

Business One Stop – AS21008

State of Arizona – Administration
Change Request

June 15, 2022

ARIZONA
BUSINESS ONE STOP



Project Team Introduction

Roles Present at ITAC

- Sabrina Canela - Business One Stop Program Manager
- Curtis Galluzzo - Senior Business Analyst
- Olu Omodara - Project Manager

Project Introduction

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

Business One Stop, is a single online location to help citizens & businesses plan, start, grow, move, & close businesses in Arizona through a secure, digital experience that does not require in-person interaction. The portal is being developed by the Department of Administration on behalf of the Department of Transportation, the Department of Revenue, the Secretary of State, the Arizona Corporation Commission and the Arizona Commerce Authority.

Project Change Request Overview

What in the PIJ is changing?:

- ✓ Timeline
 - From July 14, 2022 to June 30, 2023
- ☐ Scope
 - Descoping ____ and/or Adding ____
- ☐ Budget
 - From \$____ to \$____

What initiated this change?:

- The current anticipated completion date for Phase 1 development is June 30, 2022. At this time, the Program anticipates all development work will be completed by the projected end date; however, in order to ensure we are delivering a stable and secure product, we would like to request an extension on the deployment timeline through August 3, 2022. This extension is 3-weeks beyond the original July 14, 2022 original end date. Additionally, as Phase 1 funds have been approved for use on maintenance and operational expense as well as Phase 2 planning, the Program requests that funds remain available through June 30, 2023.

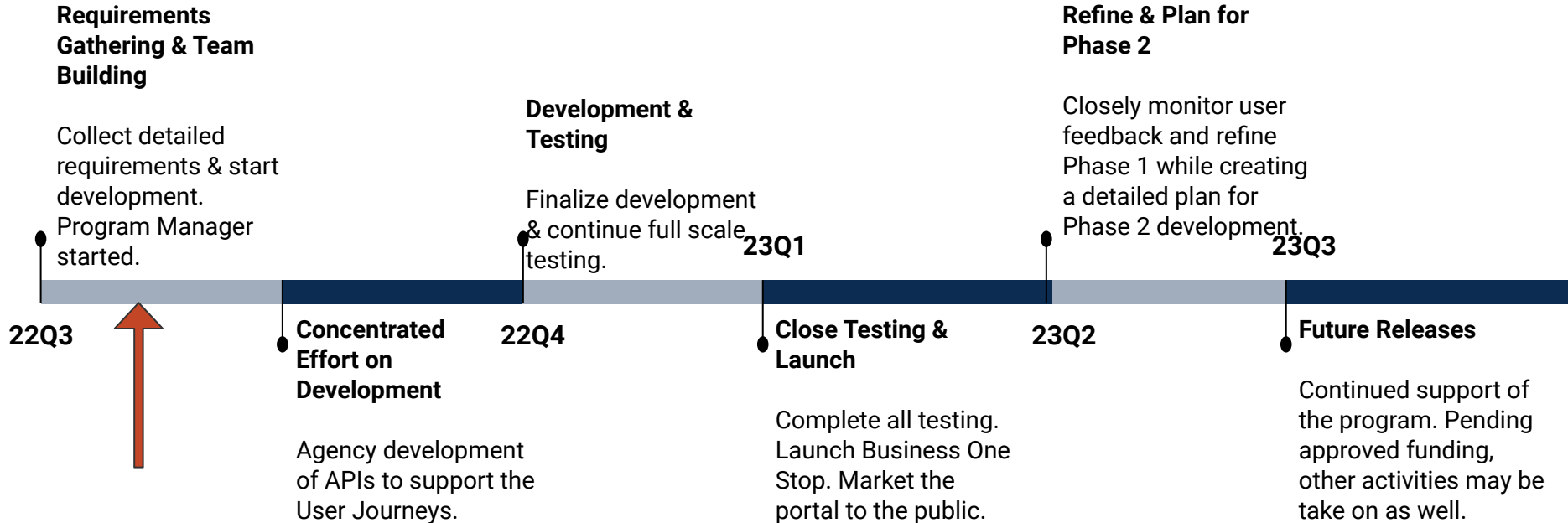
Project Change Request Overview

What initiated this change?:

- The original timeline had the project starting in July 2021 and ending in July 2022; however, this timeline did not account for 2 yrs of funding; the milestones were set prior to requirements gathering sessions being completed; and, the timeline was overly optimistic.
- The Program struggled for several quarters to attain the staff need to bring the project into full production. A Program Manager and a Project Manager were not hired until FYQ3-Q4 2022.
- Competing priorities within agencies also resulted in some latency in API and UI development.
- Once requirements were documented within Information Architecture sessions, an agency critical to Business One Stop experienced significant struggles with outside development vendors. As a result of the lag in production, ADOA, the State Procurement Office and the Agency worked together to create a separate contract outlining commitment to Business One Stop. ADOA also supplemented the development work by contracting a developer to supplement the agency vendor.
- The Program struggled to overcome the cultural and programmatic differences among the various agencies.

Project Timeline (if applicable)

Revised timeline for Solution



Revised Project Timeline

Identify any change in timeline and possible benefits:

Milestone Name	Percent Complete	Revised Start Date	Revised End Date
Initiation	100	July 1, 2021	July 13, 2021
Planning	100	July 1, 2021	March 31, 2022
API & UI Development	80	March 3, 2022	May 31, 2022
API Integration	20	May 1, 2022	June 30, 2022
User Acceptance Testing	20	July 1, 2022	July 21, 2022
Training	10	July 18, 2022	July 29, 2022
Go-Live	0	August 3, 2022	August 3, 2022
Maintenance, Operations, Future Release Planning	0	August 4, 2022	June 30, 2023

Q & A Session