

DE21027 DERS RSA Modernization

State of Arizona – Department of Economic Security
(DES)

Project Investment Justification (PIJ)

09/21/2022



Agency Vision

All Arizonans who qualify receive timely DES services and achieve their potential

Agency Mission

DES will ensure the strength and economic stability of Arizona by providing timely, temporary benefit assistance, and aid to vulnerable, qualifying Arizonans.



Team Introduction

Roles Present at ITAC

- **Mark Darmer** - Chief Information Officer, Assistant Director

ADES/Division of Technology Services

- **Anna Hunter** - Assistant Director

ADES/Division of Employment & Rehabilitation Services

- **Dennis Espeland** - Project Manager

ADES/Division of Employment & Rehabilitation Services

Project Introduction

Stated Operational/Business Issue

- On May 13, 2015, Libera Inc. announced that they would no longer enhance System7, which is the Vocational Rehabilitation System implemented in 2009.
- Only mandatory Federal changes have been implemented since 2015.
- ADES/DERS/RSA cannot implement technology or business changes to keep the application current.

Benefit to the State Agency and Constituents

- New and improved worker tools and public facing portals for clients and vendors.
- New and improved assistive technology to assist blind and disabled users.
- Automate manual data correction and manual compilation of statistics necessary for Federal reporting.
- Cloud based Software as a Service provided by the vendor, which eliminates ADES need to provide infrastructure and maintain application software.

Proposed Solution

Overview of Proposed Solution

- Software as a Service (SaaS)
- Third-party cloud infrastructure
- Modern, configurable COTS application
- Configuration and customization to AZ business requirements
- Data Conversion
- Virtual Classroom User Training
- O&M Services provided by the vendor
- Disaster and Recovery Services
- Technology upgrades and Federal Changes provided by the Vendor

Proposed Solution

Overview of Proposed Solution Costs

Six responses to the Implementation Vendor RFP were received. The proposed solution costs range is approximately \$8,000,000 to \$75,000,000.

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. State Project Management
2. Deliverables Review
3. Requirements Mapping
4. Policy Decisions
5. Identify Configuration Changes
6. Define Customization Needs
7. User Acceptance Testing
8. Stakeholder Communication

Shared

1. Requirements Decomposition
2. Joint Application Design
3. Scope Management
4. Schedule Management
5. Test Case Creation
6. Data Conversion Design
7. Operational Readiness Testing
8. Implementation Planning
9. Help Desk Support

Vendor/Contractor

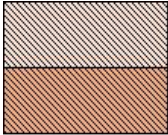
1. Installation of software
2. Project Deliverables
3. COTS Customization
4. Application Configuration
5. Interface development
6. Conversion
7. User Training
8. Implementation
9. Disaster Recovery Testing
10. Operations and Maintenance

Project Timeline

Identify timeline for Proposed Solution

Estimated Project Start: 11/01/22

	Year 1	Year 2	Year 3	Year 4	Year 5
DDI					
Increment 1 - VR/OIB	Light Orange	Light Orange			
Increment 2 - BEP			Dark Orange		
O&M					
Increment 1 - VR/OIB			Light Orange	Light Orange	Diagonal Hatching
Increment 2 - BEP				Dark Orange	Dark Orange


Optional O&M Years

What Success Looks Like

Change Management

- a. Workers are more efficient using an intuitive web interface and guided workflows
- b. Clients and Vendors can update their own data using mobile devices.
- c. Federal Reporting is accomplished without manual effort and data correction
- d. Infrastructure, application maintenance and technology upgrades are provided by the Vendor

Measures of Success

- a. VR, OIB and BEP are implemented in 3 years or less and within the allocated budget.
- b. Federal reporting is accurate.
- c. The new system meets all SLA performance thresholds.
- d. Eligibility is determined correctly.
- e. Benefit Payments are timely.
- f. Workers, Help Desk and Operations Staff are trained by the Vendor.

Q & A Session