Educator/Licensure Certification Replacement System

State of Arizona – Department of Education

ED22002 - Change Request

May 15, 2024

Agency Mission
The Arizona Department of Education is a service organization committed to raising academic outcomes and empowering parents.

Agency Values
Honesty and Integrity • Sense of Urgency • Spirit of Service • Quality • Continuous Improvement

Project Team Introduction

Roles Present at ITAC

- Sid Bailey- Associate Superintendent

- Jamie Wilber - Deputy Associate Superintendent

- Beth Neely - Chief Information Officer

- Joe Carrillo - Chief Technology Officer, Deputy CIO

- Sandeep Desai – Information Security Officer

- Qur'an Nero - Director of IT Program Management

- Venkesh Ethiraj - Project Management Office Manager

- Deepika Kushwaha - IT Project Manager

Project Introduction

Date/high-level overview of the approved original project investment justification (PIJ):

In January 2023, ADOA ASET approved the original Project Investment Justification (PIJ)
for Certification Modernization. The original timeline was January 2023 through September 2023.

In August 2023, ADE submitted CR change request to extend the project to March 31, 2024 due to restrictions imposed for AzRAMP certification. These restrictions hindered Mainstream's access to production data necessary for essential development and quality assurance tasks. Furthermore, data access restrictions delayed integrating with critical ADE systems, which are imperative for the successful implementation of the new certification system.

Project Introduction

Key Features

The proposed solution is a custom-built, web-based, cloud-hosted system. It uses modern technology to deliver a user-friendly design, supports single sign-on and role-based security access, incorporates data interfaces to integrate disparate ADE systems and other state systems, such as the state payment portal, and includes reporting functionality. Other features include:

- **Public Portal:** To search and view State of AZ educator information

- **Educator Portal:** For future/existing educators to apply for and manage certifications and documentation

- **Local Education Agency (LEA) Portal:** For school/district administrators to manage school rosters

- **Education Preparation Program (EPP) Portal:** For educator preparation institutions/programs to manage potential candidates for certifications and recommendations

- **Administrative Portal:** For ADE staff to control the entire certification process

Project Change Request Overview

What in the PIJ is changing?:

☑ Timeline: From March 31, 2024, to October 30, 2024

☑ Budget: Additional funding for vendor expenses resulting from the extended timeline

Total Additional vendor costs: $446,176

What initiated this change?:

State Payment Portal Integration Challenges: One of the primary reasons for the extension is the ongoing process of integrating key components of the system with external service providers. Specifically, the integration with the payment provider utilized for processing payments related to educator certification has not been finalized. This integration is crucial for certification to accept payments via the Educator Portal.

Peak Season Consideration: It is essential to recognize that May through August marks the peak volume period for educator certification requests. During this period, the ADE certification system experiences a significant surge in activity. Introducing a new system and accompanying processes amidst this peak season would present unnecessary challenges and risks for both ADE staff and stakeholders.

Product Owner Loss: As a result of the departure of our prior Product Owner, Mainstream is prepared to provide additional support to the Certification Team and new Product Owner during the now elongated testing phase. Mainstream must also support and train LEAs and EPPs to use the new LEA and EPP portals. This effort would have been undertaken by the prior Product Owner.

Case IQ Integration: Integration with CaseIQ presented challenges resulting in delays to ensure that the bi-directional information exchange between the two systems is secure, accurate, and operationally consistent.

Revised Project Milestones

Identify any change in timeline and possible benefits:

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Initiation		100	Jan 2023	Feb 2023	No Change	No Change
Planning		100	Jan 2023	Mar 2023	No Change	No Change
Design		100	Feb 2023	Jul 2023	No Change	No Change
Development		95%	Feb 2023	Feb 2024	No Change	July 2024
UAT ADE Certification		99%	Nov 2023	March 2024	No Change	Sept 2024
Go-Live		Not Started	March 2024	March 2024	No Change	Sept 2024
Final Invoices Paid				March 2024		Oct 2024
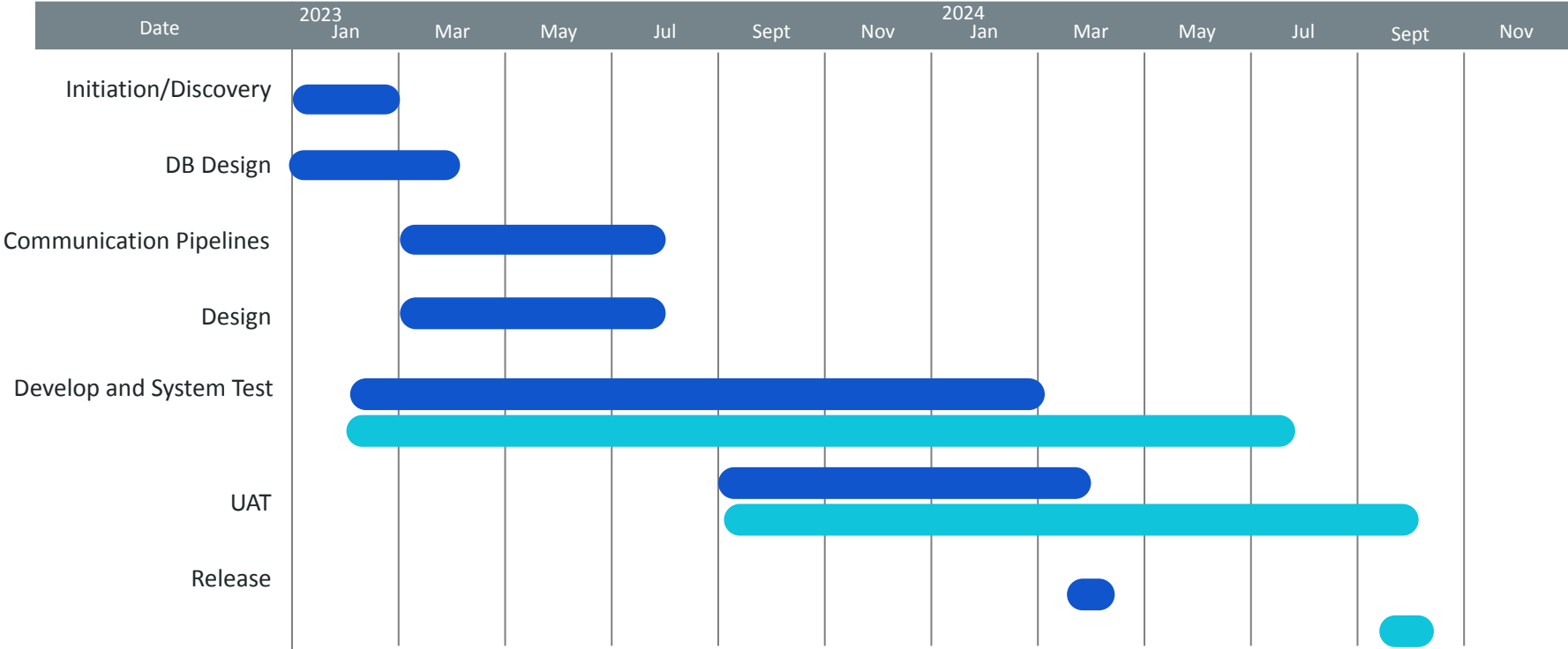
Financial Impact

Change in Project Financials

Actual Spend from February 2023 through April 2024	$1,396,434
Projected Spend from February 2023 through September 2024	$1,842,610
Increase of:	**$446,176**

Summary of Cost Increase:

- *During April 2024, Professional Services increased by $135,000 - A change request was not submitted at that time because the increase was under the 10% threshold*
- *Cost Summary to extent the project from May 2024 - September 2024*
    - *Hosting and Security $35,000*
    - *Collaboration Meetings $20,486*
    - *Professional Services $255,690*

Amended Project Costs

Project Costs by Category	FY23*	FY24*	FY25	FY26	FY27	Total
Vendor Implementation*	$528,559	$994,740	$152,422			$1,675,721
Professional & Outside Services (ADE Contractors)	$43,400	$62,664	$17,000	$10,000	$10,000	$143,064
Maintenance and Support **			$47,400	$49,770	$52,259	$149,429
Other Operational Expenditures *** (Hosting/Security)		$43,825	$84,000	$88,200	$92,610	$308,635
Total Development	$571,959	$1,101,229	$169,422			$1,842,610
Total Operational	$0	$0	$131,400	$147,970	$154,869	$434,239

Includes actual costs through April 2024

*** Includes $32.4K in annual vendor maintenance and support fees, plus $15K ADE Azure costs with 5% year-over-year cost increase*

****Includes 5% year-over-year cost increase after FY25*

Q & A
Session

Recommended Conditions

ADOA-ASET Conditions

1. 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.

2. 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.

3. Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.

ITAC Voting Options

What ITAC May Consider In Review Whether:

a. The proposed solution addresses the stated problem or situation;

b. The budget unit is competent to carry out the project successfully;

c. Sufficient sponsorship and support by budget unit leadership exists;

d. Cost estimates provided are accurate;

e. The proposed project aligns with the budget unit's Strategic IT Plan; and

f. The proposed solution complies with statewide IT standards.

ITAC Motions:

a. Move to Approve

b. Move to Approve with Conditions As Presented

c. Move to Approve with Conditions

    i. Committee May Modify or

    ii. Add Conditions

d. Move To Deny or temporarily suspend development activities

Relevant Statutes and Rules

Per A.R.S. § 18-101 - Per Administrative Code R2-18-101