

Project Investment Justification

Business One Stop

AS21008

Arizona Strategic Enterprise Technology (ASET)

Contents

1. General Information	2
2. Meeting Pre-Work	2
3. Pre-PIJ/Assessment	3
4. Project	4
5. Schedule	5
6. Impact	6
7. Budget	6
8. Technology	7
9. Security	10
10. Areas of Impact	11
11. Financials	12
12. Project Success	12
13. Conditions	13
14. Oversight Summary	13
15. PIJ Review Checklist	14

1. GENERAL INFORMATION

PIJ ID: AS21008

PIJ Name: Business One Stop

Account: Arizona Strategic Enterprise Technology (ASET)

Business Unit Requesting: ADOA-ASET

Sponsor: J.R Sloan

Sponsor Title: State CIO

Sponsor Email: jr.sloan@azdoa.gov

Sponsor Phone: (602) 364-4788

2. MEETING PRE-WORK

2.1 What is the operational issue or business need that the Agency is trying to solve? (i.e....current process is manual, which increases resource time/costs to the State/Agency, and leads to errors...):

Arizona lacks a Business One Stop online portal that provides 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. Entities that wish to create a business in Arizona must interact with multiple State agencies using isolated processes. This leads to a complicated citizen experience, increased confusion, and poor to no information sharing between agencies. These isolated systems and experiences result in duplication of data across systems, increased data errors and increased time for customers to apply for services and achieve results.

Key problems to be addressed by Business One Stop include:

Too many agencies and touchpoints for a business owner

Long waits and uncertainty around processing times

Confusion in planning and starting phase leading to mistakes and potential delays in business registration

Multiple fee structures across agencies

Potential security issues needing constant monitoring of online information

Required mail, in-person activities, and notary requirements leading to slower processing times

2.2 How will solving this issue or addressing this need benefit the State or the Agency?

The focus of this project is to leverage the findings of the readiness assessment and design plan to further the development of the Business One Stop citizen experience, while also providing agencies with a modern, centralized workflow platform on the backend to complete the agency work required to optimize the citizen experience.

The new application will better serve our customers, increase interaction with the public and improve the delivery of agency services because it will provide a single point of interface with the State rather than requiring customers to work separately through 6 state agencies. It will also provide an automated checklist which will help guide the customer through the process while avoiding duplicative data entry.

2.3 Describe the proposed solution to this business need.

Business One Stop will:

Provide agencies, businesses and citizens with a central workflow platform (or one capable of seamlessly integrating with multiple disparate back end systems) for processing the identified core agencies lines of business.

Provide citizens and businesses with the feel of entering one environment to complete all tasks/requirements of multiple agencies in an online environment.

Scalable to support future expansion to include State licensing and permitting agencies and potential interaction with City and County level agencies and systems that support the goal of Business One Stop.

Leverage existing State investments in enterprise systems, assets and resources to the extent reasonable while maintaining alignment with the goal of a singular portal.

The Business One Stop roadmap includes three phases. Phase 1 will support launching Business One Stop for core agencies in the 'Plan' and 'Start' stages of the business lifecycle. In future phases, the portal will be expanded, adding features intended to foster business growth and relocation. All three project phases can be completed by FY 2026 for a total development and maintenance cost of \$32.2 million.

Phase I 34 journeys

Launch Business One Stop to enable new and existing domestic business owners to start their business. Includes basic required functionalities for a user to manage an account and high volume critical functionalities of core agencies in the “Plan, Start” stage. For Corp. commission, there will be some journeys that cover the entire lifecycle of a LLC business. 34 user journey’s will be developed in phase I.

Phase II 37 journeys

Add robust functionalities to enable all domestic business owners to manage end-to-end critical functions of their businesses. Includes critical features and functionalities of agencies from “Plan, Start, Run, Close” stages (e.g. personalized wizard, keep data consistent in one place, file reports, transfer entities/ close business online).

Phase III and continuous enhancement 24 journeys

Enhance business one stop with dynamic and robust functionalities for end-to-end life cycle management of Arizona businesses for all business owners including the out-of-state/ foreign entities. Includes all features and functionalities from agencies in one place.

2.4 Has the existing technology environment, into which the proposed solution will be implemented, been documented?

Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

2.5 Have the business requirements been gathered, along with any technology requirements that have been identified?

Yes

2.5a Please explain below why the requirements are not available.

3. PRE-PIJ/ASSESSMENT

3.1 Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?

No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?

No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

4. PROJECT

4.1 Does your agency have a formal project methodology in place?

Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).

ADOA will lead the project with business and development resources provided by ADOT, Corporation Commission Vendor, Department of Revenue, Secretary of State and Commerce Authority.

The Agency will provide the following roles for this project:

ADOA will provide program management and overall coordination between the involved agencies. Each agency will provide business SME's along with development and testing resources.

4.3 Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?

Yes

4.3a If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information.

4.4 Is the proposed procurement the result of an RFP solicitation process?

No

4.5 Is this project referenced in your agency's Strategic IT Plan?

No

5. SCHEDULE

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?

Yes

5.2 Provide an estimated start and finish date for implementing the proposed solution.

Est. Implementation Start Date

Est. Implementation End Date

7/1/2021 12:00:00 AM

6/30/2022 12:00:00 AM

5.3 How were the start and end dates determined?

Based on project plan

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

Milestone / Task	Estimated Start Date	Estimated Finish Date
Project Kick-off - Review all requirements, schedule and milestones.	07/01/21	07/01/21
PI 1: Project start up, Planning, Requirements refinement & Design	07/01/21	07/13/21
PI 2: Development, Quality Assurance Review, User Acceptance Testing, Deployment	07/13/21	08/24/21
PI 3: Development, Quality Assurance Review, User Acceptance Testing, Deployment	08/24/21	10/05/21
PI 4: Development, Quality Assurance Review, User Acceptance Testing, Deployment	10/05/21	11/16/21
PI 5: Development, Quality Assurance Review, User Acceptance Testing, Deployment	11/16/21	12/28/21
PI 6: Development, Quality Assurance Review, User Acceptance Testing, Deployment, MVP Launch	12/28/21	02/08/22

5.4 Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?

Yes

5.5 Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?

No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

6. IMPACT

6.1 Are there any known resource availability conflicts that could impact the project?

No

6.1a Have the identified conflicts been taken into account in the project plan?

6.2 Does your schedule have dependencies on any other projects or procurements?

Yes

6.2a Please identify the projects or procurements.

ADOT Super Portal: MVD MAX Operations

DOR AZTaxesgov:

Corp Comm:

Secretary of State:

Arizona Commerce Authority:

6.3 Will the implementation involve major end user view or functionality changes?

Yes

6.4 Will the proposed solution result in a change to a public-facing application or system?

Yes

7. BUDGET

7.1 Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g., hardware, initial software licenses, training, taxes, P&OS, etc.?

Yes

7.2 Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?

Yes

7.3 Have all required funding sources for the project and ongoing support costs been identified?

Yes

7.4 Will the funding for this project expire on a specific date, regardless of project timelines?

No

7.5 Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?

No

8. TECHNOLOGY

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

The project is using a statewide enterprise solution

8.2 Will the technology and all required services be acquired off existing State contract(s)?

Yes

8.3 Will any software be acquired through the current State value-added reseller contract?

Yes

8.3a Describe how the software was selected below:

There may be some purchased software for analytics, etc. but not yet identified.

8.4 Does the project involve technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment?

No

8.5 Does your agency have experience with the vendor (if known)?

Yes

8.6 Does the vendor (if known) have professional experience with similar projects?

Yes

8.7 Does the project involve any coordination across multiple vendors?

Yes

8.8 Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?

Yes

8.9 Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?

No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

8.10 Will a migration/conversion step be required, i.e., data extract, transformation and load?

No

8.11 Is this replacing an existing solution?

No

8.11a Indicate below when the solution being replaced was originally acquired.

8.11b Describe the planned disposition of the existing technology below, e.g., surplus, retired, used as backup, used for another purpose:

8.12 Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

ADOA collaborated with our partner agencies and contracted with a vendor to conduct an in depth design and technical assessments. The results of those assessments were used to develop the cost model.

8.13 Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

Yes

8.14 Does the proposed solution and associated costs include failover and disaster recovery contingencies?

Yes

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

8.15 Will the vendor need to configure the proposed solution for use by your agency?

Yes

8.15a Are the costs associated with that configuration included in the PIJ financials?

Yes

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?

Yes

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

No

8.16b Describe who will be customizing the solution below:

Yes. Each participating agency will be required to integrate their existing applications with the Business One Stop portal. Each agency will either require custom development or system configuration changes to properly integrate with the portal. These costs have been included in the detailed cost estimate.

8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

Yes

8.16d Please select the application development methodology that will be used:

Agile/Scrum

8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:

25%

8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?

Yes

8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or data/info found at aset.az.gov/resources/psp?

Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

8.18 Are there other high risk project issues that have not been identified as part of this PIJ?

No

8.18a Please explain all unidentified high risk project issues below:

9. SECURITY

9.1 Will the proposed solution be vendor-hosted?

No

9.1a Please select from the following vendor-hosted options:

9.1b Describe the rationale for selecting the vendor-hosted option below:

9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?

9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?

9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?

9.1f Has the spreadsheet located at <https://aset.az.gov/arizona-baseline-security-controls-excel> already been completed by the vendor and approved by ASET-SPR?

9.2 Will the proposed solution be hosted on-premise in a state agency?

No

9.2a Where will the on-premise solution be located:

9.2b Were vendor-hosted options available and reviewed?

9.2c Describe the rationale for selecting an on-premise option below:

9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

9.3 Will any PII, PHI, CGIS, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?

Yes

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

The existing application has security controls in place to protect data. No changes to these controls are anticipated. Please see the provided System Security Plan for details.

10. AREAS OF IMPACT

Application Systems

az.gov Web Portal Application

Database Systems

MS SQL Server

Software

Hardware

Hosted Solution (Cloud Implementation)

Microsoft Azure

Security

Telecommunications

Enterprise Solutions

Other

Contract Services/Procurements

11. FINANCIALS

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
People	Professional & Outside Services	Development	1	1	\$5,898,881	\$5,898,881	0.00 %	\$0	\$5,898,881
Additional	Other	Development	1	1	\$71,948	\$71,948	0.00 %	\$0	\$71,948
Program Office	Professional & Outside Services	Development	1	1	\$677,952	\$677,952	0.00 %	\$0	\$677,952
Infrastructure	Hardware	Development	1	1	\$61,327	\$61,327	0.00 %	\$0	\$61,327
Software	Software	Development	1	1	\$39,920	\$39,920	0.00 %	\$0	\$39,920
Maintenance	Professional & Outside Services	Operational	1	1	\$1,008,800	\$1,008,800	0.00 %	\$0	\$1,008,800

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
\$0	\$0	0%
APF (Available)	APF (To Be Req)	APF % of Project
\$0	\$7,758,828	100%
Other Appropriated (Available)	Other Appropriated (To Be Req)	Other Appropriated % of Project
\$0	\$0	0%
Federal (Available)	Federal (To Be Req)	Federal % of Project
\$0	\$0	0%
Other Non-Appropriated (Available)	Other Non-Appropriated (To Be Req)	Other Non-Appropriated % of Project
\$0	\$0	0%

Total Budget Available	Total Development Cost
\$0	\$6,750,028
Total Budget To Be Req	Total Operational Cost
\$7,758,828	\$1,008,800
Total Budget	Total Cost
\$7,758,828	\$7,758,828

12. PROJECT SUCCESS

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project (e.g. increased productivity, improved customer service, etc.)? (A minimum of one performance indicator must be specified)

Please provide the performance objective as a quantifiable metric for each performance indicator specified.

Note: The performance objective should provide the current performance level, the performance goal, and the time period within which that performance goal is intended to be achieved. You should have an auditable means to measure and take corrective action to address any deviations.

Example: Within 6 months of project completion, the agency would hope to increase "Neighborhood

Beautification" program registration by 20% (3,986 registrants) from the current registration count of 19,930 active participants.

Performance Indicators

The agency will be able to launch the new website to the public within the timeframe specified.

13. CONDITIONS

Conditions for Approval

Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.

Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on August 15, 2021.

The proposed budget figures are subject to change based on enactment of the fiscal year 2022 budget.

14. OVERSIGHT SUMMARY

Project Background

The Arizona Department of Administration (ADOA) was established to support the operation of state government. As the administrative and business operations hub of the state government, ADOA provides information technology and telecommunication services for employees. These centralized support services enable state agencies to focus their efforts on their own unique missions. Arizona Strategic Enterprise Technology (ASET) develops and executes the statewide information technology strategy, as well as provides capabilities, services and infrastructure to ensure the continuity of mission critical and essential systems for the State of Arizona. ASET is the body responsible for monitoring and overseeing high-risk technology projects across all state agencies and managing large, state-wide programs and initiatives.

ASET is requesting approval to develop a portal that provides a single online location to help citizens and businesses plan, start, grow, move, and close businesses in Arizona. The Business One Stop portal is being established to realize the state's vision and enhance the citizen experience by providing citizens with one online environment to complete all tasks and requirements of all agencies involved. The solution is providing agencies, business, and citizens with a central workflow to seamlessly integrate multiple back end systems; integrating state licensing and permitting agencies as well as City and County level agencies in the long term.

Business Justification

Currently, entities that wish to create a business in Arizona must interact with multiple State agencies using isolated processes. This leads to a complicated citizen experience, increased confusion, and increased time for customers to apply for services and achieve results. Duplication of data across systems, increased data errors and poor to no information sharing between agencies. Currently, there is a lack of a well defined inter-agency workflow that complicates the process for both the citizen and the agencies. The portal will leverage existing State investments in enterprise systems, assets and resources to the extent reasonable while maintaining alignment with the goal of a singular portal.

This PIJ is covering Phase 1 of ADOA-ASET's project plan. This includes the core state agencies critical for starting businesses - The Department of Revenue, Secretary of State, Corporation Commission, and Commerce Authority. In

this phase, ASET will launch Business One Stop to enable new and existing Arizona-based business owners to start their business. This “Plan, Start” stage includes 34 user focused features.

Implementation Plan

This solution will be hosted in the agency-managed and controlled Azure environment. No AZRamp review is required. The project is using a statewide enterprise solution. The development for this project will be managed with Agile/Scrum methodology.

ADOA will provide program management and overall coordination between the involved agencies. Each agency will provide business SME’s along with development and testing resources. ADOA will lead the project with business and development resources provided by ADOT, Corporation Commission Vendor, Department of Revenue, Secretary of State and Commerce Authority.

Vendor Selection

This PIJ is a portion of an ongoing project that will be developed in house. To date, ADOA-ASET has completed the assessment and feasibility study and provided recommendations to the State on how best to achieve the goals of the portal. A design plan has been developed that documents the business requirements and shared understanding of the future state of the portal. The agency has developed a functional demonstration prototype using the ADOT “SuperPortal”. It is in the opinion of ADOA-ASET the agency is in compliance with the due diligence requirements.

Budget or Funding Considerations

Each participating agency will be required to integrate their existing applications with the Business One Stop portal. Each agency will either require custom development or system configuration changes to properly integrate with the portal. These costs have been included in the detailed cost estimate. Funding for this effort is 100% APF funds.

15. PIJ REVIEW CHECKLIST

Agency Project Sponsor

J.R Sloan

Agency CIO (or Designee)

J.R. Sloan

Agency ISO (or designee)

Tim Roemer

OSP Representative

ASET Engagement Manager

ASET SPR Representative

Thomas Considine

Agency SPO Representative

Agency CFO
