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HC24003 - ServiceNow - (ITAC Recommendation)

1 message

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Fri, Sep 15, 2023 at 12:43 PM

To: Carmen Heredia <carmen.heredia@azahcccs.gov>

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Director Heredia,

In response to the Project Investment Justification (PIJ) for the "**ServiceNow**" project, the Arizona Department of Administration (ADOA) Strategic Enterprise Technology (ASET) office has reviewed your proposal to This project will establish the design of workflows, configuring ServiceNow environment, implementing ServiceNow workflows in the AHCCCS environment, integrating ServiceNow to other AHCCCS required software and services.

The PIJ implies funding is available from APF, Federal, Other Non-Appropriated in the amount of \$18,832,632.31 for the total estimated five-year life cycle cost for the project, which is shown below:

All Figures in Thousands (\$000)						
Cost Description	<i>FY2024</i>	<i>FY2025</i>	<i>FY2026</i>	<i>FY2027</i>	<i>FY2028</i>	<i>Total</i>
Development Costs	11809.0	6202.0	0.0	0.0	0.0	18011.0
Operational Costs	0.0	821.8	5465.1	5528.0	6906.8	18721.7
Total Project Costs	11809.0	7023.8	5465.1	5528.0	6906.8	36732.7

The PIJ is scheduled to be **reviewed by ITAC on September 20, 2023** meeting. Should the ITAC approve the project, you may then proceed to secure additional approvals as required from the Joint Legislative Budget Committee, the Office of Strategic Planning and Budgeting, and the State Procurement Office.

As always, let us know if you have any questions.

Thank you in advance for all your support.

Best Regards,

Les Carey

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