Business One Stop - Phase 2

State of Arizona – ADOA Informational Update

December 13, 2023

### **ADOA Vision**

Our vision is to be the information technology leader for Arizona government, providing innovative and transformative services. This won't happen overnight. And it won't happen in a vacuum. Working together toward this shared goal, we will succeed.

#### **ADOA Mission**

Inspired by that vision, our mission is to deliver forward-thinking and secure IT solutions to state agencies. We will achieve this by:

- Putting the customer first
- Offering world-class services
- Focusing on value, not cost



# **Project Team Introduction**



### Roles Present at ITAC

Curtis Galluzzo - Senior Business Analyst and acting Program Manager

## Project Status: Green



### Description of Project

• Today, Business One Stop offers individuals an innovative, secure, fully online portal to plan, start, and run a business in Arizona. In addition to guided LLC, Partnership, Tax Licensing, Trade Name, and Trademark applications, individuals can also utilize free tools to answer questions, search and reserve names, estimate costs, make payments online, and see real-time updates to their applications in the Business One Stop dashboard. Finally, Business One Stop decreases the processing time of business registration and maintenance applications in Arizona by providing auto-approvals in many cases. The intention of Phase 2 was to enhance the existing platform while adding new features from the Department of Revenue and Secretary of State. To that end:

### Updates

- Phase 2 project timeline re-baselined slightly to accommodate restricted resources at the Secretary of State's office during election season.
- Established Single Sign-On functionality between Business One Stop and ADOR's AZTaxes system, allowing the systems to pass data between one another seamlessly and securely.
- Released to production
  - All forms of Partnership formation applications, both Domestic and Foreign.
  - The ability to Renew Trade Names and Trademarks.
  - The ability to apply for a Certificate of Existence.
  - Multiple UI/UX enhancements and minor bug fixes as development bandwidth allows.

	This is an adjusted on une created in co	ess One Stop Revised Road Zed and Signed Off 10/12/20 usted timeline refactored to allow for SOS and ADOT developed resource constraints and back-end system overhilaboration with SOS and ADOT project team leads and relating of work and releases.	Property teams to realign auling. This timeline was	ject Timeli	B1S Sprint:  ADOT Prod Releas	
		May 23	June 23	July 23	August 23	September 23
Deliverables: -Feature moved to and live in production	B1S Production Implementation	GP LP	Julie 23	DLLP  DLLLP	FLLP FLLLP	Renew Trade Name Renew Trademark
Deliverables: -Code -APIs -Items ADOT needs for Prod implementation	SOS API Delivery		DLLP FLP DLLLP	FLLP	Renew "Trade Name Renew Trademark	
Deliverables: -Documentation -User Stories -Cross-agency Sign Off	SOS Internal Work	DLLP  FLP  DLLLP	FLLLP	Renew Trade Name Renew Trademark	Amend GP  Amend DLP  Amend FLP	Certificate of Existence
	DOR			DOR AZTaxes	Single Sign On Integration	
	ACC					

Project Timeline (Part 2)

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	B1S Sprint:	Sprint 30 9/25 - 10/16	Sprint 31 10/16 - 11/6	Sprint 32 11/6 - 11/27	Sprint 33 11/27 - 12/18	Sprint 34 12/18 - 1/8	Sprint 35 1/8 - 1/29	Sprint 36 1/29 - 2/19	Sprint 2/19 - 3
	ADOT Prod Relea	ase:		11/15	12/5	No Prod	1/16	2/6	2/27
				Business One S	Stop Cross-Functional Ro	padmap (SOS and ADOT)			
Sep	otember 23	Octob	per 23	November 23	Decemb	per 23	January 24	February 24	
	Renew rade Name Renew Trademark		Certificate of Existence	Amend Trade Name Amend Trademark		Annual R Domet Annual R Forek	eport	Assign Trade Name Assign Trademark	
		Certificate of Existence	Amend Trade Name Amend Trademark	Annual Report Domestic Annual Report Foreign		Cancel Trade Name Cancel Trademark	Assign Trade Name Assign Trademark	Amend GP Amend ULP Amend FLP	Cancellation Cert
	ertificate of Existence	Amend Trade Name Amend Trademark	Annual Report Domestic Annual Report Foreign	Cancel Trade Name Cancel Trademark		Assign Trade Name Assign Trademark	Service Process Change  Cancellation  Cert		Statement of Conversion Statement of Domestication
				11/15	12/5	No Prod	1/16	2/6	2/27
									14.2
			18		ACC Maintenance a	nd Operations			
		1	1		1			1	ľ

Project Timeline (Part 3)

print 37 Sprint 38 19 - 3/11 3/11 - 4/1		Sprint 39 Sprint 40 4/1 - 4/22 4/22 - 5/13		Sprint 41 5/13 - 6/3	Sprint 42 6/3 - 6/24	Sprint 43 6/24 - 7/15	Sprint 44 7/15 - 8/5
2/27	3/19	4/9	4/30	5/21	6/11	7/2	7/23
	March 24	April 24		May 24	June 24	July	24
	Service Process C	change	SOQ Domestic			Statement of Division	
	Cancellation Cert		SOQ Foreign			Merger	
Amend GP Amend DLP		Statement of Conversion		Name Reservation			
Amend FLP		Statement of Domestication					
ess Change		SOQ Domestic			Statement of Division		
lation rt		SOQ Foreign			Merger		
	Statement of Conversion		Name Reservation				
	Statement of Domestication						
of n of		Name Reservation					
of on			Stateme Divisio	nt of			
	SOQ Domestic		Merge	er			
	SOQ Foreign						
2/27	3/19	4/9	4/30	5/21	6/11	7/2	7/23
DO	R Maintenance and Operations						
						*	
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# **Project Health Card**

# Overall Project Health is GREEN

Schedule	<b>-</b>	<ul> <li>Project timeline was adjusted slightly to ensure more close calibration between ADOT and SOS development teams and to allow some additional time for SOS to work during election season</li> <li>There is still ample buffer time within the project roadmap to allow for minor slowdowns in productivity when issues or resource constraints arise</li> </ul>
Milestones	<b>-</b>	<ul> <li>10 User Journeys completed and delivered to production.</li> <li>3 User Journeys have completed documentation and are being prepared for production implementation.</li> <li>On track to complete 15 more User Journeys by end of fiscal year.</li> </ul>
Budget	<b>-</b>	<ul> <li>The Program is currently tracking under budget due to reduced resource costs and a reduction in expected in-scope work from the ACC (while they enhance eCorp) that was included in projections.</li> <li>New ADOA budget analyst assisting Program with finances.</li> </ul>
Risks	1	<ul> <li>The ACC has completed their eCorp code purchase and subsequent training. Their developers are currently onboarding to the code and setting up development environments.</li> <li>The SOS have been having uptime issues with their application servers for their (and Business One Stop's) UAT and Production environments that have a minor effect on user experience and some downstream impacts on development efficiency for SOS and ADOT developers as they can't develop or test against down APIs.</li> </ul>
Issues	N/A	None to report.

### Financial Burndown Chart



### Current burndown for Solution

Project Budget: \$6,080,952.67 Project Start Date: 7/1/2023

Expenditure to date: \$1,654,976.62 Est. End Date: 6/30/2024

Budget Remaining: \$4,425,976.05

	FY 2024											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun
Baseline Projection	\$546,194	\$455,221	\$597,382	\$465,912	\$455,878	\$573,654	\$496,998	\$450,798	\$526,332	\$490,332	\$511,230	\$511,016
Actual	\$593,277	\$100,889	\$598,659	\$362,149	-	-	-	-	-	-	-	
Variance (\$)	(\$47,083)	(\$354,332)	\$1,277	(\$103,763)	-	-	-	-	-	-	-	-
Variance (%)	(8%)	(78%)	1%	(22%)	-	-	-	-	-	-	-	-

# IV&V Report



### Latest IV&V Findings Report

The results of this assessment show that, although the Program has experienced substantial leadership turnover, it is tactically performing well. The Program's partners are revamping the roadmap to ensure viability and taking accountability for the contents. Program communication between all existing partners has greatly improved in the most recent quarter. The implementation teams are developing work product reasonably well. The Program would benefit from improving its accountability in: monitoring and tracking inter-Agency work, ensuring QA (specifically automated) is written to standard, and ensuring that inter-Agency exceptions are captured and reported. Until the Program Manager gap is filled, and/or an Executive Sponsor is attached, the Program will struggle to build strategic planning capability. This risk will grow the longer the positions remain unfilled. The Program would benefit from improving its knowledge transfer planning/expectations for key roles. The Program's financial functions need improvement. Strategic discussions with partners on expectations for associated system roadmaps should be ongoing and/or regularly cadenced. The solution has experienced a large uptick in usage and the application approval rating, in certain areas, it is higher than Agency approval ratings.

Q & A Session