

Oakland County Department of Information Technology Project Scope and Approach

Project Name: G2GCS Program

Project ID: DJ2182PM

Leadership Group: IT Steering Committee					
Department: IT			Division: Application Services		
Project Sponsor: Mike Timm		Date Requested: 7/12/2022		PM Customer No. 182	
Request Type: <u>New Development</u>					
IT Team Name: eCommerce			IT Team No: J		
Project Manager/Leader: Dawn Clark-Pitts					
Account Number:	30004	Account Description:	IT – eGovernment	Customer Name:	IT - eGovernment
Grant Funded?	Yes	<u>No</u>	Mandate?	Yes	<u>No</u>
			Mandate Source:		

Project Goal

To manage and provide oversight of various projects for G2G Cloud Solutions, so that new technology and/or processes can be leveraged to gain efficiencies for current customers, as well as support staff, for G2G Cloud Solutions systems.

Business Objective

Manage overall direction of program, projects and resources and the issues log for G2G Cloud Program.

Major Deliverables

- Project Sponsor Meetings
- Program/Project Management
- Program Issues Log

Approach

- Provide updates to project sponsors regarding program
- Determine direction of program and project priorities
- Gather team to discuss manage and resolve program issues

**Oakland County
Department of Information Technology
Project Scope and Approach**

Project Name: G2GCS Program Management

Project ID: DJ0182PM

Research & Analysis

Research Recommendation – N/A

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users - All

Divisions - All

Leadership Groups - eGovernment LG

Risk

Business Environment Low - Little or no impact to existing business processes

Technical Environment Low - Proven and 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:

<u>Role:</u>	<u>Name</u>	<u>Hours per Day</u>
Project Sponsor:	Mike Timm	As Needed

Facilities

- None identified.

Technical

-

**Oakland County
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Funding

- Information Technology

Other

-

Priority

-

Constraints

- None identified.

Exclusions

- None identified.

Oakland County Department of Information Technology Project Scope and Approach

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PROJECT PHASE AUTHORIZATION

Phase(s): All	
Total Estimated Application Services	Hours: 6,000
Total Estimated Technical Systems	Hours: 1,200
Total Estimated CLEMIS	Hours: 300
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: <input type="checkbox"/> Yes <input type="checkbox"/> 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: 7,500 Cost: \$1,237,500

Oakland County Department of Information Technology Project Scope and Approach

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PROJECT COMPLETION AUTHORIZATION

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

G2GCS Program - Size Estimate (+/- 10% to 50%)

1	Type	ID	Task Name	Estimated	Estimate Notes
2				Hours	
3	Phase	DJ2182PM	G2G Program Budget	7,500	
4				7,500	

Oakland County -- G2GCS Program
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:	433,125	439,622	1,644,211	1,647,221	1,693,907	1,697,008	7,555,093
Costs:							
Development Services Subtotal:	2,553,656	2,480,807	1,065,394	1,104,754	1,097,596	1,138,145	9,440,352
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	433,125	439,622	1,644,211	1,647,221	1,693,907	1,697,008	7,555,093
Annual Total Costs	2,553,656	2,480,807	1,065,394	1,104,754	1,097,596	1,138,145	9,440,352
Annual Return on Investment	(2,120,531)	(2,041,185)	578,816	542,467	596,311	558,863	(1,885,259)
Annual Costs/Savings Ratio	589.59%	564.30%	64.80%	67.07%	64.80%	67.07%	
Project Cumulative Statistics:							
Cumulative Total Savings	433,125	872,747	2,516,958	4,164,178	5,858,085	7,555,093	7,555,093
Cumulative Total Costs	2,553,656	5,034,463	6,099,857	7,204,611	8,302,207	9,440,352	9,440,352
Cumulative Return on Investment	(2,120,531)	(4,161,716)	(3,582,899)	(3,040,433)	(2,444,122)	(1,885,259)	(1,885,259)
Cumulative Cost/Savings Ratio	589.59%	576.85%	242.35%	173.01%	141.72%	124.95%	124.95%
Year Positive Payback Achieved State or Federal Mandate?							NO PAYBACK
Signatures:							
Benefits Reviewed By Project Sponsor	_____			Date:	_____		
Costs (including IT Resources) Reviewed By Information Technology Project Manager	_____			Date:	_____		

Oakland County -- G2GCS Program

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
Reduction in Customer Support due to platform improvements	Cost Avoidance		HR	3,145	165	518,925	1.015
Reduction in Planned Maintenance and Upgrades due to platform improvements	Cost Avoidance		HR	126	165	20,708	1.015
Reduction in System Maintenance due to platform improvements	Cost Avoidance		HR	511	165	84,315	1.015
PCI - Annual Compliance Audit - IT Labor	Cost Avoidance		HR	760	165	125,400	1.015
PCI Third Party Audit - Vendor Cost	Cost Avoidance		ANN	1	67,000	67,000	1.015
PCI Enhancements	Cost Avoidance		HR	100	165	16,500	1.015
No longer marketing, implementing new G2GCS partners or products	Cost Avoidance		HR	2,625	165	433,125	1.015
No longer rewriting the shopping cart platform	Cost Avoidance		HR	2,000	165	330,000	1.015
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- G2GCS Program

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
Reduction in Customer Support due to platform improvements	Cost Avoidance			x	x	x	x			534,609.51	542,628.65	550,768.08	559,030
Reduction in Planned Maintenance and Upgrades due to platform improvements	Cost Avoidance			x		x				21,333.38		21,978.19	
Reduction in System Maintenance due to platform improvements	Cost Avoidance			x	x	x	x			86,863.42	88,166.37	89,488.87	90,831
PCI - Annual Compliance Audit - IT Labor	Cost Avoidance			x	x	x	x			129,190.22	131,128.07	133,094.99	135,091
PCI Third Party Audit - Vendor Cost	Cost Avoidance			x	x	x	x			69,025.08	70,060.45	71,111.36	72,178
PCI Enhancements	Cost Avoidance			x	x	x	x			16,998.71	17,253.69	17,512.50	17,775
No longer marketing, implementing new G2GCS partners or products	Cost Avoidance	x	x	x	x	x	x	433,125.00	439,621.88	446,216.20	452,909.45	459,703.09	466,599
No longer rewriting the shopping cart platform	Cost Avoidance			x	x	x	x			339,974.25	345,073.86	350,249.97	355,504

Oakland County -- G2GCS Program
Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:							
<i>Tangible Benefits Subtotal:</i>							
Cost Avoidance:							
Reduction in Customer Support due to platform improvements			534,610	542,629	550,768	559,030	2,187,036
Reduction in Planned Maintenance and Upgrades due to platform improvements			21,333		21,978		43,312
Reduction in System Maintenance due to platform improvements			86,863	88,166	89,489	90,831	355,350
PCI - Annual Compliance Audit - IT Labor			129,190	131,128	133,095	135,091	528,505
PCI Third Party Audit - Vendor Cost			69,025	70,060	71,111	72,178	282,375
PCI Enhancements			16,999	17,254	17,512	17,775	69,540
No longer marketing, implementing new G2GCS partners or products	433,125	439,622	446,216	452,909	459,703	466,599	2,698,174
No longer rewriting the shopping cart platform			339,974	345,074	350,250	355,504	1,390,802
<i>Cost Avoidance Subtotal:</i>	433,125	439,622	1,644,211	1,647,221	1,693,907	1,697,008	7,555,093
Intangible Benefit:							
Savings Total:	433,125	439,622	1,644,211	1,647,221	1,693,907	1,697,008	7,555,093

Oakland County -- G2GCS Program
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
eCommerce Customer Support	Development Svcs		ANN	5,576	165	919,958	1.015	x	x	x	x	x	x
eCommerce System Maintenance	Development Svcs		ANN	692	165	114,180	1.015	x	x	x	x	x	x
eCommerce PMU	Development Svcs		HR	136	165	22,358	1.015	x	x		x		x
PCI - Annual Compliance	Development Svcs		ANN	810	165	133,650	1.015	x	x				
PCI Enhancements	Development Svcs		HR	100	165	16,500	1.015	x	x				
PCI Process Migration	Development Svcs		HR	664	165	109,511	1.015	x					
G2G Program	Development Svcs		HR	7,500	165	1,237,500	1.015	x	x				
PC System - Acquisition	Hardware				639	0							
PC System - Maintenance	Hardware				3,352	0							
Laptop - Acquisition	Hardware				922	0							
Laptop - Maintenance	Hardware				3,352	0							
Tablet Notebook - Acquisition	Hardware				1,069	0							
Tablet Notebook - Maintenance	Hardware				3,352	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							
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						
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							

Oakland County -- G2GCS Program
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 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				3,769	0								
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				754	0								
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				14,170	0								
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				2,835	0								
SSL Certificate	Infrastructure				910	0								

Oakland County -- G2GCS Program
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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		
Internet Access	Infrastructure				190	0									
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure		ANN		500	0									
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure		ANN		446	0									
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$601 On Premise Physical Server = \$2,735	Infrastructure		ANN			0									
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$951 On Premise Physical Server = \$3,057	Infrastructure		ANN			0									
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$1,702 On Premise Physical Server = \$8,715	Infrastructure		ANN			0									
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$3,167 On Premise Physical Server = \$10,758	Infrastructure		ANN			0									
Extra Large - 40 Core 192GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server = \$24,137	Infrastructure		ANN			0									

Oakland County -- G2GCS Program
Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
eCommerce Customer Support	Development Svcs	919,957.50	933,756.86	947,763.22	961,979.66	976,409.36	991,055.50
eCommerce System Maintenance	Development Svcs	114,180.00	115,892.70	117,631.09	119,395.56	121,186.49	123,004.29
eCommerce PMU	Development Svcs	22,357.50	22,692.86		23,378.75		24,085.38
PCI - Annual Compliance	Development Svcs	133,650.00	135,654.75				
PCI Enhancements	Development Svcs	16,500.00	16,747.50				
PCI Process Migration	Development Svcs	109,510.50					
G2G Program	Development Svcs	1,237,500.00	1,256,062.50				
PC System - Acquisition	Hardware						
PC System - Maintenance	Hardware						
Laptop - Acquisition	Hardware						
Laptop - Maintenance	Hardware						
Tablet Notebook - Acquisition	Hardware						
Tablet Notebook - Maintenance	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						
Oracle Enterprise Software Purchase - Per Processor (4 Cores) - Requires Annual Support Below	Infrastructure						
Oracle Enterprise Software Support - Per Processor (4 Cores)	Infrastructure						
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						

Oakland County -- G2GCS Program
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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 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						
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						

Oakland County -- G2GCS Program
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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
Internet Access	Infrastructure						
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure						
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure						
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$601 On Premise Physical Server = \$2,735	Infrastructure						
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$951 On Premise Physical Server = \$3,057	Infrastructure						
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$1,702 On Premise Physical Server = \$8,715	Infrastructure						
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$3,167 On Premise Physical Server = \$10,758	Infrastructure						
Extra Large - 40 Core 192GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server = \$24,137	Infrastructure						

Oakland County -- G2GCS Program

Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
eCommerce Customer Support	919,958	933,757	947,763	961,980	976,409	991,055	5,730,922
eCommerce System Maintenance	114,180	115,893	117,631	119,396	121,186	123,004	711,290
eCommerce PMU	22,358	22,693		23,379		24,085	92,514
PCI - Annual Compliance	133,650	135,655					269,305
PCI Enhancements	16,500	16,748					33,248
G2G Program	1,237,500	1,256,063					2,493,563
PCI Process Migration	109,511						109,511
<i>Development Services Subtotal:</i>	2,553,656	2,480,807	1,065,394	1,104,754	1,097,596	1,138,145	9,440,352
Hardware:							
<i>Hardware Subtotal:</i>							
Software:							
<i>Software Subtotal:</i>							
Infrastructure:							
<i>Infrastructure Subtotal</i>							
Training:							
<i>Training Subtotal:</i>							
Other:							
<i>Other Subtotal:</i>							
Costs Total:	2,553,656	2,480,807	1,065,394	1,104,754	1,097,596	1,138,145	9,440,352

