

Change Request Review

Department of Economic Security - DE25004 - DES A to Z Arizona Portal
(formerly Authentication Portal) - CR-1205

Oversight Name: Mia

OA Peer Review Date: 11/27 Approve with Standard Cond... ▾	OA recommendation Date: 11/26 Approve with Standard Conditions ▾	EM Review Date: 12/3 Approve with Standard ... ▾
Oversight Director Decision Date: 12/3 Approve ▾	OR Deputy CIO Decision Date: No Response ▾	

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

<u>Brief Project Description</u> Design, build, and launch a fully functional Authentication Portal and rollout DCC program within DES-OOD to the portal.

<u>What Initiated This Change, Reasons</u> Due to the unique requirements of the APF funding source, the Agency is reallocating resources to maximize the use of the available funding. New costs are for new staff members dedicated to this project that include the following: Senior Project Managers, the Digital Transformation Officer, Change Management Specialist, Client Experience Manager, and various analysts.

<u>CR Submission Date:</u> <u>Original Project Duration:</u> Start Date: 8/6/2024 End Date: 5/30/2025 <u>CR Project Duration:</u> Start Date: 8/6/2024 End Date: 6/30/2025	<u>Original Project Budget</u> Development Cost \$ 5,642,812 Operational Cost \$ 4,156,561 Total Cost \$ 9,799,379 <u>CR Project Budget</u> Development Cost \$ 7,780,802 Operational Cost \$ 4,156,561 Total Cost \$ 12,027,369
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If the project has prior CR list below: N/A

CR-ID	Approved Date	Type

Security Review
 Has the change impacted security? - **NO**

 Since they are just adding more staff to the project, I don't believe it is impacting security.

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)?
0% Base Budget	Start Date: End Date:
29.71% Federal	Start Date: 7/1/24 End Date: 6/30/25
31.11% APF (increasing) Original Amount: \$1,199,479.66 New Amount: \$3,427,469.66 Increase: \$2,227,990	Start Date: 7/1/24 End Date: 6/30/25
2.83% Other Appropriated	Start Date: 7/1/24 End Date: 6/30/25
36.36% Other Non-Appropriated	Start Date: 7/1/24 End Date: 6/30/25

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	Not Needed ▾	
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)	Not Needed ▾	
Internal Approvals from the Director, CTO, CIO, CFO/Budget Manager via email	Received ▾	Mark Dahmer (CIO) and Kori Kappes (Finance) approved on 11/15/24
Have the original ITAC conditions reviewed	Received ▾	
If APF funding, Has it been discussed with Financial Analyst	Received ▾	
Ask Report needed	Received ▾	Already Submitted, whole \$6 million approved

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

CR Modifications + Follow-Up

- Add new APF Funding to Financials (After CR - Mia)
- Ask DES 1) how they are going to spend the rest of the money? 2) Are they working on a change request for scope to add phase 2 to the original project? (Bob)

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