O
Cost Description	Category	Source	Desc	Units	Unit	Total Cost	Multiplier	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 =													į
\$9,751	Infrastructure		ANN			0							
Large - 16 Core 64GB RAM, 500GB													
Drive, 10 GB NIC - Cloud/Virtual =													
\$3,167 On Premise Physical Server =													į
\$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							į

Return on Investment Analysis

Cost Detail

		Potential Cost Extensions							
	Project Cost		ĺ			!			
Cost Description	Category	Y1	Y2	Y3	Y4	Y5	Y6		
IT Hours - New Development	Development Svcs	142,230.00	!	:	1	!			
IT Hours - System Maintenance	Development Svcs				i				
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			i					
Contractor Professional Services	Development Svcs								
PC System - Acquisition	Hardware		i	ĺ	i				
PC System - Maintenance	Hardware		ļ	į	ļ				
Notebook - Acquisition	Hardware			!					
Notebook - Maintenance	Hardware			į	i				
Tablet Notebook - Acquisition	Hardware		1	İ	İ				
Tablet Notebook - Maintenance	Hardware		ĺ	Ì	İ				
Laserprinter - Acquisition	Hardware					l			
Laserprinter - Maintenance	Hardware								
PC Maintenance User Owned	Hardware			į					
Printer Maintenance User Owned	Hardware			i					
File Space (100GB)	Hardware		İ	İ	İ				
Package Software - Acquisition	Software								
Package Software - Maintenance	Software	2,790.00		i					
Package Software - Maintenance	Software		2,711.85	2,738.97	2,766.36	2,794.02	2,821.96		
Business Objects Access	Software			i	i				
Term Emulation SFTW-Acquisition	Software			ļ	ļ				
Term Emulation SFTW-Maintenance	Software								
Server - Acquisition/Upgrade	Infrastructure								
Server - Maintenance	Infrastructure								
Server Sftwre - Acquisition/Upgrade	Infrastructure			ĺ	i				
Server Sftwre - Maintenance	Infrastructure			į					
Server Rack Mount	Infrastructure								
Oracle Enterprise Per Processor -				i					
Includes Year 1 Maintenance	Infrastructure		į	į	į	į			
Oracle Enterprise Per Processor - Year				į					
2 and Beyond	Infrastructure			<u> </u>	<u> </u>				

Return on Investment Analysis

Cost Detail

		Potential Cost Extensions					
	Project Cost		1	1			}
Cost Description	Category	Y1	Y2	Y3	Y4	Y5	Y6
SQL Server Enterprise - Per Processor			1	1	l		<u> </u>
(4 cores) - Purchased Sept 2016-Aug					i ! !		
2017 - Includes Maintenance thru Aug			ļ				
2019	Infrastructure						
SQL Server Enterprise - Per Processor			1				
(4 cores) - Purchased Sept 2017-Aug							İ
2018 - Includes Maintenance thru Aug			İ				
2019	Infrastructure						
SQL Server Enterprise - Per Processor							
(4 cores) - Purchased Sept 2018-Aug			İ				ļ
2019 - Includes Maintenance thru Aug			İ	•			ļ
2019	Infrastructure				i ! !		
SQL Server Enterprise - Maintenance,			-		 	 	
Per Processor (4 cores) - Sept 2019							
and Beyond	Infrastructure						
SQL Server Standard - Per Processor				1			1
(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			İ	İ			İ
2019 - Includes Maintenance thru Aug			İ				
2019	Infrastructure						-
SQL Server - Standard Maintenance,							
Per Processor (4 cores) - Sept 2019							
and Beyond	Infrastructure		<u> </u>				<u> </u>
Websphere Basic Per Processor							
Single/Dual Core - Includes Year 1					 		
Maintenance	Infrastructure		<u> </u>				<u> </u>

Return on Investment Analysis

Cost Detail

		Potential Cost Extensions						
	Project Cost		1	1	-	1		
Cost Description	Category	Y1	Y2	Y3	Y4	Y5	Y6	
			1		<u> </u>	!	<u> </u>	
Websphere Basic Per Processor								
Single/Dual Core - Year 2 and Beyond	Infrastructure							
Websphere ND Per Processor					ļ			
Single/Dual Core - Includes Year 1					Ì			
Maintenance	Infrastructure			<u> </u>			ļ	
				İ	į		İ	
Websphere ND Per Processor							ļ	
Single/Dual Core - Year 2 and Beyond			ļ					
SSL Certificate	Infrastructure		İ	<u> </u>	<u> </u>	ļ	<u> </u>	
Internet Access	Infrastructure		<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	
Imperva Web Application Firewall			1			1		
(External Web Applications Only)	Infrastructure		-	<u> </u>	ļ	<u> </u>	<u> </u>	
App Code Directories on Consolidated			-	<u> </u>	ļ	-	ļ	
IIS Server (Virtual)	Infrastructure							
Database (5 GB) on Consolidated SQL				•	•	1	•	
Instance Server	Infrastructure		<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	
Database Instance (125 GB DB) on							}	
Consolidated SQL Server	Infrastructure		1	1	ļ	1	1	
Database SQL Maint Server	Infrastructure		1	ļ	ļ	ļ	}	
Database SQL Server Physical	Infrastructure							
DB Maintenance (Annual Cycle \$610)	Infrastructure						<u> </u>	
DB Maintenance (Semi-Annual Cycle				}	-	1		
\$1220)	Infrastructure							
DB Maintenance (Semi-Annual Cycle							-	
\$2440)	Infrastructure		1	ļ	<u> </u>	1		
Dedicated Virtual Server	Infrastructure							
DB Instance Setup	Infrastructure							
DBA MS SQL Database Creation on			1		į	İ	ļ	
Exisitng Instance	Infrastructure			1	i 	<u> </u>	<u> </u>	
Extra Small - 2 Core 8GB RAM, 500GB							-	
Drive, 10 GB NIC - Cloud/Virtual =				1		1	-	
\$601 On Premise Physical Server =								
N/A	Infrastructure			<u> </u>			<u> </u>	

Return on Investment Analysis

Cost Detail

		Potential Cost Extensions							
Cost Description	Project Cost Category	Y1	Y2	Y 3	Y4	Y5	Y6		
Small - 4 Core 16GB RAM, 500GB				!	:		<u> </u>		
Drive, 10 GB NIC - Cloud/Virtual =				i I	ļ				
\$951 On Premise Physical Server =				<u> </u>					
\$9,288	Infrastructure				!		ļ		
Medium - 8 Core 32GB RAM, 500GB				! !					
Drive, 10 GB NIC - Cloud/Virtual =							İ		
\$1,702 On Premise Physical Server =				İ					
\$9,751	Infrastructure			!					
Large - 16 Core 64GB RAM, 500GB									
Drive, 10 GB NIC - Cloud/Virtual =				į	1		Ì		
\$3,167 On Premise Physical Server =				į	İ		İ		
\$10,446	Infrastructure			 					
Extra Large - 40 Core 160GB RAM,									
500GB Drive, 10 GB NIC -				į					
Cloud/Virtual = \$7,564 On Premise				į					
Physical Server = \$12,906	Infrastructure			į	İ				

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	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							
Development Services Subtotal:	142,230	5,000	5,049	5,100	5,151	5,202	167,732
Hardware:							
Hardware Subtotal: Software:							
Package Software - Maintenance	2,790						2,790
Package Software - Maintenance	,	2,712	2,739	2,766	2,794	2,822	13,833
Software Subtotal:	2,790	2,712	2,739	2,766	2,794	2,822	16,623
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							

Return on Investment Analysis

Cost Summary

	Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
	Other Subtotal:							
С	osts Total:	145,020	7,711	7,788	7,866	7,945	8,024	184,356

REV: May 21, 2018

Return on Investment Analysis

Assumptions

Date	Assumption Description
	Reduced IT support costs - Based on average of 90-hours per year. This number was taken from the 2019 DR8007CS project "Charge
	Back Processing" task annual time spent of ~450-hours times a 20% savings factor. The 20% is an estimate based on the reduction in
05-Mar-20	effort that would be necessary of moving the documents and sending emails to the various departments.
05-Mar-20	General Accounting Supervisor Time - Estimated savings of 40-hours per month.
	Improved Recover funds for departments - Savings would be derived from improved processing times and document gathering leading to
	improved collection of fees.
	Assumes a total of 5 users (1 eCommerce team user and 4 Treasurer office users)
19-Jun-20	Laserfiche licensing rate will be maintained at the 2022 rate through the remainder of the ROI period
08-Jul-20	Resources from the Courts group will completed the design, development and implementation of the Laserfiche forms and workflows

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