

Salesforce Expansion - APF

State of Arizona – Industrial Commission

Change Request

3/16/22

Agency Vision

To be the best state in the proactive, collaborative, and steadfast protection of the life, health, safety, and welfare of the workforce.

Agency Mission

To efficiently administer and effectively oversee all applicable laws related to the protection of life, health, safety, and welfare of employees within the state.



Description of Project

- **Project Phases**

- Phase 1 - ADOSH Consultation Section Salesforce Project, which will include integration with Federal Occupational Safety and Health Administration (OSHA) systems.
- Phase 2 - ADOSH Boiler and Elevator Section Salesforce Project.
- Phase 3 - Accounting System Expansion.
 - Part 1 - Municipal Firefighter Cancer Reimbursement (MFCR).
 - Part 2 - Workers' Compensation Assessment (WCA).

Description of Project

- **Project Objectives**

- To bring the Arizona Division of Occupational Safety and Health (ADOSH) Consultation Section (Phase 1) & Boiler/Elevator Section (Phase 2) onto the ICA's current Salesforce Lightning platform and to strategically expand the Accounting Divisions existing Salesforce system (Phase 3).
- The Project will aid the ICA in aligning with State and Agency Strategic Goals, as follows:
 - Operational Excellence Through Continuous Improvement.
 - Efficient Customer Service Through Wise Use of Technology.
 - Efficient and Accountable Government – Accelerating Agency Performance.
 - IT Performance, Services Online.
 - Speed of Service and Drive Innovative IT Solutions.
 - Improving Processes and Managing Risk.

Description of Project

- **Phase 1 (ADOSH Consultation) Project Overview**
 - ADOSH's Consultation section is responsible for safety and health education and training services, including onsite consultation visits, seminars, and partnership programs.
 - Features/Benefits of Phase 1 include:
 - Eliminate duplicate data entry and manual processes.
 - Deploy customer-facing functionalities that will improve the customer experience, including webforms.
 - Integrate with the existing ICA Salesforce platform to facilitate seamless transmission of data between ICA Divisions.
 - Superior case management and case monitoring tools for ADOSH Consultation staff and management.
 - Enhanced data collection, analytics, and reporting.
 - Transition to a paperless system to reduce paper and mail costs.
 - Interface with the OSHA Information System (OIS) (via an XML/SFTP interface).
 - Integrated template/document creation (Nintex Drawloop) and document management (Box).

Description of Project

- **Phase 2 (Boilers and Elevators) Project Overview**
 - ADOSH's Elevator/Boiler section is equipment focused. The section is focussed on protecting the general public from injury or death arising from unsafe boilers or elevators.
 - Features/Benefits of Phase 2 include:
 - Implement matter management and matter monitoring tools for Elevator/Boiler staff.
 - Improved workflows to increase quality and efficiency.
 - Enhanced data collection, analytics, and reporting.
 - Transition to a paperless system to reduce paper and mail cost.
 - Reduction in usage of manual processes.
 - Improved customer experience and customer service, including enhanced communication, automated scheduling.
 - Ability for inspectors to seamlessly complete work in the field using a tablet computer.
 - Integrated template/document creation (Nintex Drawloop) and document management (Box).
 - Automated inspection route planning functionality (Elevators).

Description of Project

- **Phase 3 (Accounting System Expansion) Project Overview**

- The ICA currently administers two assessment programs: Municipal Firefighter Cancer Reimbursement program (“MFCR”) and Workers’ Compensation Assessments (WCA).
 - Part 1 - MFCR: MFCR is a new program in 2022 and the process has not yet been automated. The MFCR program requires the ICA to assess an annual fee on cities and towns and to proportionally distribute the fund annually based on actual amounts paid by municipal payers (self-insured employers, self-insurance pools, and insurance carriers) for eligible firefighter and fire investigator cancer-related workers’ compensation expenses.
 - Part 2 - WCA: All insurance carriers that are authorized to write workers’ compensation insurance in the State of Arizona are subject to workers’ compensation assessments.
- Features/Benefits of Phase 3 include:
 - Enhanced workflow to improve quality and efficiency of staff.
 - Enhanced data collection, analytics, and reporting.
 - Reduced paper and mail costs.
 - Reduction in usage of manual processes.
 - Improved customer experience and customer service, including enhanced communication, assessment filing reminders, and webform functionalities.
 - Integrated template/document creation (Nintex Drawloop) and document management (Box).

Project Change Request Overview

What in the PIJ is changing?

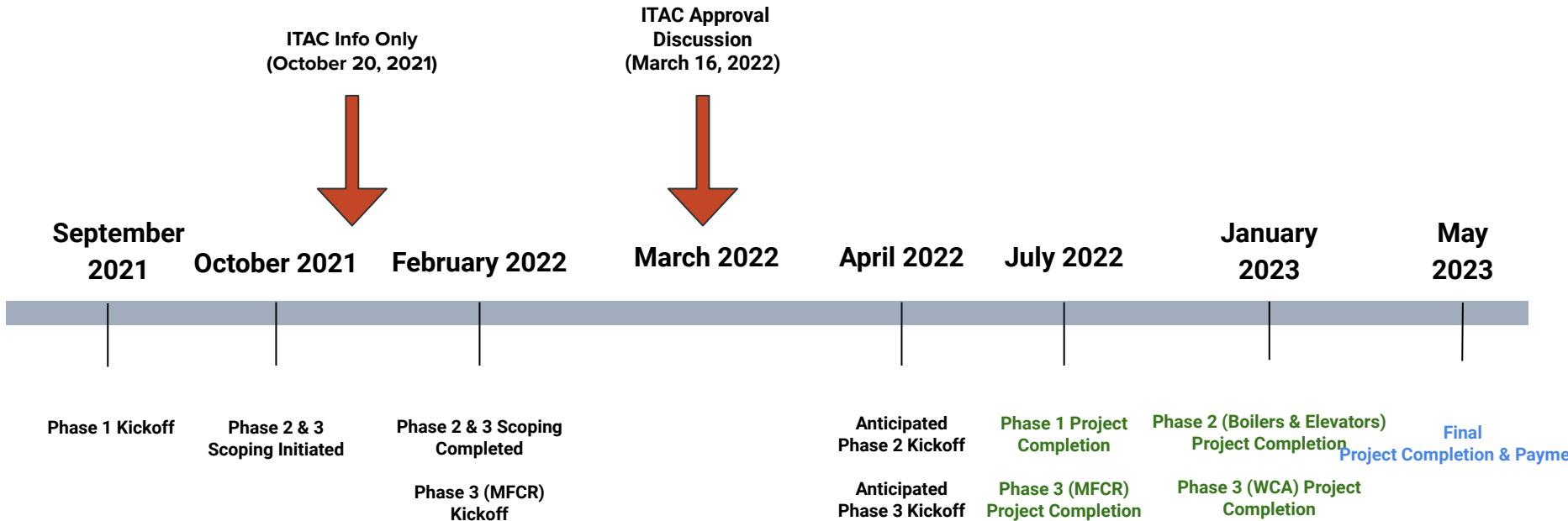
- ❑ Scope
 - Including all three phases of the project, which increases the overall development cost. The phases have been added, as discovery by development partners has been completed.
- ❑ Budget
 - From \$500,868 to \$1,464,437

What initiated this change?

- *Completion of discovery for Phase 2 - ADOSH Boiler and Elevator.*
- *Completion of discovery for Phase 3 - Municipal Firefighter Cancer Reimbursement & Workers' Compensation Assessments.*

Project Timeline (Revised)

Current Timeline for Solution



Why the ITAC Change Request?

- Due to APF Funding Reporting Requirements - 3 Projects (Phase 1, 2, & 3) were combined into 1 PIJ - IC22001.
 - Phase 1 (ADOSH Consultation Project) - PIJ approved by ADOA ASET on September 7, 2021, as under \$1 million development - \$500,868.
 - Phase 3 (Accounting System Expansion)
 - Part 1 (MFCR) - PIJ Change Request approved by ADOA ASET on February 4, 2022; brought the total cost to \$691,001.95.
- Change in Scope
 - Phase 3 (Accounting System Expansion)
 - Part 2 (WCA) - Discovery and scoping completed on February 7, 2022.
 - Phase 2 (ADOSH Elevators & Boilers Project) - Discovery and scoping completed on February 11, 2022.
 - Phase 2 & Phase 3, Part 2 bring the total cost of the project to \$1,464,437.00.
 - Project Change Request for Phase 2 and Phase 3, Part 2 are pending upon ITAC approval