

MRT Licensing in Salesforce

State of Arizona – DHS

Project Investment Justification (PIJ)

May 25, 2022



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Agency Vision

Health and Wellness for all Arizonans

Agency Mission

To promote, protect, and improve the health and wellness of individuals and communities in Arizona.



Team Introduction

Roles Present at ITAC

- Scott Ward - Senior IT Project Manager
- Luke Evans - IT Project Management Office Manager

Proposed Solution

Due Diligence and Method of Procurement

After due diligence, Salesforce was selected as the statewide enterprise solution for processing licensing applications and has been successfully used to automate Medical Marijuana, Adult Use Marijuana, Covid-19 Inspections and Child Care Facility applications since 2019.

Technology

The Agency's vision of licensure processing consists of a centralized eLicensing system that significantly minimizes processes that use paper. Since 2019, the Agency has supported this vision to deliver a modernized solution built on the Salesforce platform.

Proposed Solution

Overview of Proposed Solution

To align with the ADHS Division of Licensing's strategic direction and leverage the over \$15 million invested thus far, ADHS will integrate MRT licensure processing into the existing eLicensing Salesforce platform that currently supports marijuana licensing and COVID-19 complaints, Child Care, and COVID 19 inspections. Benefits include a single platform, making it easier to add additional licensing types, consolidating and modernizing the Division of Licensing's technology, improving the staff and public experience and efficiencies, and improving the overall ease of data analysis.

1. Public experience enhancements reduce the number of support calls
2. An information system allows for easier key performance indicator monitoring across all available licensing types and the ability to easily analyze data across multiple lines of business to react faster to continuous improvement opportunities.

Future projects for inclusion in the Salesforce platform may include other special licensing product to include Health Care Institutions, Certified Laser Technicians, Speech and Hearing, Midwives, etc.

Project Introduction

Stated Operational/Business Issue

The Bureau of Special Licensings processes

- Over 12,000 Medical Radiologic Technician (MRT) paper applications received annually
- Over 12,000 payments processed manually
- Send over 12,000 licenses through the mail to applicants upon approval.

5 FTEs spend twenty percent of their time opening and logging the paper applications.

Benefit to the State Agency and Constituents

This eLicensing application allows for:

- All applications will be submitted electronically through Salesforce
- Applications will be processed completely through Salesforce
- All notice types will be sent to applicants through Salesforce
- All licensees will be able to download and print their licenses from Salesforce
- Online payments for 100% of applicants
- 100% reduction in mailroom activity for MRT applications and licenses.

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Project Management
2. Requirements Approval
3. ADA Compliance
4. User Acceptance Testing
5. Test Automation Maintenance

Shared

1. Discovery process
2. Requirements Gathering
3. Requirements Grooming

Vendor/Contractor

1. Needs Assessments
2. Development efforts
3. Quality Assurance
4. Regression Testing
5. User Training

Project Costs

Project Costs by Category	FY--22	FY--23	FY--24	FY--25	FY--26	Total
Professional & Outside Services (Contractors)	632,000	60,000				692,000
Hardware						
Software						
Communications						
Facilities						
License & Maintenance Fees		10,483	10,483	10,482	10,482	41,930
Other Operational Expenditures						
Total Development	632,000	60,000				692,000
Total Operational		10,483	10,483	10,482	10,482	41,930

What Success Looks Like

Change Management

Project Milestones

- a. MRT Portal Functionality Tiles/ Initial App Front-end
- b. MRT Initial App Back-end/MRT Sub Portal
- c. MRT Void App/MRT Card Creation
- d. MRT Renewal App/ Change App
- e. MRT Enforcement/Investigation/Complaints
- f. MRT AZ Care Check/ UAT Regression/Release and Hypercare

Measures of Success

- a. 100% reduction in mail room activity for MRT Applications by September 2022
- b. Reduction in time required obtaining missing documentation
- c. Licensee's printing 100% their licenses from Salesforce by September 2022

Q & A Session

Appendix