DE25004 OOD Authentication Portal Phase 1

State of Arizona – DES

Project Investment Justification

Date of ITAC: August 2024

Agency Vision
A Thriving Arizona

Agency Mission
To strengthen individuals, families and communities for a better quality of life

Project Team Introduction

Roles Present at ITAC

- Mark Darmer - ADES Chief Information Officer

- Durga Pattela - Office of Strategic Modernization, CTO

- Wes Fletcher - Deputy Director, Project Sponsor

Project Introduction

Stated Operational/Business Issue

The Department of Economic Security (ADES) does not have a central authentication portal for all DES clients to create, authenticate and verify their identity to access services.

- Currently operate 19 separate client-facing portals, each offering limited functionality for clients to apply for, track, and update information related to the services provided.
- Replicated "core client" data across multiple systems within the agency, which presents several potential security risks for protecting sensitive information. The replication of data also inhibits the agency's ability to detect fraudulent client activity.
- Lack of a "golden" client record that can be used to identify clients across multiple programs and services inhibits the department's ability to map a client's services and needs.
- Today, many of the ADES's programs lack online application or tracking capabilities, requiring clients to contact the Department in person or by phone for assistance. Additional current state issues include inadequate access, siloed applications and poor client experience.

Project Introduction

Benefit to the State Agency and Constituents

- **Robust Identity Management** - The Portal will leverage the AZ Department of Transportation eAZ identity capabilities while focusing on strengthening security features to safeguard benefits and services against potential threats. 3rd Party Identity Verification will be used for any customers not able to verify through eAZ.

- **Streamlined Authentication** - The Portal is designed to streamline and strengthen the authentication process to assist in the prevention of fraud, waste, and abuse of State resources. This will be accomplished by:

  - Preventing individuals who have not had their identity verified from receiving benefits.

  - Creating verified credentialed accounts that eliminate duplicate accounts, fraudulent actors, and attempted identity theft from accessing or obtaining services.

- **Reduction of Redundant Processes** - By integrating various program applications and processes into the Portal, clients can submit documentation to a single, centralized location, simplifying their interaction with the Department.

- **24/7 Self-Service** - The Portal will offer round-the-clock self-service options for clients and employees, expediting the application vetting and processing timelines.

  - Clients will be able to update information and provide needed documentation via the portal which will allow for quicker determination of eligibility and reduce potential for benefit receipt after eligibility expiration.

- **Optimized Resource Allocation** - The Portal will improve client care and foster collaboration among program divisions through integrated service delivery. This not only boost operational efficiency and enable more effective resource allocation, allowing the Department to focus on delivering high-quality services where they are most needed.

Proposed Solution

Overview of Proposed Solution

- The Department will utilize a production-proven Salesforce cloud SaaS/PaaS platform and the GovConnect integrated Client Portal for Eligibility and Enrollment system.

- This approach will focus on a low-code/no-code methodology, enabling the Department and the State to leverage the application across multiple programs and agencies, thereby creating a modern digital front door for interacting with the agency and potentially the entire state.

- The GovConnect platform has been refined through 24 Eligibility & Enrollment (E&E) Client Portal implementations and enhancements across different states, with 15 implementations in the past five years. The GovConnect solution includes functionality for programs such as Child Care, Medicaid, CHIP, SNAP, and TANF, and many other vital features required by the Department.

- ADES will also leverage the Master Data Management (MDM) solution, currently in development, as part of the Authentication Portal project to ensure client-related data is consistent across programs and stored in a single location. This will help reduce security risks associated with sensitive information being stored in multiple systems.

Proposed Solution

Due Diligence and Method of Procurement

- Procurement Step 1 - Authentication Portal vendor down-selection process
  - All State contracted vendors under the Statewide Digital Government and Enterprise Application Services Contract were invited to participate in the Authentication Portal vendor down-selection process (TO24-000214). Vendors were invited to submit responses identifying their qualifications and answering key questions relating to an Authentication Portal initiative.
- Procurement Step 2 - Authentication Portal Prototype - Phase 0
  - The top-ranked contractors (six) were invited to respond to a competitive Task Order (TO24-000216) request for the Authentication Portal Prototype - Phase 0. Proposals were evaluated and awarded to top ranking vendor, Deloitte.
- Procurement Step 3 - Authentication Portal Implementation - Phase 1
  - Implementation Task Order (TO-24-000218) was conditionally awarded to Deloitte.
  - IV&V Task Order (TO25-000229) was conditionally awarded to PCG.

Authentication Portal will involve an incremental rollout of each DES program, beginning with Phase 1. All Authentication Portal implementation future phases are expected to be released through State-Contracted Vendors under the Digital Government and Enterprise Application Services contract sets.

Technology

- Solution - Salesforce cloud SaaS/PaaS platform and Deloitte's GovConnect integrated Client Portal for Eligibility and Enrollment System
- Hosting - Salesforce Government Cloud Plus. Salesforce uses infrastructure provided by Amazon Web Services, Inc. ("AWS") to host Customer Data submitted to the Salesforce Government Cloud Plus Covered Services.

Project Responsibilities

ARIZONA
DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

Identify Proposed Solutions Responsibilities

Agency

1. Requirements
2. Stakeholder Engagement
3. Approve Deliverables
4. User Acceptance Testing
5. End-User Training
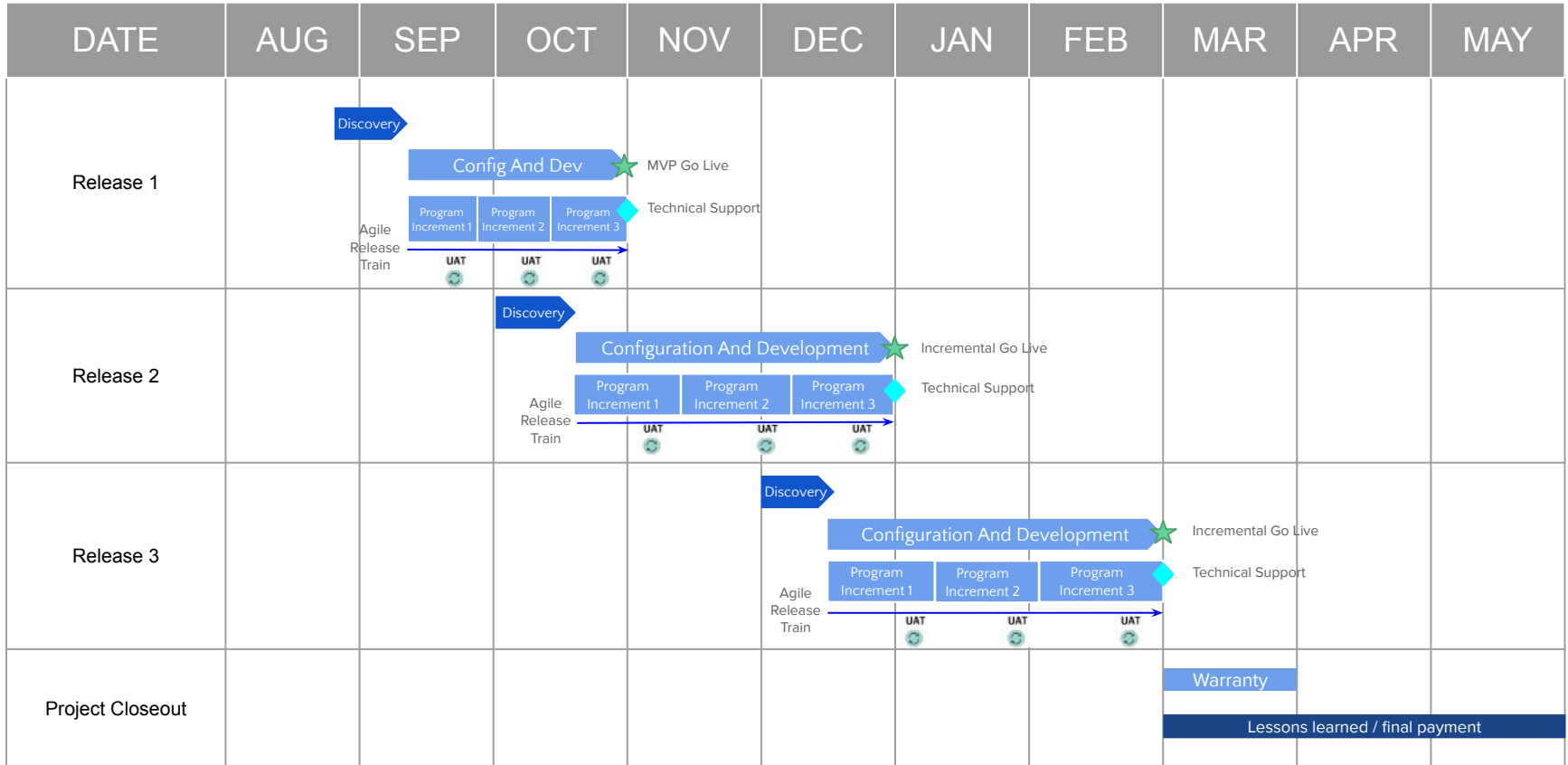6. Vendor Management

Shared

1. Establish Initial Vision & Roadmap
2. Define User Stories
3. Project Management
4. Communication Management
5. Implementation
6. Integration

Vendor/Contractor

1. Create sprint backlogs
2. Create Deliverables
3. Configuration and Development
4. Sprint Execution
5. Operation Readiness Review
6. Train-the-Trainer Sessions
7. Technical Support / Warranty

Project Timeline *See Appendix for Portal Feature Rollout List*

DATE	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Release 1		Discovery								
			Config And Dev	MVP Go Live						
			Program Increment 1 / Program Increment 2 / Program Increment 3	Technical Support						
		Agile Release Train	UAT / UAT / UAT							
Release 2			Discovery							
				Configuration And Development	Incremental Go Live					
				Program Increment 1 / Program Increment 2 / Program Increment 3	Technical Support					
			Agile Release Train	UAT / UAT / UAT						
Release 3					Discovery					
					Configuration And Development	Incremental Go Live				
					Program Increment 1 / Program Increment 2 / Program Increment 3	Technical Support				
				Agile Release Train	UAT / UAT / UAT					
Project Closeout								Warranty		
								Lessons learned / final payment		

Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	$4,739,088	$87,648	$87,648	$87,648	$87,648	$5,089,680
License & Maintenance Fees	$903,724	$951,492	$951,492	$951,492	$951,492	$4,709,693
Total Development	$5,642,812	$0	$0	$0	$0	$5,642,812
Total Operational	$0	$1,039,140	$1,039,140	$1,039,140	$1,039,140	$4,156,561
Total						$9,799,373

Financial Impact

Breakdown of Financial Impact

Project Development Funding	
Base Budget - Available	0
Base Budget - To Be Requested	0
APF Budget - Available	0
APF Budget - To Be Requested*	$1,513,498*
Other Appropriated - Available	$340,138
Other Appropriated - To Be Requested	0
Federal - Available	$3,573,169
Federal - To Be Requested	0
Other Non-Appropriated	$4,372,568
Other Non-Appropriated - To Be Requested	0

Total Development Project Funding	
Available Budget	$ 5,642,812
To Be Requested Budget	0

Total Operational Funding - Project	
Budget	$ 4,156,561

APF to be requested in September 2024

What Success Looks Like

Change Management Success Criteria

1. Project Milestones
   a. Phase 1 / Release 1
      i. Pre-Commitment / Discovery
      ii. Planning Interval
      iii. Go Live
   b. Phase 2 / Release 2
      i. Pre-Commitment / Discovery
      ii. Planning Interval
      iii. Go Live
   c. Phase 3 / Release 3
      i. Pre-Commitment / Discovery
      ii. Planning Interval
      iii. Go Live
   d. Project Closeout

Measures of Success

Within the first 12 months of project completion, the agency anticipates:

a. Design, build, and launch a fully functional authentication portal and rollout child care program within DES to the portal.
b. Through the use of the Qualtrics tool, obtain 75% authentication portal satisfaction rate among end users surveyed.
c. Clients will experience a 20% reduction in application completion time by choosing the online submission over the paper application, which currently takes approximately one hour.

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. The agency shall provide the quarterly Independent Verification & Validation (IV&V) report, via email communication, to ADOA-ASET 90 days following the start of the project.

4. The agency shall provide quarterly informational updates, via ITAC presentation, to members of the Information Technology Authorization Committee (ITAC) for the committee's review, comments or questions.

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.
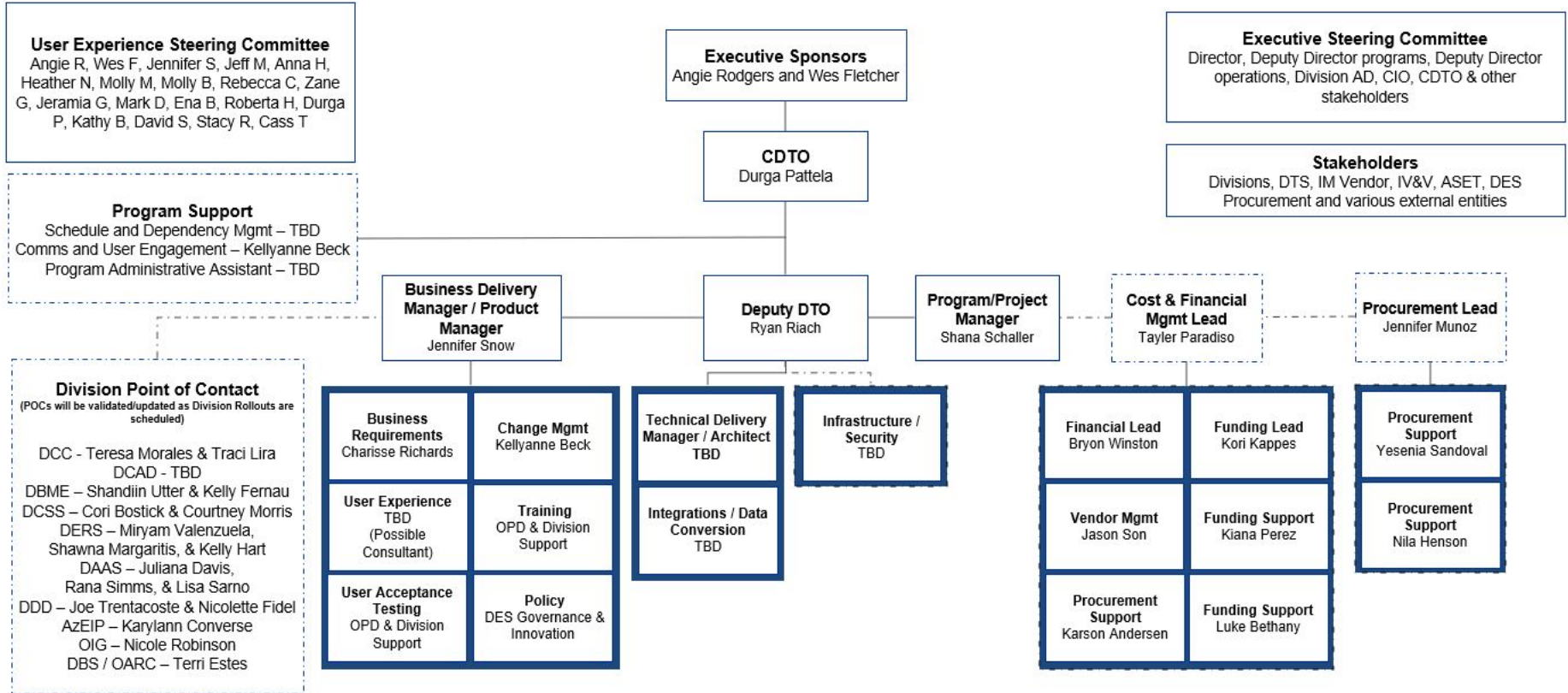
ITAC Motions:

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

Relevant Statutes and Rules

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

Appendix

Project Structure

Authentication Portal - Feature Rollout List

Release 1 Core / DCC Features	
General Access / Installation	Application Intake (Core & DCC)
Ease of Use	User Portal Settings
Welcome Screen	Privacy
Account Creation / Account Management	Security Settings
Profile Category Screen / General Information	Logout
Program Category Screen	Eligibility Determination (Core & DCC)
Basic Needs Assessment / Pre-screen	Document Upload
Resource Locator	e-Signature
Browse DES Programs	Voter Registration

Release 2 Core / DCC Features	
Home Page / User Dashboard	Other Notifications
Profile Questions/Management	Messages & Notifications Settings
Manage Programs & Applications	Eligibility Interview
Message Inbox	Check Application Status
AI Chatbot	Renew/Recertify Eligibility
Text Messaging	Help

Release 3 Core / DCC Features	
DES Provisioned Accounts	Benefits & Payments
Scheduling Appointments	Push Notifications
Virtual Interviews / Meetings	Portal Preference Settings
Renew / Recertify	User Feedback
Reporting a Change (Core & DCC)	