

# CHANGE REQUEST / AMENDMENT

## RT19002 - ASRS Information Protection and Security

### Arizona State Retirement System

**Original Budget:**

Total Development Budget    \$ 2,741,608.67  
Total Operational Budget       \$   329,460.30  
Total Project Budget            \$ 3,071,068.97  
Current End Date:                6/30/2024

**Areas Affected:**

End Date                            No  
Development Costs                No  
Scope                                Yes  
Revised End Date:

**Change Description:**

AMENDMENT: (11/17/21 ITAC)

ASRS is requesting additional scope for Phase 5 of the IPS project to include identifying and securely sending caller data to Qualtrics so that satisfaction surveys can be sent to ASRS members who call. They are not requesting any additional time or funding.

Phase 5 was estimated to begin in 2023, however due to the requirement for State Agencies to migrate to the Genesys call center application, ASRS used this opportunity to achieve the primary purpose of Phase 5, while completing the migration from Finesse to Genesys. Recently, ASRS learned that Genesys does not support the same satisfaction survey functionality that we currently have with Finesse. While discussing options, they learned that the requirement to survey callers directly after the call has changed and the ASRS' preference is to send the demographic data to Qualtrics so they can survey callers sometime after the call is wrapped up.

The additional scope for collecting and sending incoming caller data to Qualtrics will not result in any additional costs. However, this will improve the ASRS' ability to conduct advanced satisfaction surveys and response analysis for members who call.

Expand the scope of IPS Phase 5 to include saving and sending demographic data for incoming callers to Qualtrics so that satisfaction surveys can be completed.

The ability to survey callers must be completed before the ASRS can complete the migration from Genesys to Finesse and will be the team's top priority until complete.

AMENDMENT: (09/16/20 ITAC)

The IPS PIJ was placed on hold so this team could be assigned to the Oracle Modernization PIJ. One of the teams assigned to the Oracle Modernization PIJ was reassigned to a critical security project at the request of the ASRS Senior Management Team / Change Control Board. Both teams have completed their obligations and the IPS project is now ready to begin. ASRS is requesting that the start date be moved to 9-14-20 and the end date moved to 6-30-24 to coincide with the fiscal year end. No other changes are needed.