

Change Request Review

Agency Name - DE23008 - DERS UI Benefits Modernization - CR-1209

Oversight Name: Thomas O

OA Peer Review Date: 12/02/2024 No Response ▾	A Recommendation Date: 12/02/2024 Approve with Standard Conditions ▾	EM Review Date: No Response ▾
Oversight Director Decision Date: 12/03/2024 Approve after PIJ Modification ▾	OR Deputy CIO Decision Date: No Response ▾	

Area of Impact

<input checked="" type="checkbox"/> Budget	<input type="checkbox"/> Scope	<input checked="" type="checkbox"/> Timeline
---	---------------------------------------	---

Brief Project Description

The proposed replacement system is a web-based software and hardware platform which will provide greater public access and eliminate the expense of mainframe processing resources while improving worker productivity.

What Initiated This Change. Reasons

The project change request is driven by the need to extend the project timeline and increase the budget. This is due to unforeseen complexities in ensuring compliance with Arizona state law, delays in implementing the self-assign methodology, and challenges with data conversion and outstanding development work. These factors necessitate additional time and resources to ensure the project's successful completion.

- Data Conversion - Due to the complexity, size and several sources of legacy data, delays relating to data conversion could impact the project. - Added at Project Initiation
- Self Assign Work Item Administration - Inability to implement existing Arizona methodology of the Self-Assign method for work item administration will have an impact on the project, preventing timely implementation.
- Unexpected amount of change needed to bring the system into compliance with Arizona State Law/Regulations
- Vendor pursuing StateRAMP Authorization with Arizona as a sponsor

CR Submission Date: 12/02/2024 Original Project Duration: Start Date: 02/13/2023 End Date: 04/30/2025 CR Project Duration: Start Date: 02/13/2023 End Date: 12/30/2025	Original Project Budget Development Cost \$ 9,955,984.00 Operational Cost \$ 13,278,409.06 Total Cost \$ 23,234,393.06 CR Project Budget Development Cost \$ 10,221,769.00 Operational Cost \$ 13,278,409.06 Total Cost \$ 23,500,178.06
---	---

If the project has prior CR list below:

CR-ID	Approved Date	Type
Passive - CR-0972	9/14/2023	Development Costs, Scope

*Passive change requests, previously used as a workaround to track small changes under the 10% contingency threshold, are no longer being utilized due to system limitations in the project portal.

Security Review

Has the change impacted security? **No**

EX. Vendor, Hosting Environment, Scope, system interfaces and any other situation impacting the environment, interfaces or other directly or indirectly impact Security.

If Yes, the CR will have to go through a Security Review with the new information provided by the agency.

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:
100% Federal	Start Date: No Expiration End Date:
% APF	Start Date: End Date:
% Other Appropriated	Start Date: End Date:
% Other Non-Appropriated	Start Date: End Date:

CR Checklist

Requirement	Received?	Notes
Is the CR above 10%	Received ▾	107,385.00 Dev Increase is not 10% the End Date is over 10%
Security approval (SSP update)	Not Needed ▾	
New SOW or quote from the vendor	Not Needed ▾	

New Project Plan	Not Needed ▾	
5-Year Equipment Refresh Plan for Equipment Purchases	Not Needed ▾	
Maintenance & Support Options Identified for Years 2-5	Received ▾	Double Operational Costs
Cloud Exception Form for On-Prem Servers	Not Needed ▾	
Vendor activity or documentation (training, functional change, etc.) to be Shared with Agency (Knowledge Transfer)	Not Needed ▾	
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 ▾	

<u>Risks</u>
<u>Vendor Selection if applicable (3 Quote)</u>
<ul style="list-style-type: none"> ● Considered Vendors: ● Selected Vendor: ● 3 Quotes Obtained: ● Exception Reason:

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