

Change Request Review - Department of Economic Security
DE24011 - Returned Mail Solution - CR1181
Oversight Name: Akhil Mandula

OA Peer Review Date: Approve with Standard Cond... ▾ 10/17/2024	OA recommendation Date: 10/09/2024 Approve with Standard Conditions ▾	EM Review Date: Approve with Standard ... ▾
Oversight Director Decision Date: Approve ▾	OR Deputy CIO Decision Date: No Response ▾	

Area of Impact		
<input type="checkbox"/> <u>Budget</u>	<input type="checkbox"/> <u>Scope</u>	<input checked="" type="checkbox"/> <u>Timeline</u>

Brief Project Description

The Department of Economic Security (DES) will obtain and utilize a digital mailroom document scanner solution to improve their returned mail process.

What Initiated This Change, Reasons

This is a change for time.
 The time increase will be an additional 5 months (From October 2024 - March 2025).

The current project is roughly $\frac{2}{3}$ completed. The project became delayed due to additional security documentation required from AHCCCS to be completed.

AHCCCS requires additional security measures to allow the Bot to access HEAplus.AHCCCS and DTS (Technical Review Board) has required additional interagency documentation for review and approval.All required documentation was submitted to AHCCCS Security Review on 7/31.The mitigation plan began on 7/8. DBME and DTS continue to update the security documents based on AHCCCS feedback and request for additional information.

AHCCCS “suspended for unauthorized use” DBMEs access in the testing environment on 8/9/2024. The vendor project team Accelerate was released on 8/30/24 due to this delay.

Konica Minolta is still the vendor responsible. They released their subcontracted development team, Accelerate. They have assured us that they have developers within KM that will be able to facilitate the

continuation and completion of the project.

No cost change, however, if one occurs, we expect it to be under the 10% variance allowed. Because the length of the delay is unknown, the vendor will not provide any change to the costs until the project is ready to begin again.

Items that remain:

UAT (2-3 weeks) (Wave 3)

Reporting output report (Wave 4)

Knowledge transfer to DTS (Wave 4)

Hypercare availability (Wave 5)

Roughly 4 - 6 more weeks +/- until this project is completed and into production, once all approvals come through.

<p><u>CR Submission Date:</u> 10/8/2024</p> <p><u>Original Project Duration:</u> Start Date: 9/30/2023 End Date: 5/1/2024</p> <p><u>CR Project Duration:</u> Start Date: 9/30/2023 Current end date : 10/31/2024 Revised End Date: 3/31/2025</p>	<p><u>Original Project Budget</u></p> <table> <tr> <td>Development Cost</td> <td>\$ 262,253.69</td> </tr> <tr> <td>Operational Cost</td> <td>\$ 3,813.96</td> </tr> <tr> <td>Total Cost</td> <td>\$ 266,067.65</td> </tr> </table> <p><u>Current Project Budget</u></p> <table> <tr> <td>Development Cost</td> <td>\$ 1,269,438.67</td> </tr> <tr> <td>Operational Cost</td> <td>\$ 3,814.00</td> </tr> <tr> <td>Total Cost</td> <td>\$ 1,273,252.67</td> </tr> </table>	Development Cost	\$ 262,253.69	Operational Cost	\$ 3,813.96	Total Cost	\$ 266,067.65	Development Cost	\$ 1,269,438.67	Operational Cost	\$ 3,814.00	Total Cost	\$ 1,273,252.67
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If the project has prior CR list below:

CR-ID	Approved Date	Type
CR-1003	12/15/2023	<p>End Date, Scope,Budget</p> <ul style="list-style-type: none"> • The time increase will be an additional 7 months (From May 2024 - October 2024). • The cost will increase by \$1,007,185.68 • The change includes additional software and professional services.

Security Review - No Security concerns with this change.

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)?
% Base Budget	Start Date: End Date:
% Federal	Start Date: End Date:
% Other Appropriated	Start Date: End Date:
100% Other Non-Appropriated	Start Date: 07/01/2023 End Date: 06/30/2025

CR Checklist

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

If APF funding, Has it been discussed with Financial Analyst	Not Needed ▾	
Ask Report needed	Not Needed ▾	

CR Modifications + Follow-Up

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OA Post-Approval Checklist

<input type="checkbox"/> Copy the information from this document into the Oversight Summary section in Salesforce (Project Background, Business Justification, Implementation Plan, Vendor Selection, and Budget or Funding Considerations).
<input type="checkbox"/> Ensure that within the Submission Info section of the PIJ in Salesforce, the IT Goal, Brief Description, Status Report Frequency, and Requested Development Amount fields have been populated.
<input type="checkbox"/> Add the appropriate conditions within the Conditional Approval Section.
<input type="checkbox"/> Complete any follow-up/edits to the CR that were noted in the executive review.
<input type="checkbox"/> After the CR is complete, pdf this document and attach to the Project.
<input type="checkbox"/> Click Generate CR Document, copy as a pdf, and attach to the approval email.
<input type="checkbox"/> Log the approval email to the Project in Salesforce using the Gmail Extension.

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