

Online Licensing and Portal Solution

State of Arizona – Department of Gaming

Change Request

March 31, 2022



**Arizona Department
of Gaming**

Agency Vision

*World-Class Gaming Regulation for a
Stronger Arizona*

Agency Mission

To ethically and effectively regulate gaming, event wagering & fantasy sports contests, horse racing, and unarmed combat sports, while ensuring that they are conducted in a socially responsible manner.



Project Team Introduction

Roles Present at ITAC

- Ted Vogt - Director
- Rudy Casillas - Deputy Director
- Andrew Hawkes - Project Manager
- Scott Swanson - I.T. Manager

Project Introduction

Date/high-level overview of the approved original project investment justification (PIJ):

On *October 20, 2021*, ADOA ASET approved the original project investment justification (PIJ) to procure the *Salesforce E-licensing* solution.

This solution:

- *Will be used to streamline gaming certifications (employee and vendor)*
- *Is a custom Salesforce application*
- *Is CJIS Compliant*
- *Provides secure portals that streamline authorizations, payments, and on demand document and information sharing between ADG, Tribal Gaming Offices, and applicants*
- *Eliminates data entry by using online applications that flow directly into our licensing system*
- *Is a step toward Gaming retiring antiquated legacy database systems*

After vetting numerous Salesforce Integrators, MTX was selected to create our e-licensing platform.

The original PIJ spanned *12 weeks* and had development costs of *\$1,231,371*.

Project Change Request Overview

What in the PIJ is changing?:

- ✓ Timeline
 - From 12 weeks to 18 weeks
- ✓ Scope
 - Descoping DocuSign integration, and Adding DrawLoop integration, In-person training, significant data cleanup, and several system enhancements identified during UAT.
- ✓ Budget
 - From \$1,231,371 to \$1,464,079 (difference is \$232,708 or 18.9% of orig. development)

What initiated this change?:

- **DrawLoop instead of DocuSign:** Post Go-Live Customizability and CJIS compliance
- **In-person training:** Request from Deputy Director due to concerns with remote training
- **Data Cleanup:** A combination of legacy database inability to export clean data and years of data entry errors due to lack of data validation in legacy system.
- **System Enhancements:** UAT helped ADG I.D. several improvements and many of them were not in the original business requirements or contradicted initial instructions.

Q & A Session