

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.

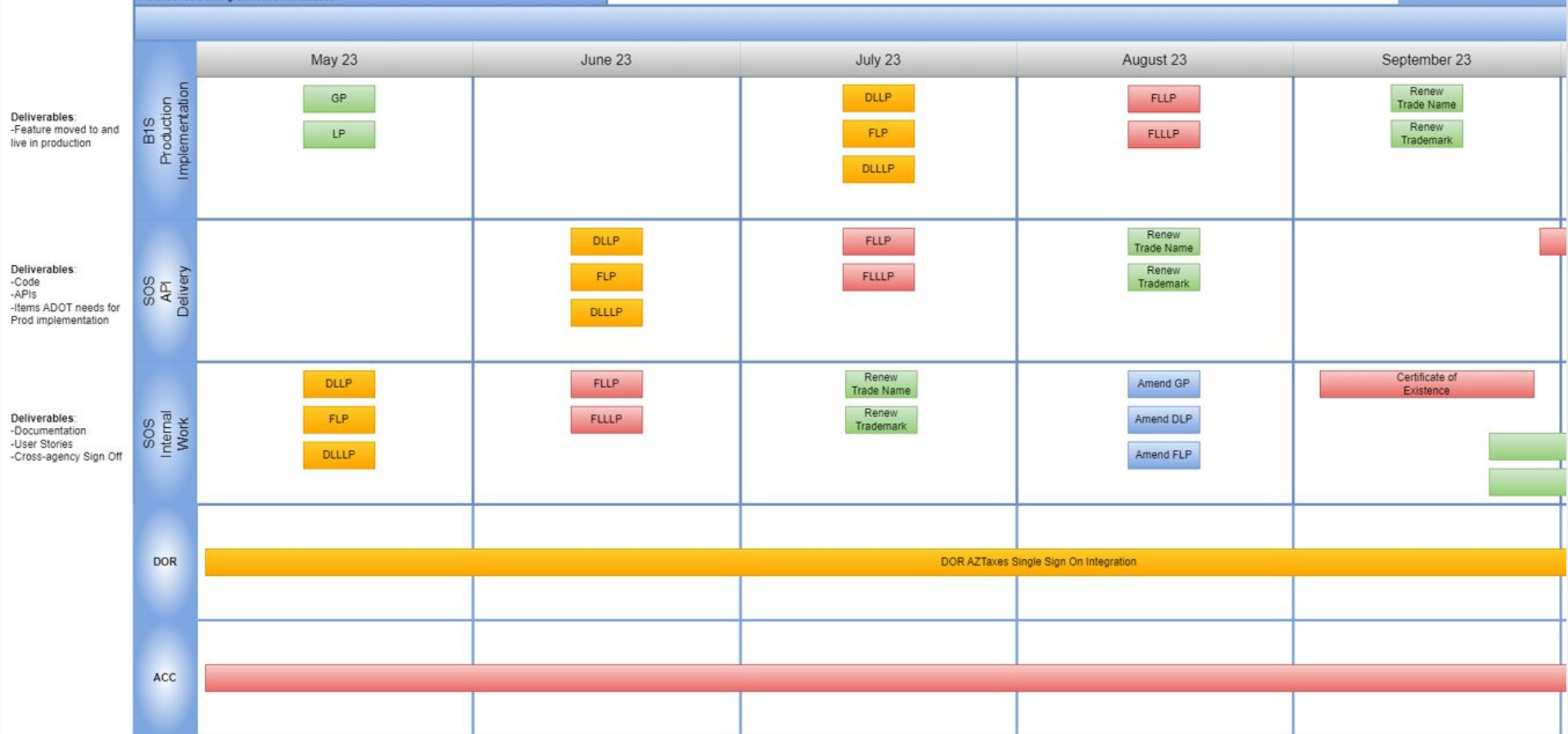
Business One Stop Revised Roadmap Finalized and Signed Off 10/12/2023

This is an adjusted timeline refactored to allow for SOS and ADOT development teams to realign based on unexpected resource constraints and back-end system overhauling. This timeline was created in collaboration with SOS and ADOT project team leads and represents an agreement on the order and timing of work and releases.

Project Timeline (Part 1)

B1S Sprint:

ADOT Prod Release



Project Timeline (Part 2)

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 - 3/11

ADOT Prod Release:

11/15

12/5

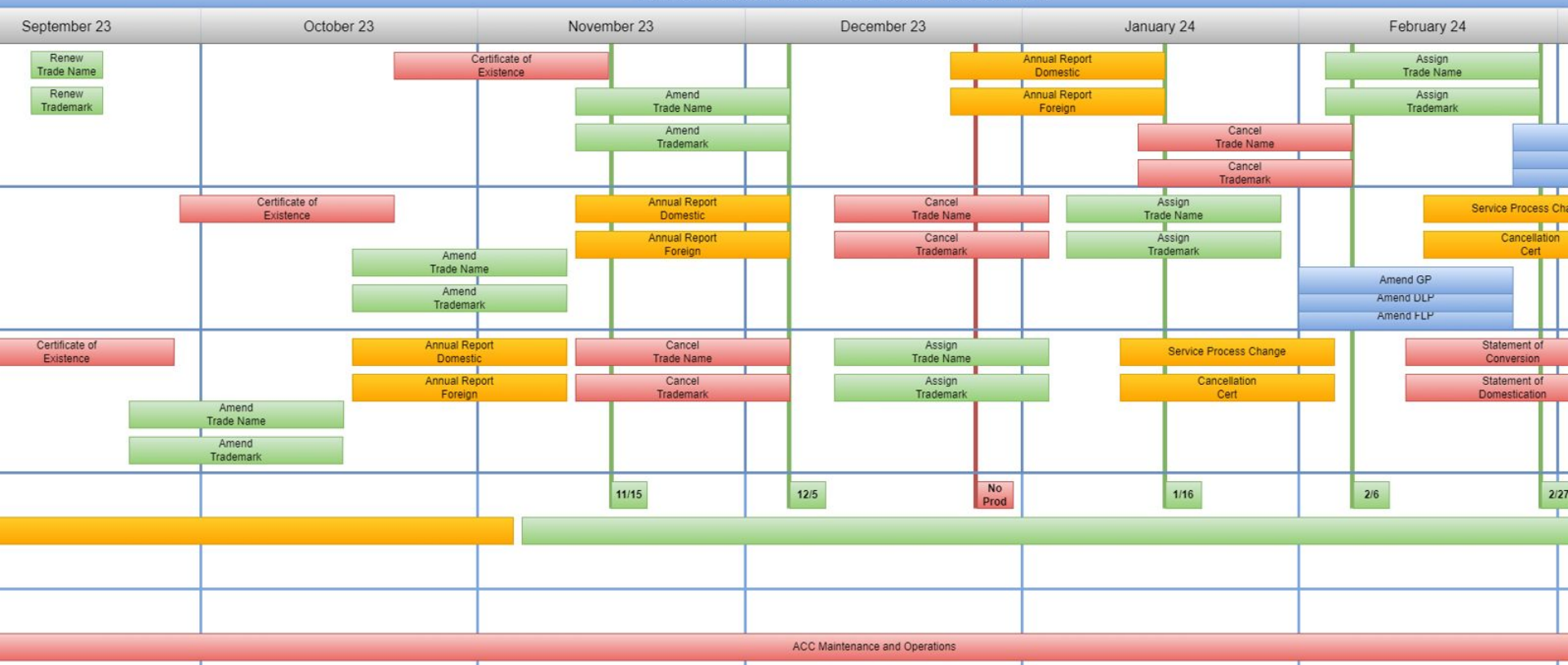
No Prod

1/16

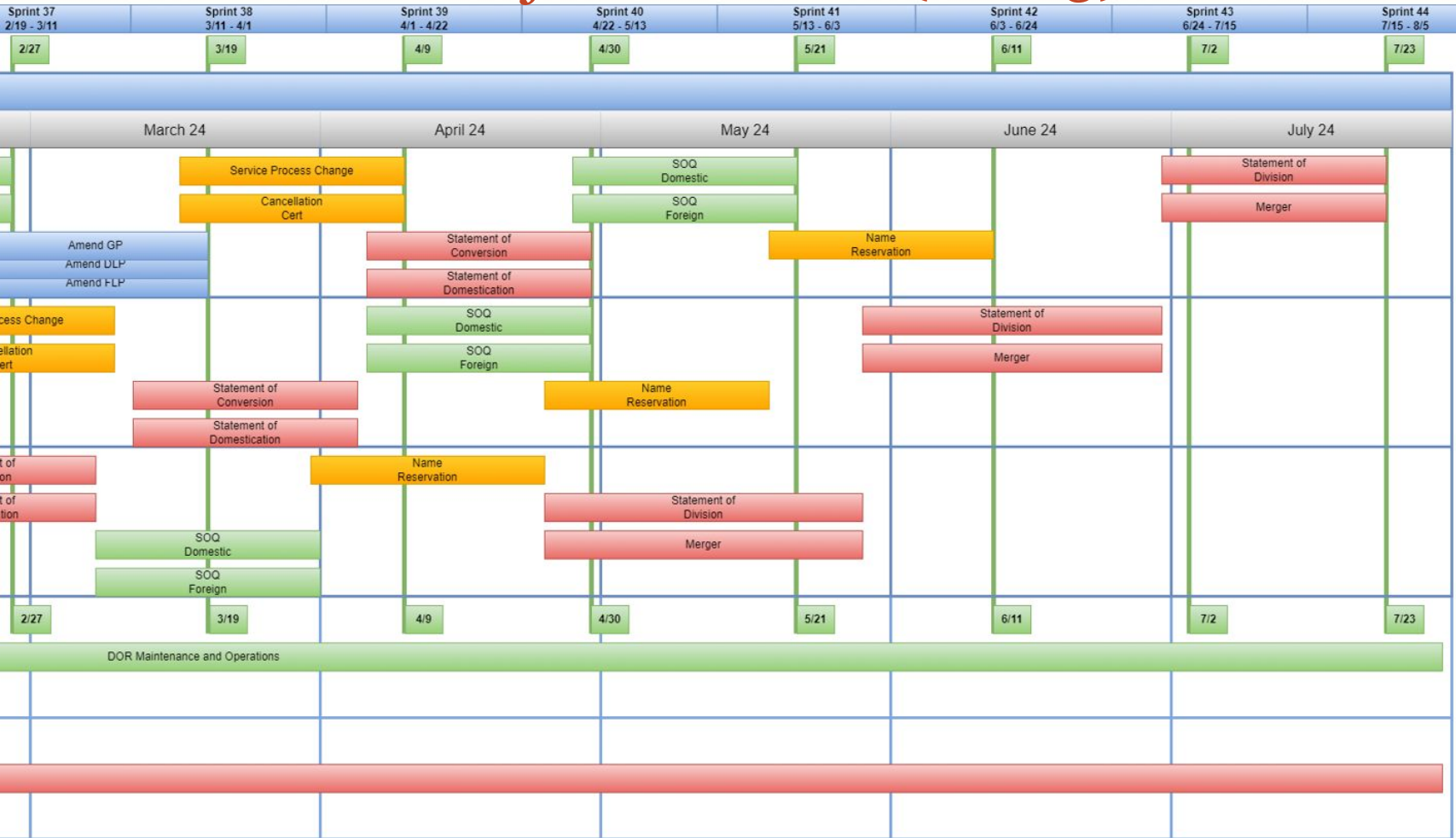
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2/27

Business One Stop Cross-Functional Roadmap (SOS and ADOT)







Project Timeline (Part 3)



Project Health Card

Overall Project Health is **GREEN**

| | | |
|------------|---|---|
| Schedule |  | <ul style="list-style-type: none"> • 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.. • There is still ample buffer time within the project roadmap to allow for minor slowdowns in productivity when issues or resource constraints arise.. |
| Milestones |  | <ul style="list-style-type: none"> • 10 User Journeys completed and delivered to production. • 3 User Journeys have completed documentation and are being prepared for production implementation. • On track to complete 15 more User Journeys by end of fiscal year. |
| Budget |  | <ul style="list-style-type: none"> • 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. • New ADOA budget analyst assisting Program with finances. |
| Risks |  | <ul style="list-style-type: none"> • The ACC has completed their eCorp code purchase and subsequent training. Their developers are currently onboarding to the code and setting up development environments. • 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. |
| Issues | N/A | <ul style="list-style-type: none"> • None to 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