OA Peer Review
Date: 7/3/24
Approve with Standar... ▾

Optional
EM Review: Bob
Date:
No Response ▾

OA Recommendation
Date: 7/3/24
Name: **Les**
Approve with St... ▾

Oversight Director
Decision
Date: 7/5/24
ITAC Recom... ▾

OR

State Deputy CIO
Decision
Date:
No Response ▾

Original 5-Year Lifecycle Budget Estimate:		**Areas Affected:**	
Total Development Budget	$ 60,270,282.19	End Date	Yes
Total Operational Budget	$ 13,975,399.08	Development Cost	Yes
Total Overall Budget	**$ 60,756,331.82**	Scope	Yes

Development Spent to Date   **$43,404,082.71**

Current End Date: 02/4/2026   **Revised End Date: 7/7/2026**

AMENDMENT 02: (6/21/2024)-CR-1054

Change Description:
Change Request for DE20023 DCSS ATLAS Replacement (AZCARES)

The Division of Child Support Services (DCSS) is requesting approval for a change request to the Scope, Cost, and Timeline of the ATLAS Replacement (AZCARES) project.
Development Cost increase of $5,155,964
PIJ End Date from February 2026 to July 2026
High-Level Project Overview
The DCSS utilizes the Arizona Tracking and Locate Automated System (ATLAS) to manage and process more than 300,000 active child support cases across Arizona.
ATLAS is a legacy mainframe system that was implemented in 1996 and is one of the oldest child support systems in the country.
DCSS is in the process of replacing the legacy ATLAS system and alleviating the below mentioned critical deficiencies.
Technical Platform
Usability
Efficiency/Inflexibility
System Security
Data Reliability and Reporting
Customer Access
The Department anticipates that successful implementation of this project shall provide the following benefits:
Service Enhancement
Increased Efficiency
Problem Avoidance

Department of Economic Security

Increased Collections
Modernized 21st Century System
The ATLAS Replacement (AZCARES) System will be
Built using the base solution transferred from the Federally Certified Delaware Child Support System
Customized to meet the DCSS business and technical needs
Developed using modern technology design principles which is highly scalable, flexible and configurable
Using API based integration approach with internal and external systems
Using responsive web design techniques to enable internal & external users to access the application on various devices
Hosted on FedRamp Certified Cloud platform

Change to Project
The project transitioned to red status due to project delays during the User Acceptance Testing (UAT) phase of the project impacting the overall schedule and budget. In addition, updates to data and process elements were identified during the UAT and Pilot 1 phases of the project impacting scope.

Summary of Changes
PIJ Category Vendor Amount Description
Professional & Outside Services
--Quality Assurance (QA) $37,000
Additional reports due to timeline extension
--Independent Verification & Validation (IV&V) $21,600
Additional reports due to timeline extension
--Implementation (IM) $7,822,539
Development, system testing, UAT, and implementation of refined data and process elements
Facilities
--Implementation (IM) ($2,681,695)
Facilities cost savings
Software Licenses
--Software Vendors ($43,480)
Development software cost savings

--Change Request Net Total $5,155,964

Milestone Name Milestone Health % Complete Previous Start Date Previous End Date Revised Start Date Revised End Date
Initiation & Planning Completed 100% 01/04/202104/02/202101/04/202104/02/2021
Requirements & Validation Completed 100% 01/04/202104/02/202101/04/202104/02/2021
Design Completed 100% 04/05/202106/30/202204/05/202106/30/2022
Development Completed 100% 04/05/202112/16/202204/05/202112/16/2022
System Testing Completed 100% 04/02/202101/12/202304/02/202101/12/2023
User Acceptance Testing Completed 100% 01/23/202304/14/202301/23/202302/23/2023
Implementation Completed 100% 04/17/202306/05/202312/04/202304/16/2024
Go-Live Completed 100% 06/05/202306/05/202304/17/202404/17/2024
Federal Certification Not Started 0% 09/06/202311/09/202307/15/202409/24/2024
Warranty In Progress 0% 11/10/202311/14/202404/17/202404/16/2025
Transition Not Started 0% 06/05/202305/08/202512/20/202403/26/2026
Operations & Maintenance (O&M) In Progress 0% 11/10/202311/14/202504/17/202404/16/2026
Closeout Not Started 0% 10/06/202511/05/202504/17/202605/12/2026

CHANGE REQUEST / AMENDMENT
Project ID DE20023 - DCSS ATLAS Replacement - CR-1054
Department of Economic Security

Final Invoices Paid Not Started 0% 11/06/202502/04/202605/13/202606/12/2026

Change Request Description
Status
Cost / Savings

Additional Monthly QA Reports
Federal Approved
$37,000

Additional Monthly IV&V Reports
Federal Approved
$21,600

Development of updated data and process elements
Federal Review
$7,822,539

Facilities
On going
($2,681,695)

Software
On going
($43,480)

Project Change Request Overview

ARIZONA DEPARTMENT OF ADMINISTRATION TECHNOLOGY

What in the PIJ is changing?:

☑ Timeline
- Project End date from: February 2026 to July 2026

☑ Scope
- Descoping __ and Adding X

☑ Development Budget
- From $60,270,283 to $65,426,248

What initiated this change?:

- The project experienced timeline delays during UAT and Pilot impacting the overall schedule.

- Updates to data and process elements were identified during UAT and Pilot impacting scope.

- Both timeline and scope updates impacted the project's budget, increasing costs by 8.55%.

Change Request Project Timeline

Revised timeline for Solution Continued:						
Date	2021	2022	2023	2024	2025	2026
Go Live				●		
Federal Certification				●		
Warranty				▬▬▬		
Transition					▬▬▬	
Operations and Maintenance (O&M)				▬▬▬▬▬▬▬▬		
Final Payment of Invoices						●
Closeout						●

Change Request Project Timeline

ARIZONA
DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

Milestone Name	Milestone Health	% Complete	Previous Start Date	Previous End Date	Revised Start Date	Revised End Date
Initiation & Planning	Completed	100%	01/04/2021	04/02/2021	01/04/2021	04/02/2021
Requirements & Validation	Completed	100%	01/04/2021	04/02/2021	01/04/2021	04/02/2021
Design	Completed	100%	04/05/2021	06/30/2022	04/05/2021	06/30/2022
Development	Completed	100%	04/05/2021	12/16/2022	04/05/2021	12/16/2022
System Testing	Completed	100%	04/02/2021	01/12/2023	04/02/2021	01/12/2023
User Acceptance Testing	Completed	100%	01/23/2023	04/14/2023	02/21/2023	02/23/2024
Implementation	Completed	100%	04/17/2023	06/05/2023	12/04/2023	05/08/2024
Go-Live	Completed	100%	06/05/2023	06/05/2023	05/09/2024	05/09/2024
Federal Certification	Not Started	0%	09/06/2023	11/09/2023	08/12/2024	12/02/2024
Warranty	Started	15%	11/10/2023	11/14/2024	05/24/2024	05/23/2025
Transition	Not Started	0%	06/05/2023	05/08/2025	05/24/2025	05/23/2026
Operations & Maintenance (O&M)	Started	7%	11/10/2023	11/14/2025	05/24/2024	05/23/2026
Final Invoices Paid	Not Started	0%	11/06/2025	02/04/2026	06/07/2026	07/06/2026
Closeout	Not Started	0%	10/06/2025	02/04/2026	05/24/2026	07/07/2026

AMENDMENT 01: (12/29/2022)-CR-0853

Change Description:
Change Request for DE20023 DCSS ATLAS Replacement (AZCARES)

The Division of Child Support Services (DCSS) is requesting approval for a change request to the Scope, Cost, and Timeline of the ATLAS Replacement (AZCARES) project.
-Development Cost increase of $1,531,917
-PIJ End Date from January 2025 to February 2026

High-Level Project Overview
-The DCSS utilizes the Arizona Tracking and Locate Automated System (ATLAS) to manage and process more than 300,000 active child support cases across Arizona.
-ATLAS is a legacy mainframe system that was implemented in 1996 and is one of the oldest child support systems in the country.
-DCSS is in the process of replacing the legacy ATLAS system and alleviating the below mentioned critical deficiencies.
Technical Platform
-Usability
-Efficiency/Inflexibility
-System Security
-Data Reliability and Reporting
-Customer Access
The Department anticipates that successful implementation of this project shall provide the following benefits:
-Service Enhancement
-Increased Efficiency
-Problem Avoidance
-Increased Collections
-Modernized 21st Century System
The ATLAS Replacement (AZCARES) System will be
-Built using the base solution transferred from the Federally Certified Delaware Child Support System
-Customized to meet the DCSS business and technical needs
-Developed using modern technology design principles which is highly scalable, flexible and configurable
-Using API based integration approach with internal and external systems
-Using responsive web design techniques to enable internal & external users to access the application on various devices
-Hosted on FedRamp Certified Cloud platform

Change to Project
The project transitioned to yellow status due to project delays during the development phase of the project impacting the overall schedule and budget. In addition, change requests were identified during grooming impacting the scope.

Summary of Changes
PIJ Category Vendor Amount Description
Professional & Outside Services
--Implementation (IM) $3,144,198
Updates to scope including schedule timeline, training, forms, interfaces, and descoping.
--Quality Assurance (QA) $532,986
Additional resources to increase system testing to 30%
--Independent Verification & Validation (IV&V) $171,000
Additional reports requested by federal partner and with extension to timeline

CHANGE REQUEST / AMENDMENT

Project ID DE20023 - DCSS ATLAS Replacement - CR-1054

Department of Economic Security

--Project Management Resource $4,353,319
Additional resource needs were identified through project kick off and Development (Grooming) phase
Software Licenses
--Software Vendors ($4,845,210)
Most licenses acquired in first year of project and transitioned renewals to License & Maintenance
Facilities
--Implementation (IM) ($1,824,375)
Minimal facilities cost incurred during year 1 & 2 of project due to the pandemic impact
--Net Change Request Development Total $1,531,917

Project Updated Milestones

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Initiation & Planning	Completed	100%	01/04/2021	03/31/2021	01/04/2021	04/02/2021
Requirements & Validation	Completed	100%	01/04/2021	03/31/2021	01/04/2021	04/02/2021
Design	Completed	100%	04/01/2021	06/30/2022	04/05/2021	06/30/2022
Development	Completed	100%	04/01/2021	06/30/2022	04/05/2021	12/16/2022
System Testing	In Progress	85%	06/30/2021	06/30/2022	04/02/2021	01/12/2023
User Acceptance Testing	Not Started	0%	07/01/2022	09/30/2022	01/23/2023	04/14/2023
Implementation	Not Started	0%	10/01/2022	01/04/2023	04/17/2023	06/05/2023
Go-Live	Not Started	0%	02/09/2023	03/08/2023	06/05/2023	06/05/2023
Federal Certification	Not Started	0%	04/08/2023	05/07/2023	09/06/2023	11/09/2023
Warranty	Not Started	0%	01/04/2023	01/03/2024	11/10/2023	11/14/2024
Transition	Not Started	0%	01/04/2023	01/03/2025	06/05/2023	05/08/2025
Operations & Maintenance (O&M)	Not Started	0%	01/04/2023	01/03/2025	11/10/2023	11/14/2024
Closeout	Not Started	0%	12/01/2024	01/03/2025	10/06/2025	11/05/2025
Final Invoices Paid	Not Started	0%	N/A	N/A	11/06/2025	02/04/2026

Changes

Change Request Description
Status
Cost / Savings

Descoping Interfaces
Cost Approval Process
($210,000)

Revised Training Approach
Federal Approved
$622,000

Interface Architecture Redesign
Federal Approved
$806,400

Revised Schedule
Federal Review
$1,702,798

Additional NN Forms
Federal Review
$196,000*

Conversion Mapping
Change Control Board Review

$27,000

Additional QA Resources
Federal Approved
$227,412

Additional As Needed IV&V Reports
Federal Approved
$145,800

Additional Monthly IV&V Status Reports
Federal Approved
$25,200

AZCARES Conversion Data Transfer
Federal Approved
$47,472

AZCARES Resources
Federal Approved
$276,240

3rd Party Security Testing
Cost Approval Process
$90,000

Project Contracted Resources
Federal Approved
$3,939,607

Software Reclassified to O&M Costs
On going
($4,845,210)

Facilities
On going
($1,824,375)