

## **Project Investment Justification**

myDEQ Underground Storage Tank (UST)

Application Improvements-FY24

**EV23014**

Department of Environmental Quality

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## 1. GENERAL INFORMATION

**PIJ ID:** EV23014

**PIJ Name:** myDEQ Underground Storage Tank (UST) Application Improvements-FY24

**Account:** Department of Environmental Quality

**Business Unit Requesting:** ADEQ

**Sponsor:** Michael Keyack

**Sponsor Title:** Deputy Director

**Sponsor Email:** keyack.michael@azdeq.gov

**Sponsor Phone:** (602) 771-0095

## 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...):

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The current Underground Storage Tank (UST) application provides four different services that allows customers to transact with the agency to comply with their environmental requirements. The initial application was limited in scope. Program has identified new/enhanced requirements that would reduce the delay in reviewing the notifications and other reports submitted to the agency.

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

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Allowing staff to enter data on orphaned tanks allows staff to manage cleanups faster.

Compliance with EPA updates to regulations will ensure compliance with the agency's delegation agreement with EPA.

2.3 Describe the proposed solution to this business need.

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ADEQ proposes to add new features to the Underground Storage Tank (UST) applications such as:

- \* Allow staff to update tank characteristics when found during inspections
- \* Improved internal systems for staff to reduce report review times
- \* New data fields to improve data quality
- \* New reports for confirmed releases

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

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Yes

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

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

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Yes

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

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### 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?

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No

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

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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?

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No

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

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

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

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### 4. PROJECT

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

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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).

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Project Management - Agency staff will manage the progress of the project through weekly meetings with the Business Analysts.

Business Analysis - Agency staff/Contractor will work with program staff to gather detailed requirements.

Application Development - Agency staff and Contractors-

One to two development teams will be used for this project. Second team will not be required for the entire duration of the project. Each team will consist of the following:

Business Analysts - (2)

Java developers (2)

Database developers (2)

Quality Assurance testers (2)

UI/UX designer (1)

Devops Team (3)

Development Manager (1)

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

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Yes

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

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

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No

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

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Yes

## 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?

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Yes

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

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Est. Implementation Start Date

7/3/2023 12:00:00 AM

Est. Implementation End Date

6/30/2024 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
New Feature - Confirmed Release - Allow staff to rescind a release report	07/03/23	11/15/23
Enhancements - UST Notifications - Flag data fields updated by customer to improve review time	07/03/23	06/30/24
Enhancements - Suspected Release Reporting Application - ability to filter data	07/03/23	06/30/24
Enhancements - Financial Responsibility Reporting Application - Ability for staff to update data, Create audit fields to capture history of updates, UI improvements, ability to search for exclusions	07/03/23	06/30/24
New Feature - Confirmed Release Reporting Application - Allow State Lead consultants, Volunteers & property owners to report releases	07/03/23	11/15/23
New Feature - Confirmed Releases - Allow Merge/Unmerge UST Leaking cases	08/28/23	11/15/23
New Feature - Confirmed Release - Allow customers to appeal determinations	09/11/23	11/15/23
Data Migration from existing legacy system	11/16/23	11/30/23
Enhancements - Confirmed Release - Updates to internal systems for staff to view info under General UST Data tab	12/01/23	06/30/24

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?

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

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## 6. IMPACT

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

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No

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

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

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No

6.2a Please identify the projects or procurements.

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

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Yes

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

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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.?

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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.?

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Yes

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

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Yes

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

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Yes

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

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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.

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The project is using a statewide enterprise solution

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

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No

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

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No

8.3a Describe how the software was selected below:

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?

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No

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

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Yes

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

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Yes

8.7 Does the project involve any coordination across multiple vendors?

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No

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?

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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?

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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?

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Yes



8.11 Is this replacing an existing solution?

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Yes

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

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An in-house Oracle Forms solution was developed by the Agency (ADEQ) over the past 20 years.

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

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Retired

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?

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Based on the analysis of business requirements identified for myDEQ UST FY24

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?

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Yes

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

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Yes

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

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

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No

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

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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?

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Yes

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

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No

8.16b Describe who will be customizing the solution below:

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A team of ADEQ Full Time employees and contractors will be hired as needed.

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:

100% - This is a pure custom development

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](http://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?

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

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Yes

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

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Other

9.2b Were vendor-hosted options available and reviewed?

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

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

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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?

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No

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

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## 10. AREAS OF IMPACT

Application Systems

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Application Enhancements;Internal Use Web Application

Database Systems

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Data Warehouse/Mart;Oracle;Other

MongoDB

Software

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COTS Application Acquisition;Open Source

Hardware

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LAN/WAN Infrastructure

Hosted Solution (Cloud Implementation)

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AWS (non-government) cloud

Security

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Encryption;Firewall

Telecommunications

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Enterprise Solutions

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Business Intelligence System;E-Signatures;Geographic Information Systems;Document Management/Imaging

Contract Services/Procurements

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## 11. FINANCIALS

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
Initial Development of the Application	Professional & Outside Services	Development	1	1	\$1,175,625	\$1,175,625	0.00 %	\$0	\$1,175,625
Years 2 through 5 are showing the agency's total cost for Cloud, Agency Software Licenses, Oracle Licenses and GIS.  This particular project will not add any substantial additional cost to the above.	Other	Operational	2	1	\$2,300,000	\$2,300,000	0.00 %	\$0	\$2,300,000
Years 2 through 5 are showing the agency's total cost for Cloud, Agency Software Licenses, Oracle Licenses and GIS.  This particular project will not add any substantial additional cost to the above.	Other	Operational	3	1	\$2,300,000	\$2,300,000	0.00 %	\$0	\$2,300,000
Years 2 through 5 are showing the agency's total cost for Cloud, Agency Software Licenses, Oracle Licenses and GIS.  This particular project will not add any substantial additional cost to the above.	Other	Operational	4	1	\$2,300,000	\$2,300,000	0.00 %	\$0	\$2,300,000
Years 2 through 5 are showing the agency's total cost for Cloud, Agency Software Licenses and GIS.	Other	Operational	5	1	\$2,300,000	\$2,300,000	0.00 %	\$0	\$2,300,000

Licenses, Oracle Licenses and GIS.									
This particular project will not add any substantial additional cost to the above.									

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
\$1,175,625	\$0	100%
APF (Available)	APF (To Be Req)	APF % of Project
\$0	\$0	0%
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
\$1,175,625	\$1,175,625
Total Budget To Be Req	Total Operational Cost
\$0	\$9,200,000
Total Budget	Total Cost
\$1,175,625	\$10,375,625

## 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

- 1 - Increase the number of UST facilities complying with their Financial Responsibilities and reporting releases in a timely manner
- 2 - Increase data accuracy by updating incorrect/missed data
- 3 - Sustain the target of 80% of all facilities to be compliant at the time of inspection

## 13. CONDITIONS

#### Conditions for Approval

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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, 2023.

## 14. OVERSIGHT SUMMARY

#### Project Background

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The Arizona Department of Environmental Quality (ADEQ) administers the State's environmental laws and delegated federal programs to prevent air, water and land pollution and ensure cleanup. ADEQ is composed of three environmental programs: Air Quality, Water Quality and Waste, with functional units responsible for technical, operational and policy support.

The current Underground Storage Tank (UST) application provides four different services that allows customers to transact with the agency to comply with their environmental requirements; the initial application had a limited scope. The limitations to the scope creates a delay in reviewing the notifications and other reports submitted by customers to ADEQ. No information is currently being gathered through the UST application for orphaned tanks which can impact the ADEQ staff from managing cleanups. This will also address updates to Environmental Protection Agency (EPA) regulations.

#### Business Justification

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The Arizona Department of Environmental Quality will see improvements in data collection, reporting and improve compliance with EPA regulations. The ADEQ customers will see improvements to the accessibility of services available to them online.

#### Performance Indicators:

- 1 - Increase the number of UST facilities complying with their Financial Responsibilities and reporting releases in a timely manner
- 2 - Increase data accuracy by updating incorrect/missed data
- 3 - Sustain the target of 80% of all facilities to be compliant at the time of inspection

#### Implementation Plan

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The solution will be hosted in the agency's AWS environment. No AZ Ramp or SSP required.

Project Management - Agency staff will manage the progress of the project through weekly meetings with the Business Analysts.

Business Analysis - Agency staff/Contractor will work with program staff to gather detailed requirements.

#### Application Development - Agency staff and Contractors-

One to two development teams will be used for this project. Second team will not be required for the entire duration of the project. Each team will consist of the following:

- Business Analysts - (2)
- Java developers (2)
- Database developers (2)
- Quality Assurance testers (2)
- UI/UX designer (1)

Devops Team (3)  
Development Manager (1)

Benefits:

For the external customer-  
New features/reports will provide a one-stop-shop for all their Confirmed release reporting thus meeting the regulatory requirements.  
Pre-populating Notification forms from previously submitted reports saves time for customers resulting in timely submissions.

For ADEQ staff-  
UST data entry will ensure accurate data is reflected for inspectors to verify compliance  
Improve efficiency when entering multiple tanks  
Allowing minor updates by staff will save time and effort in reaching out to the customer to update the same.  
Improve reporting to EPA  
Improve review time by rejecting incorrect submissions

Vendor Selection

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The project will be utilizing agency staff/contractors to complete the project.

Budget or Funding Considerations

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The funding for the project will be provided by the agency's base budget.

## 15. PIJ REVIEW CHECKLIST

Agency Project Sponsor

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Michael Keyack

Agency CIO (or Designee)

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Steve O'Ney

Agency ISO (or designee)

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David Crowfoot

OSPB Representative

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ASET Engagement Manager

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ASET SPR Representative

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Emily Gross

Agency SPO Representative

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Agency CFO

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