Schumaker & Company

Technology Projects

State & Local Government Entities and Private Sector Entities

STATE & LOCAL GOVERNMENT/TECHNOLOGY ASSIGNMENTS

Wayne County Airport Authority
Detroit, Michigan

Provided services to assist the Wayne County Airport Authority (WCAA) Technology Services Division in identifying technology business initiatives and updating its annual five-year technology performance plan at the Detroit Metropolitan Wayne County Airport. This project involved assessing WCAA's technology and service needs for all 30+ divisions, plus identifying the impact of airport and/or business trends on operations, as a means to identify WCAA's technology initiatives planned for the next five (5) years. This project involved three consultants, for roughly 276 hours, with project costs of approximately $49,680.

Great Lakes Bay Michigan Works!
Midland, MI

Assisted GLBMW! by providing information technology (IT) evaluation to provide analysis and recommendations on the GLBMW's IT services; staffing levels, skills, and capabilities; departmental structure; infrastructure and computing resources; metrics and associated performance results, including incorporation of best practices; etc. This assignment involved three consultants and approximately 132 hours for project fees totaling approximately $24,845.

City of Detroit
Detroit, Michigan

Recommended cost reduction planning and potential revenue enhancement initiatives based on process mapping and analysis of key processes for designated departments (fire and public works). These plans/initiatives address risks associated with implementation, not only within the designated departments, but especially its potential impact on the delivery of services to the residents and surrounding communities. Schumaker & Company conducted on-site analysis using interviews, process team meetings, and other research methods. This project involved six consultants, for roughly 1,350 hours, with project costs of approximately $220,000.

Town of Hilton Head Island
Hilton Head, South Carolina

Provided services related to an assessment of the Town of Hilton Head Island's (Town) current business processes, organization structure, staffing levels, and software that support the management of the Town's employee information. This study evaluated the performance of the subject organization, staffing, operations, and costs with the intended final result of identifying opportunities for improving/revising/ replacing the processes, organization structure, staffing levels, and software. This project involved three consultants, with project hours of roughly 170 hours, with project costs of approximately $24,700.

State of Michigan / Department of Environmental Quality, Air Quality Division
Lansing, Michigan

The State of Michigan Department of Environmental Quality Air Quality Division (AQD) needed a thorough and comprehensive assessment of existing systems and processes. Their existing processes seemed inefficient, and their existing systems needed significant improvement. Schumaker & Company delivered a comprehensive business process re-engineering strategy and a high-level project plan for systems redesign efforts. By working closely with AQD staff and understanding their needs, Schumaker & Company was able to outline process improvements, scope system improvements, and deliver a strategy that exceeded expectations. This project involved five consultants, with project costs of approximately $67,820.

Schumaker & Company

STATE & LOCAL GOVERNMENT/TECHNOLOGY ASSIGNMENTS

City of Dearborn
Dearborn, Michigan

Like many organizations, the City of Dearborn was faced with delivering essential services to its citizens with a reduced level of resources – both financial and human resources. The City was looking to streamline and consolidate its operations, eliminate non-essential services, and optimize overall level of resources involved in achieving its goals.

Schumaker & Company provided consulting services to the City's Technology Committee regarding a definition of the role of the Technology Committee in relation to its five subcommittees, to MIS, and to City administration so that problems are efficiently resolved and progress is steady, definition of the role of the five subcommittees, and establishment of a one-year development plan to carry forward the recommendations of a previously-defined Technology Committee report. Some of the activities included:

♦ Assessed existing technology (hardware and software) and identify upcoming needs.

♦ Ranked, grouped, and sequenced identified items/tasks to support these needs and provided expected timelines for work; identified workload for Technology Committee, MIS, and other City departments.

♦ Identified current/emergent skill/resource deficiencies and recommended ways to solve them.

♦ Specified outsourcing tasks or other methods to achieve the recommendations, as appropriate.

♦ Defined roles and the procedures to follow in carrying out the responsibilities of all those tasked in the Technology Committee report, including problem resolution, and provided training.

♦ Created a one-year technology development plan.

This project involved four consultants, with project costs of approximately $52,650.

State of Michigan Department of Environmental Quality
Lansing, Michigan

Reengineered Department of Environmental Quality's records management and implemented a pilot electronic document management system (EDMS) in the Storage Tank and Environmental Response divisions. Reviewed and documented existing business processes for re-engineering with EDMS. Created file list, file structure and indexing for database of files; established processes and priorities for back file conversion; and established processes for electronic imaging of records going forward. This project involved four consultants and 6 to 10 production interns for project costs of approximately $1.2 million.

STATE & LOCAL GOVERNMENT/TECHNOLOGY ASSIGNMENTS

State of Michigan Department of Community Health
Lansing, Michigan

Provided project management services to the Michigan Department of Community Health (MDCH), as MDCH located a vendor who could provide enrollment, eligibility, pharmacy benefits management services (including claims administration and operations of a point-of-sale system), and clinical management programs for the State's Elder Prescription Insurance Coverage (EPIC) beneficiaries. Then, following contract award to the vendor, our firm managed implementation activities. Major steps include:

♦ Project planning/schedule development/monitoring

♦ Request for proposal analysis and development

♦ RFP evaluation, including assessment of bid responses, provision of counsel/advice to joint evaluation committee members, and appeal justification

♦ Implementation (project initiation, requirements definition, systems analysis/general design, technical design, development, and operations)

This project involved three consultants, with project costs of approximately $540,000.

State of Michigan Department of Community Health
Lansing, Michigan

Provided quality assurance and project planning services to the Michigan Department of Community Health (MDCH), as MDCH management located a vendor is provide pharmacy benefits management services, including claims administration and operations of a point-of-sale (POS) system, clinical consultation programs, and disease state management programs for the State's Medicaid fee-for-service (FFS), Children's Special Health Care Services (CSHCS), Refugee Assistance Services (RAS), and State Medical Program (SMP) beneficiaries. Then, following contract award, to monitor implementation activities. Major steps include:

♦ Project planning/schedule development/monitoring

♦ RFP analysis and development

♦ RFP evaluation, including assessment of bid responses, provision of counsel and advice to joint evaluation committee members, and appeal justification

♦ Implementation (project initiation, requirements definition, systems analysis/general design, technical design, development, and operations)

This project involved three consultants, with project costs expected to cost approximately $256,000.

State of Michigan / Department of Community Health, Medicaid Services Administration
Lansing, Michigan

Assisted program staff by developing a request for proposal for Executive Information System (EIS) and Decision Support System (DSS) to analyze and report managed care data on the State's data warehouse. Helped through initial phases of procurement process. The project fees totaled approximately $12,000.

Schumaker & Company

STATE & LOCAL GOVERNMENT/TECHNOLOGY ASSIGNMENTS

State of Michigan / Department of Community Health, Medicaid Services Administration
Lansing, Michigan

Provided quality assurance (QA) assistance to the MDCH as it began administration of over 29 medical assistance programs. Initially, provided QA assistance to a multiple department task force established to quickly develop a scope paper and detailed master plan and schedule for implementation of a *Medicaid Eligibility Decision Support System*. Following this initial 60-day effort, we provided QA services for preliminary design/ implementation steps until the decision was made to move eligibility determination to FIA. Subsequently, we provided QA services for the feasibility analysis of a pre-screening package for local health departments and community agencies. We developed a master QA plan and provided QA support. The project fees for project totaled approximately $90,000.

State of Michigan Department of Environmental Quality
Lansing, Michigan

Provided an oversight and quality assurance role for the Department of Environmental Quality's records management program. Xerox was selected as the imaging hardware and software provider for this project, which involves the digital imaging, cataloging, and retention of environmental related documents (documents, engineering drawings, photographs) pertaining to *Super Fund* projects. The initial phase of this project involved a diagnostic review of the existing situation, identifying issues impeding complete implementation, and suggesting a program for moving the project forward. The project fees for this phase totaled roughly $17,500. Following this phase, we proposed providing implementation support for the Environmental Response and Storage Tank divisions, as well as other divisions and offices, as necessary.

State of Michigan / Department of Treasury, Department of Management & Budget, and Family Independence Agency
Lansing, Michigan

Performed a study of the existing work processes and systems for printing and disbursing State of Michigan warrants, resulting in the following:

♦ Review and assessment of the current situation and existing policy, processes, and procedures

♦ Findings, conclusions and recommendations, including identification of alternative technologies for enhancing quality, controls, and efficiency of operations

♦ Surveys of other organizations

♦ Alternatives and associated cost analysis

♦ Implementation strategy and plan

This three-month assignment involved six consultants and approximately 1,100 hours for project fees totaling approximately $151,500.

STATE & LOCAL GOVERNMENT/TECHNOLOGY ASSIGNMENTS

State of Michigan / Consumer & Industry Services Insurance Bureau
Lansing, Michigan

Studied and documented work flows, office space design, policies, procedures, regulations and laws, manual and computer systems, telephone systems, and processes used by the Consumer Assistance Section (CAS) and also interactions with other Bureau organizations. Based on the results of this extensive study and benchmark research into other similar customer service/help desk operations, we recommended ways to improve the effectiveness and efficiency of CAS operations and also develop performance measures for highlighting changes in operations. The project fees for the assignment totaled approximately $17,500.

Town of Middleborough Gas & Electric Department
Middleborough, Massachusetts

Performed a competitive assessment of the operations of this municipal gas and electric department, which included a management review of all functional areas, benchmarking of major performance indicators in relation to other Massachusetts municipalities and the best practices of other public and investor-owned utilities. Two consultants spent about 300 hours over a four-month period. Subsequently Schumaker & Company has been providing strategic planning and information technology assessment and planning services to this organization. The costs of these projects totaled approximately $150,000.

State of Michigan Family Independence Agency
Lansing, Michigan

Team: Patricia Schumaker
Acted as quality assurance monitor for a 150-person systems group responsible for developing, operating, and supporting the Child Support Enforcement System (CSES) in Lansing and at Michigan's county offices. Helped develop plans and begin implementation to migrate towards newer technology from an old character-based application running on mainframe computers. Developed analysis documents discussing strengths, weaknesses, and responsiveness of CSES activities, work products, and deliverables. Provided assistance in identifying testing requirements and developing test plans. Performed analysis of all existing hardware, software and personnel contracts, including compliance with contract terms. Helped prepare and evaluate ITB or statement of work documents for solicitation of vendors. The project fees totaled approximately $305,000.

State of Michigan Department of Labor
Lansing, Michigan

Performed an organizational structure and management review of the Bureau of Departmental Services within the Department of Labor to identify inefficiencies and redundancies within the work flows between the Office of Budget, Finance, and Administrative Services and the Office of Technology and Information Systems. We also made numerous recommendations for streamlining operations. This six-month assignment involved two consultants and approximately 400 hours. During a follow-up project, we developed a framework for implementing bureau-wide procedures.

Schumaker & Company

STATE & LOCAL GOVERNMENT/TECHNOLOGY ASSIGNMENTS

Various Utility Organizations on Behalf of State Regulatory Commissions

With advances in the field of information technology, utilities have become increasingly dependent on their information systems to support and perform their business processes. As such, the adequacy of the installed systems to perform the required tasks is critical to the effectiveness and efficiency of the utility's operations. Additionally, utilities spend large amounts of money each year to upgrade, maintain, and operate their internal IT systems. It is important that this money is well spent and is producing the required results at an economic level of expense. Among other issues, Schumaker & Company has evaluated the information technology (IT) function regarding its role in supporting operations and providing adequate and timely management information and data, assessed short- and long-range planning processes and methods by which the IT organization evaluates performance against plan to determine whether these plans support overall company goals and objectives, and reviewed policies and procedures by which IT services (including hardware, software, communication lines, office systems, and technical support) are allocated to users. Examples of utility organizations where Schumaker & Company performed a review and assessment of technology for the state regulatory commission include:

ALLTEL Pennsylvania/ALLTEL	Pennsylvania-American Water Company/American Water
Commonwealth Telephone Company	Pennsylvania Gas and Water Company
Equitable Gas Company/EQT	Pennsylvania Power & Light Company
Jersey Central Power & Light Company/FirstEnergy	Philadelphia Gas Works
Kentucky-American Water Company/American Water	Philadelphia Suburban Water Company/PA Enterprises
Kingsport Power Company/AEP	Union Light Heat & Power
National Fuel Gas Distribution Corporation	West Texas Utilities Company/CSW
PECO Energy Company/Exelon	Western Kentucky Gas Company/ATMOS

Individual references can be provided upon request.

PRIVATE SECTOR TECHNOLOGY ASSIGNMENTS

University Office Technologies (U-TEC)
Ann Arbor, Michigan

Provided on-going technical support to their document output industry and the vast capabilities of the hardware and software products they supply, including:

♦ Installation of new Windows 2008 R2 server with Hyper-v
♦ Migration of Active Directory, DNS and DHCP 2003 SBS to 2008 R2
♦ Migration of OMD software from Windows Server 2003 SBS to Windows Server 2008 R2
♦ Migration of Windows and ODM profiles form Windows 2003 to Windows 2008 R2
♦ Virus removal on laptops with Windows Vista
♦ Configure and Implementation of VPN so employees can work remotely. (Netgear firewall)
♦ Quotation of new; server, laptops and desktops that would facilitate current needs

Also assisted their "Your Peace of Mind" organization with the following:

♦ Migration of Terminal Server from 2003 to 2008
♦ Migration of WYSE from Terminal Server 2003 to 2008
♦ Migration of Windows profiles form Windows Server 2003 to 2008
♦ Migration of email from GoDaddy to Exchange
♦ Quotation of new server that would have proper hardware

Ameri-serv
Dexter, Michigan

Performed as the information technology department for this multi-state provider of vending services. Provided project management, planning, development, and implementation of the network infrastructure and associated business systems. Provided assistance in the procurement and installation of new line of business application for the business.

O'Neal Construction
Ann Arbor, Michigan

Operated as the information technology for this multi state construction company. Provided project management, planning, development, and implementation of the network infrastructure and associated business systems. Began relationship as the company's internal IT department, as it has no full-time IT staff, with our firm responsible for all IT support, including network infrastructure upgrade, support, and maintenance; business requirements and needs analysis; software selection; and custom application development. Documented and assessed business processes, made recommendations for improving business processes, and identified how these business processes would need to be changed using the different network infrastructure and customer applications. Current configuration consists of over 50 workstations/laptops located at main office and at construction jobsites and four different servers supporting various applications.

Holcim Corporation
Ann Arbor, Michigan

Developed new programming methodologies and enhancements for a graphical data analysis system. The system allows business intelligence data to be shown in a wide variety of graphical displays for purposes of market and trend analysis. The project included requirements definition and functional specifications, as well as database design and implementation of programmatic functions that allow automatic graphical formatting of data. Technologies used included Microsoft Access, Visual Basic, and Office Object Libraries. This assignment involved three consultants over a five-month time period totaling approximately 350 hours and $35,000 in costs.

Schumaker & Company

PRIVATE SECTOR TECHNOLOGY ASSIGNMENTS

Holcim Corporation
Ann Arbor and Dundee, Michigan

Designed, developed, and implemented a three-tier business intelligence system for this multinational cement company. The system allows entry of strategic information by salespeople for purposes of market and trend analysis. Holcim previously was limited to an annual market study; however, the new system will allow the company to evaluate strategic data on an ad-hoc basis. The project included requirements definition, custom database design, and implementation of programming layers that govern security, business rules and data access, implementation of both client-server and web-based user interfaces, as well as consultative and project management services to Holcim marketing and technical staff. Technologies used included Microsoft Access, Oracle 8i, Visual Basic, ASP, JavaScript, Dreamweaver, and COM. This assignment involved three consultants over a 12-month time period totaling approximately 1,200 hours and $120,000 in costs.

Kapnick Insurance
Adrian, Michigan

Provided strategic consultation related to upgrade of Exchange 5.5. to Exchange 2000, including Active Directory Design and Implementation. Installation of first AD Domain Controller and Exchange 2000 server. Process planning and performance benchmarking for data migration process. Scripting solutions related to security and user account migration. Configuration of Internet firewall for OWA/HTTPS and SMTP traffic. Evaluation of anti-virus and content filtering vendors for Internet mail. Troubleshooting of performance and security issues in new server farm.

Ann Arbor Plastics
Ann Arbor, Michigan

Performed a business process reengineering project to identify potential opportunities for improvements in the flow of information and paperwork in the materials management and order entry/fulfillment processes. Developed detailed flowcharts of existing business process flows. Analysis of the flows revealed numerous potential areas for improvement. Formulated a listing of recommendations to take advantage of opportunities for improvement. Implementation of the recommendations by company management resulted in significant gains in the efficiency and cost effectiveness of the overall business process. Assisted in identification of an enterprise resource planning (ERP) system that would better meet the company's needs, especially in regard to the ability to support projected future growth, and assisted with implementation.

Bosquett & Company
Detroit, Michigan

Implemented hardware upgrades and new networking infrastructure for an insurance services company. Assisted the network administrator and staff to replace and/or upgrade existing hardware to maximize usage. Additionally, Schumaker & Company assisted with the migration to a more efficient Windows 2000 server, and the upgrade of applied systems WinTam Software. Schumaker staff also assisted in user software training and continues to assist Bosquett & Company in a technology services support role as needs arise.

PRIVATE SECTOR TECHNOLOGY ASSIGNMENTS

Accuma Corporation
Statesville, North Carolina

Implemented an ERP package for manufacturer of automotive and marine battery casings and components. The project includes identifying and implementing other business process improvements. The primary functional areas of attention are the implementation of the ability to schedule the production of the factory under an MRP environment and to implement real time reporting of work order status and scrap production. Initial process improvement initiatives were improving the scrap reporting process, reducing the amount of scrap produced, improving the accuracy of the bills of materials and routings, and improving the accuracy of inventory transactions and perpetual inventory. The project team focused on the implementation of an improved ad hoc reporting software package.

Thorondor International
Ann Arbor, Michigan

Aided organization in local area network migration from Novell NetWare to Windows NT environment. Configured NT Server, Microsoft Exchange Server, and workstations using Windows 98, Exchange Client, and Outlook for electronic mail messages. Trained staff in use of client/server environment and applicable software packages.

M-CARE
Ann Arbor, Michigan

Designed, developed, implemented, and supported a participating provider database application for M-CARE, the health management organization designed by the University of Michigan. This application allows M-CARE staff and providers to maintain up-to-the-minute information about participating providers, including location and specialization, for M-CARE participants. The application provides management information that is printed and distributed to M-CARE providers as quarterly provider directories. This application was developed using Access/VBA.

LaLonde & Co.
Ann Arbor, Michigan

Developed networking plan for Windows and Macintosh platforms. Provided general computer and software support and training. Designed and implemented Access/VBA database for M-Care organization that allows them to maintain health care provider data and provide quarterly provider directories. Created Web sites implementing LaLonde's graphic designs for Nichols, Sacks, Slank and Sweet; NuStep, Inc.; NSF International; Kelsey Law Offices, Ann Arbor Bone & Joint, etc.

Baltimore Cass Auto Wash
Livonia, Michigan

Designed, developed, implemented, and supported a billing and accounts receivable application. This application summarizes and tracks charges incurred by Auto Wash customers who have standing contracts (such as Detroit Edison, the City of Detroit and other major companies) for their services. The application supports the monthly billing and accounts receivable process. This application was developed using Access 2000/VBA.

Servant Publications
Ann Arbor, Michigan

Assisted organization by performing technology and systems integration activities involving its network. Performed installation of Microsoft Exchange Server and configuration of workstations using Exchange client and Outlook client for electronic mail messages. Implemented network with demand connection to Internet Service Provider (ISP) and configured workstations for browsing Internet.

Design & Test Technology
Ann Arbor, Michigan

Assisted in IT improvements, including workstation hardware and software upgrades, reconfiguring of Windows NT server, implementation of Exchange mail system, and enhancing Internet access capabilities. Provided ongoing support of network, provided software training, and developed information technology documentation.

JARC
Southfield, Michigan

Performed a needs assessment to identify necessary additions/changes to upgrade hardware/software of a Novell network and helped implementation efforts including:

♦ Vendor evaluation
♦ Fileserver upgrades, network expansion and growth
♦ Tape backup system
♦ High capacity printing
♦ Service and support/training

High Scope, Education Research Foundation
Ypsilanti, Michigan

Provided consulting to non-profit organization by reviewing existing accounting, press fulfillment, workshop/seminar registration, marketing, and professional school credit groups and the systems that support these groups. Investigated possible directions, suggested alternatives for hardware and software, and recommended course of action.

Applied Dynamics International
Ann Arbor, Michigan

Provided consulting to manufacturing firm by reviewing its efforts to convert all of its computer applications to alternative hardware, resulting in a recommendation that the project scope be expanded and that the following activities be taken:

♦ Complete and thorough review of existing information flow, both manual and automated, for all functional areas
♦ Needs assessment for overall organization and individual departments and function
♦ Implementation planning, monitoring, and review
♦ Modification of policies/procedures based on review of existing information system and needs assessment
♦ Evaluation and selection of vendors for packages
♦ Package installation activities and modification of applications not replaced by packages

We also helped with a needs assessment, implementation planning, monitoring, and review, and evaluation and selection of vendors for packages.