Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: Land Records & Super Index Implementation   **Project ID: D99214RD**

Leadership Group: Land	
Department: Clerk/Register of Deeds	**Division: Register of Deeds**
Project Sponsor: Jennifer Conte	**Date Requested: 07/24/2019** **PM Customer No. 214**
Request Type: _**New Development**_ _Enhancement_ _Customer Support_ _Planned System Maintenance or Upgrade_	
IT Team Name: Assessing & Taxation	**IT Team No: 9**

Project Manager/Leader: Wendy Conklin			
Account Number: **95719**	**Account Description:** **Clerk/ROD Automation**		**Customer Name:** **Register of Deeds**
Grant Funded? Yes **No**		**Mandate?** Yes **No** **Mandate Source:**	

Project Goal

To obtain a new system for Land Records and Super Index to begin 1/1/2021, so that the system aligns more closely with business needs and continues to evolve with the latest infrastructure, security, and technology needs.

Business Objective 1

Support contract negotiations for the selected Land Records and Super Index System as well as select a certified vendor to assist with the implementation of the new system for impacted department.

Major Deliverables
- Signed contract and Scope of Work (SOW)
- Develop a vendor implementation RFP Document
- Vendor Contact List
- Vendor Selection Criteria Matrix
  Vendor Selection Decision

Approach
- Work with customer and Corp Counsel on contract and SOW
- Create Work Breakdown Structure in Clarity for project
- Define and document solution requirements
- Develop the RFP Document
- Develop prospective vendor contact list
- Meet with stakeholders to determine selected vendor

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Business Objective 2

Implement the chosen Land Records and Super Index System for impacted departments with vendor assistance.

- Implement a centralized system that is either Vendor-hosted or Oakland County-hosted.
- Increase the consistency and accuracy of data collected
- Increase the ease, accuracy and variety of application reporting
- Utilize customer information for activity/interest tracking
- Obtain a high availability system requiring little downtime
- Obtain a system that can be customized to our business needs

Major Deliverables
- Detailed Project Plan
- Migration of Data
- Interface Implementations to select systems
- 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

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

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- 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

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users

- 100+

Divisions

- Register of Deeds
- Treasurer
- Equalization
- Local CVT's

Leadership Groups

- Land

Risk

Business Environment   Medium - Project will require some changes to existing business processes.

Technical Environment   Low - Proven and previously implemented technologies.

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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:	Jennifer Conte	As Needed

Facilities

-
-

Technical

-
-

Funding

- Paying for out of our Automation fund (Acct # to be verified)

Other

-

Priority

Constraints

-
-

Exclusions

-
-

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PROJECT PHASE AUTHORIZATION

Phase(s):		
Total Estimated Application Services	**Hours:**	
Total Estimated Technical Systems	**Hours:**	
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:**	
Preliminary Estimated Development for Future Phases	**Hours:**	
Grand Total Estimated Development	**Hours:**	**Cost:**

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PROJECT COMPLETION AUTHORIZATION

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