Change Request Review Template
Department of Economic Security
DE21027 - DERS RSA Modernization - CR-1128
Oversight Name: Thomas O'Dowd

OA Peer Review Date: 10/28/2024	OA recommendation Date: 10/24/2024	EM Review Date: 10/29/2024
Approve with Standard Cond... ▾	Approve with Standard Conditions ▾	Approve with Standard ... ▾

Oversight Director Decision Date: 10/29/2024	OR Deputy CIO Decision Date:
Approve ▾	No Response ▾

Area of Impact

☑ **Budget**	☑ **Scope**	☑ **Timeline**

Brief Project Description

Replace the legacy System 7 application used by DERS RSA with a Cloud based infrastructure and a SaaS solution which will alleviate deficiencies and allow future upgrades without the need to replace the entire system.

What Initiated This Change, Reasons

- **Contractor Delay:** The primary reason for the delay is that the contractor (CMSuite) needs more time to finish developing the customized features for Arizona and make necessary changes to the inFormed application. This has pushed back the User Acceptance Testing (UAT) and the planned implementation (Go-Live) date.

- **Insufficient UAT Time:** The original timeline didn't allocate enough time for thorough UAT, especially considering the existing backlog of defects and undelivered functionality.

- **Overlapping Project Phases:** The initial schedule had Operational Readiness Testing (ORT) overlapping with User Training, potentially hindering the identification and resolution of training or system issues before staff training.

- **Federal Reporting Challenges:** Implementing the system mid-quarter would complicate federal reporting, requiring data to be merged from both the old and new systems.

To address these issues, the change request proposes:

- **Extending the Project Schedule:** This allows the contractor to complete the customizations, provides ample time for UAT and defect resolution, and avoids overlapping ORT with User Training.

- **Adding New Features:** The request also includes adding Morrow Ticket Tracker, Docusign eSignature, SARA Client Mobile Communication software, and five application enhancements to improve system capabilities and efficiency.

- Note for Descriptions Cost Change for Development costs-
- --**Morrow Ticket Tracker of $21,444** - Morrow was selected because the contract vendor building the inFormed system already has Morrow integrated with their inFormed application. Other solutions exist, but they are built in and proprietary to other contractor applications. There were no other 3rd party options available.
- --**Docusign eSignature is $156,723** - Adobe eSignature which is currently available via an enterprise agreement with ADES was reviewed as an option. However, CMSuite already had the integration components developed for DocuSign, therefore, DocuSign was deemed to be a lower risk solution.
- --**SARA third party software $540,502** Sara is a third party application specifically developed to assist counselors with electronic communications to/from clients. No comparable alternative is available at this time.
- --**inFormed Advancements $70,000.** This cost is for changes to the inFormed application which is a proprietary COTS solution and only CMSuite can make these changes.
- --**Integration with Saraworks SARA Solution for nightly transfer of case notes from SARA to inFormed VR $108,600** - this is CMSuite's cost of integrating SARA with CMSuite's inFormed application. inFormed is a proprietary solution and no other vendor could develop and test the integration components needed to integrate SARA.
- --**CMSuite $204,000 to extend the Go-Live Schedule from April 1, 2025 to July 1, 2025** - This cost is to reimburse CMSuite for the labor hours of extending CMSuite's project manager an additional 3 months for an RSA requested July 1, 2025 implementation date.
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Essentially, this change request aims to ensure the project delivers a fully functional, customized system that meets Arizona's specific needs and avoids potential issues that could arise from rushing the implementation.

CR Submission Date: 09/26/2024

Original Project Duration:
Start Date: 11/01/2022
End Date: 02/01/2026

CR Project Duration:
Start Date: 11/01/2022
End Date: 10/1/2026

Original Project Budget

Development Cost	$ 2,585,000.00
Operational Cost	$ 4,190,149.64
Total Cost	**$ 6,775,149.64**

CR Project Budget

Development Cost	$ 3,686,269.31
Operational Cost	$ 5,947,633.07
Total Cost	**$ 9,633,902.38**

If the project has prior CR list below: N/A

Security Review
Reviewed by security.
Approved - By Chris R

Funding source re-verification* Required if there is a change to the Development costs on the project

The budget will be available through the following sources:	Funding expiration(s)?
14% Base Budget	Start Date: 07/01/2025 End Date: 06/30/2026
78% Federal	Start Date: 10/01/2025 End Date: 09/30/2027
0% Other Appropriated	Start Date: End Date:
8% Other Non-Appropriated	Start Date: 07/01/2025 End Date: 06/30/2027

CR Checklist

Requirement	Received?	Notes
Is the CR above 10%	Received ▾	
Security approval (SSP update)	Received ▾	
New SOW or quote from the vendor	Received ▾	
New Project Plan	Received ▾	
5-Year Equipment Refresh Plan for Equipment Purchases	Not Needed ▾	
Maintenance & Support Options Identified for Years 2-5	Not Needed ▾	
Cloud Exception Form for On-Prem Servers	Not Needed ▾	

Vendor activity or documentation (training, functionally change, etc.) to be Shared with Agency (Knowledge Transfer)	Received ▾	
Internal Approvals from the Director, CTO, CIO, CFO/Budget Manager via email	Received ▾	
Have the original ITAC conditions reviewed	Received ▾	Double check attached to Project note
If APF funding, Has it been discussed with Financial Analyst	Not Needed ▾	
Ask Report needed	Not Needed ▾	

Risks

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Vendor Selection if applicable (3 Quote)

- **Considered Vendors:**
- **Selected Vendor:**
- **3 Quotes Obtained:**
- **Exception Reason:** Cost Change for Development costs-
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CR Modifications + Follow-Up

☑   3 Quotes justification for new add-ons Email response will be added to CR description.

OA Post-Approval Checklist

☑   ~~Add the appropriate **conditions** within the Conditional Approval Section.~~
☑   ~~Complete any follow-up/edits to the CR that were noted in the executive review.~~
☑   ~~Click Generate CR Document, copy as a pdf, and attach to the approval email.~~
☑   ~~Log the approval email to the Project in Salesforce using the Gmail Extension.~~

V 1.0 7/18/24

Guides

Milestones

Common milestones include, but not limited to:

- Project Kickoff
- Delivery of Signed SOW
- Delivery of Project Plan Document
  - Sometimes an Agency can only produce this after an assessment from the vendor. Ensure this is added as a milestone after the assessment takes place, and ensure the assessment is added as a milestone as well.
- Installation
- Configuration
- Sprints (design & build, with descriptions)
- UAT
- Training (support team/admin)
- Training (end users)
- Go Live
- Payment Invoices (by milestone or date(s))
- Final Payment of Invoices
- Lessons Learned
- Project Close

Common things to look out for:
- If milestones span a long interval of time, for example, several months or longer, there are events that take place within this milestone that can be broken into several milestones that can be more easily monitored.

Financials
- All financials during the first fiscal year are considered Development. Every year after is Operational. However this may be different for projects that span over 1 year.
- Professional services cannot be taxed.
- Ensure the quote from the vendor matches the financials' line items.
- Keep note of the funding expiration dates, when payments will be made (identified within milestones), and whether the Agency has the budget for the project. For example, some Agencies receive new funding every October. Ensure their payment dates are aligned with their ability to pay using the funding they anticipate to receive. Some projects will have multiple funding sources expiring at different times.
- Ensure the categorization of the line items makes sense and they are separated by 1 item per line. For example, licenses and professional services should not be combined; they should be separated into each line item with the applicable categorization and tax information.
- If static maintenance and support costs for years 2-5 are not guaranteed by the vendor, include a 2.5% increase year over year in order to account for any future price increases.

Risks
- Common risks include:
  - Aggressive timelines
  - Two or more agencies involved with the project
  - Two or more vendors involved with the project
  - Paying the vendor at one time, all upfront, prior to any work being performed

- Any other items included in the conditional approval that are required within future status report submissions