Project Investment Justification

Authentication Portal Phase 1

DE25004

Department of Economic Security

1. GENERAL INFORMATION

PIJ ID: DE25004
PIJ Name: Authentication Portal Phase 1
Account: Department of Economic Security
Business Unit Requesting: DES/Office of the Director (OOD)
Sponsor: Wes Fletcher
Sponsor Title: Deputy Director of Operations
Sponsor Email: wfletcher@azdes.gov
Sponsor Phone: (602) 541-9666

2. MEETING PRE-WORK

2.1 What is the operational issue or business need that the Agency is trying to solve? (i.e....current process is manual, which increases resource time/costs to the State/Agency, and leads to errors…):

The Department of Economic Security (ADES) currently operates 19 separate client-facing portals, each offering limited functionality for clients to apply for, track, and update information related to the services provided. Additionally, many of the ADES's programs lack online application or tracking capabilities, requiring clients to contact the Department in person or by phone whenever they need assistance. ADES also replicates "core client" data (such as name, address, SSN, date of birth, etc.) across multiple systems within the agency. This lack of data standardization presents several potential security risks for protecting sensitive information.

2.2 How will solving this issue or addressing this need benefit the State or the Agency?

The new Authentication Portal will offer 24/7 self-service capabilities for both clients and employees, expediting the overall process for clients to receive their benefits. This one-stop shop for all ADES services will enable the Department to deliver exceptional client care and foster collaboration across program divisions through integrated service delivery. Besides providing 24/7 self-service capabilities, the portal will also provide: a reduction in manual efforts for clients and employees and reduce future technology modernization and operational costs.

The Department will utilize a Platform as a Service (PaaS) model for the implementation of the new portal. 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. Additionally, ADES will implement a Master Data Management (MDM) solution as part of the project to ensure client-related data is consistent across programs and stored in a single location. This will help reduce security risks associated with storing sensitive information in multiple systems.

The implementation approach for the Authentication Portal will involve an incremental rollout of each DES Division and its respective programs, beginning with Phase 1, which will include common business functionality along with the Division of Child Care.

2.3 Describe the proposed solution to this business need.
The Department will utilize a production-proven Salesforce cloud SaaS/PaaS platform and the GovConnect

integrated Authentication 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) Authentication 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. The solution is powered by Salesforce, with configuration and customization supported using capabilities such as declarative configuration, Apex, Lightning components, Flow Builder, Process Builder, and more.

ADES will also utilize 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 storing sensitive information in multiple systems.

Finally, one of the most important goals of the Portal is to reduce fraud, waste, and abuse of state resources. The Portal will leverage identity management capabilities to assist with this effort and is focusing on incorporating security features that will safeguard benefits and services against bad actors.

Approved by Mark Darmer, CIO, on 8/1/24.

Approved by Angie Rodgers, Executive Deputy Director, on 8/2/24.

2.4 Has the existing technology environment, into which the proposed solution will be implemented, been documented?
Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

2.5 Have the business requirements been gathered, along with any technology requirements that have been identified?
Yes

2.5a Please explain below why the requirements are not available.

3. PRE-PIJ/ASSESSMENT

3.1 Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?
No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?
No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

4. PROJECT

4.1 Does your agency have a formal project methodology in place?
Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).
DES Responsibilities

Requirements

Stakeholder Engagement

User Acceptance Testing

End-User Training

Vendor Management

Approve Deliverables / Milestones

Shared Responsibilities

Establish Initial Vision & Roadmap

Define User Stories

Project Management

Communication Management

Implementation

Integration

Vendor Responsibilities

Create ART backlogs

Create Deliverables

Configuration and Development

Sprint Execution

Operation Readiness Review

Train-the-Trainer Sessions

Technical Support

4.3 PM Name
Shana Schaller

4.3 PM Email
sschaller@azdes.gov

4.4 Is the proposed procurement the result of an RFP solicitation process?
No

4.5 Is this project referenced in your agency's Strategic IT Plan?
Yes

5. SCHEDULE

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?
Yes

5.2 Provide an estimated start and finish date for implementing the proposed solution.

Est. Implementation Start Date	Est. Implementation End Date
8/6/2024 12:00:00 AM	5/30/2025 12:00:00 AM

5.3 How were the start and end dates determined?
Based on project plan

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

Milestone / Task	Estimated Start Date	Estimated Finish Date
Provide signed SOW to ADOA ASET	08/26/24	09/06/24

Milestone 1 - Pre-Commitment Phase 1	08/26/24	09/06/24
Provide SSP to ADOA ASET	08/26/24	10/18/24
Milestone 2 - Planning Interval (PI) Phase 1	09/09/24	10/31/24
Milestone 3 - Pre-Commitment Phase 2	09/30/24	10/11/24
APF money will be spent on project	10/01/24	05/30/25
Milestone 4 - Planing Interval (PI) Phase 2	10/14/24	12/27/24
Milestone 5 - Pre-Commitment Phase 3	12/02/24	12/13/24
Milestone 6 - Planning Interval (PI) Phase 3	12/16/24	02/28/25
Milestone 7 - Project Closeout Lessons Learned, Final Invoices	02/28/25	05/30/25

5.4 Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?
Yes

5.5 Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?
No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

6. IMPACT

6.1 Are there any known resource availability conflicts that could impact the project?
No

6.1a Have the identified conflicts been taken into account in the project plan?

6.2 Does your schedule have dependencies on any other projects or procurements?
Yes

6.2a Please identify the projects or procurements.
ADES is leveraging 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. If there are delays in the MDM project, it could result in delays to the Authentication Portal project.

6.3 Will the implementation involve major end user view or functionality changes?
Yes

6.4 Will the proposed solution result in a change to a public-facing application or system?

Yes

7. BUDGET

7.1 Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g, hardware, initial software licenses, training, taxes, P&OS, etc.?

Yes

7.2 Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?

Yes

7.3 Have all required funding sources for the project and ongoing support costs been identified?

Yes

7.4 Will the funding for this project expire on a specific date, regardless of project timelines?

Yes

7.5 Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?

No

8. TECHNOLOGY

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

There is not a statewide enterprise solution available

8.2 Will the technology and all required services be acquired off existing State contract(s)?

No

8.3 Will any software be acquired through the current State value-added reseller contract?

Yes

8.3a Describe how the software was selected below:

Direct Task Order to the Prototype Vendor off the Statewide Digital Government and Enterprise Application Services Contract

8.4 Does the project involve technology that is new and/or unfamiliar to your agency, e.g., software tool

never used before, virtualized server environment?
No

8.5 Does your agency have experience with the vendor (if known)?
Yes

8.6 Does the vendor (if known) have professional experience with similar projects?
Yes

8.7 Does the project involve any coordination across multiple vendors?
Yes

8.8 Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?
Yes

8.9 Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?
No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

8.10 Will a migration/conversion step be required, i.e., data extract, transformation and load?
No

8.11 Is this replacing an existing solution?
No

8.11a Indicate below when the solution being replaced was originally acquired.

8.11b Describe the planned disposition of the existing technology below, e.g., surplused, retired, used as backup, used for another purpose:

8.12 Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?
Based on Vendor Proposal and Agency technical experts

8.13 Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?
Yes

8.14 Does the proposed solution and associated costs include failover and disaster recovery

contingencies?
Yes

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

8.15 Will the vendor need to configure the proposed solution for use by your agency?
Yes

8.15a Are the costs associated with that configuration included in the PIJ financials?
Yes

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?
Yes

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?
No

8.16b Describe who will be customizing the solution below:
Deloitte will complete all application development and/or customizations.

8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?
Yes

8.16d Please select the application development methodology that will be used:
Agile/Scrum

8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:
The vendor will configure the GovConnect platform to meet the needs of the Agency and State. However, it is expected that functionality will be used from previous developed work the vendor has completed for other states. While the platform has many pieces in place which will require some configuration, it will not change the code.

8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?
Yes

8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or

data/info found at aset.az.gov/resources/psp?
Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

8.18 Are there other high risk project issues that have not been identified as part of this PIJ?
No

8.18a Please explain all unidentified high risk project issues below:

9. SECURITY

9.1 Will the proposed solution be vendor-hosted?
Yes

9.1a Please select from the following vendor-hosted options:
Commercial data center environment, e.g AWS, Azure

9.1b Describe the rationale for selecting the vendor-hosted option below:
Salesforce's deployment model is a Public Cloud infrastructure, as defined by NIST SP 800-145. In Salesforce Government Cloud Plus, an organization dynamically provisions computing resources over the Internet on our multi-tenant infrastructure. This is a cost effective deployment model for organizations as it gives them the flexibility to procure only the computing resources they need and delivers all services with consistent availability, resiliency, security, and manageability.

The Salesforce Government Cloud Plus is a dedicated instance of Salesforce's multi-tenant Public Cloud infrastructure, specifically for use by U.S. federal, state, and local government customers, U.S. government contractors, and Federally Funded Research and Development Centers (FFRDCs). Salesforce uses infrastructure provided by Amazon Web Services, Inc. ("AWS") to host Customer Data submitted to the Salesforce Government Cloud Plus Covered Services.

The Salesforce Government Cloud Plus is located in two AWS Availability Zones (AZs) in the AWS GovCloud (West) region.

9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?
Yes

9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?
Yes

9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?
No

9.1f Has the spreadsheet located at https://aset.az.gov/arizona-baseline-security-controls-excel already been completed by the vendor and approved by ASET-SPR?
No

9.2 Will the proposed solution be hosted on-premise in a state agency?
No

9.2a Where will the on-premise solution be located:

9.2b Were vendor-hosted options available and reviewed?

9.2c Describe the rationale for selecting an on-premise option below:

9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

9.3 Will any PII, PHI, CGIS, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?
Yes

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:
The Authentication Portal will be hosted in a tenant of the AWS Salesforce GovCloudFedRAMP Package ID: FR2003061248 Service Model: PaaS,SaaS Deployment Model: Government Community Cloud Impact Level: High

source: https://marketplace.fedramp.gov/products/FR2003061248

Majority of the technology stack being implemented for the Authentication Portal is already in a DES production environment and has gone through the DTS Security, Risk, & Compliance (SRC) review and all IT Controls are in place and meet compliance standards for those products. Any products that require additional SRC review and approval will be subject to going through the DTS Technology Review Board and AZRamp processes to meet the Governance Risk Compliance standards for DTS SRC.

10. AREAS OF IMPACT

Application Systems
az.gov Web Portal Application

Database Systems

Software

COTS Application Acquisition

Hardware

Hosted Solution (Cloud Implementation)
Vendor Hosted;Other

The Salesforce Government Cloud Plus is located in two AWS Availability Zones (AZs) in the AWS GovCloud (West) region.

Security

Telecommunications

Enterprise Solutions

Contract Services/Procurements

11. FINANCIALS

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
Salesforce Expertise Hours	Professional & Outside Services	Development	1	840	$279	$234,671	0.00%	$0	$234,671
Deloitte Implementation	Professional & Outside Services	Development	1	1	$2,583,631	$2,583,631	0.00%	$0	$2,583,631
"ID.me Support - technical support - for Identity Proofing IAL2 CSP & TMLicensing"	License & Maintenance Fees	Development	1	40000	$2	$92,800	860.00%	$7,981	$100,781
"UiPath - Flex - Attended - Named User - US Public Sector (FedRamp) (Includes Enterprise Success) (12 Month Term)"	License & Maintenance Fees	Development	1	15	$2,450	$36,750	860.00%	$3,161	$39,911

"UiPath - Flex - Automation Developer - Named User - US Public Sector (FedRamp) (Includes Enterprise Success) (12 Month Term)"	License & Maintenance Fees	Development	1	1	$6,664	$6,664	860.00%	$573	$7,237
"UiPath - PS - Process Automation (Med Complexity) (Firm fixed price services billed in arrears once the job is complete)"	Professional & Outside Services	Development	1	1	$148,084	$148,084	0.00%	$0	$148,084
"UiPath - PS - Process Automation (High Complexity) (Firm fixed price services billed in arrears once the job is complete)"	Professional & Outside Services	Development	1	1	$238,520	$238,520	0.00%	$0	$238,520
Digicert - Basic OV	License & Maintenance Fees	Development	1	4	$277	$1,108	860.00%	$95	$1,203
Independent Verification and Validation (IV&V) - 6 months	Professional & Outside Services	Development	1	1	$148,524	$148,524	0.00%	$0	$148,524
ACRO - Project Manager Resource - Charisse Richards	Professional & Outside Services	Development	1	2080	$112	$232,024	0.00%	$0	$232,024
ACRO - Systems Architect/Technical Analyst Resource - Kevin Griesmar	Professional & Outside Services	Development	1	1560	$90	$140,400	0.00%	$0	$140,400
ACRO - UiPath Software Developer Resource - Syam Maddi	Professional & Outside Services	Development	1	1040	$90	$93,590	0.00%	$0	$93,590
ACRO - Sr. Mulesoft Engineer Resource - Zeleke Werssa	Professional & Outside Services	Development	1	1040	$95	$98,790	0.00%	$0	$98,790
zOS Connect API Production Support and Management	Professional & Outside Services	Development	1	1	$175,296	$175,296	0.00%	$0	$175,296

Marketing Cloud Engagement - Corporate Edition	License & Maintenance Fees	Development	1	1	$35,146	$35,146	860.00%	$3,023	$38,169
Marketing Cloud - SSL Certificate	License & Maintenance Fees	Development	1	4	$169	$676	860.00%	$58	$734
Marketing Cloud - SMS/MMS Mobile Messages (1,000)	License & Maintenance Fees	Development	1	180	$4	$691	860.00%	$59	$751
Premier Success Plan - Marketing Cloud	Other	Development	1	1	$6,625	$6,625	860.00%	$570	$7,195
zOS Connect API Development Project	Professional & Outside Services	Development	1	1	$170,194	$170,194	0.00%	$0	$170,194
Deloitte Implementation	Professional & Outside Services	Development	1	1	$475,369	$475,369	0.00%	$0	$475,369
"UiPath - Flex - Unattended Robot - US Public Sector (FedRamp) (Includes Enterprise Success) (12 Month Term)"	License & Maintenance Fees	Development	1	5	$15,092	$75,460	860.00%	$6,490	$81,950
"MuleSoft - Additional vCore Pre-Production - Platinum Edition"	License & Maintenance Fees	Development	1	2	$10,156	$20,311	860.00%	$1,747	$22,058
MuleSoft - Additional vCore Production - Platinum Edition	License & Maintenance Fees	Development	1	2	$10,156	$20,311	860.00%	$1,747	$22,058
MuleSoft - Government Cloud Deployment - Fee	License & Maintenance Fees	Development	1	1	$9,343	$9,343	860.00%	$804	$10,147
Salesforce - Government Cloud Plus 15% of Net Price	License & Maintenance Fees	Development	1	1	$55,819	$55,819	860.00%	$4,800	$60,620
Salesforce - Public Sector Foundation - Advanced - Unlimited Edition	License & Maintenance Fees	Development	1	30	$3,520	$105,600	860.00%	$9,082	$114,682
Salesforce Shield 30% of Net Price	License & Maintenance Fees	Development	1	1	$98,166	$98,166	860.00%	$8,442	$106,608

Salesforce - Additional API Calls - 10,000 per day	License & Maintenance Fees	Development	1	1	$282	$282	860.00%	$24	$306
Salesforce - Customer Community for Public Sector - UE - Logins (Per Month)	License & Maintenance Fees	Development	1	40000	$7	$266,400	860.00%	$22,910	$289,310
Salesforce - Additional 20 Objects for Customer Community	License & Maintenance Fees	Development	1	1	$6	$6	860.00%	$0	$6
"MuleSoft - Additional vCore Pre-Production - Platinum Edition Years 2-5"	License & Maintenance Fees	Operational	5	8	$10,663	$85,307	860.00%	$7,336	$92,643
Salesforce - Additional API Calls - 10,000 per day Years 2-5	License & Maintenance Fees	Operational	5	4	$296	$1,183	860.00%	$102	$1,284
Salesforce - Customer Community for Public Sector - UE - Logins (Per Month) Years 2-5	License & Maintenance Fees	Operational	5	160000	$7	$1,118,880	860.00%	$96,224	$1,215,104
Salesforce - Additional 20 Objects for Customer Community Years 2-5	License & Maintenance Fees	Operational	5	4	$6	$24	860.00%	$2	$26
"ID.me Support - technical support - for Identity Proofing IAL2 CSP & TMLicensing Years 2-5"	License & Maintenance Fees	Operational	5	160000	$2	$389,760	860.00%	$33,519	$423,279
Marketing Cloud - SMS/MMS Mobile Messages (1,000) Years 2-5	License & Maintenance Fees	Operational	5	720	$4	$2,902	860.00%	$250	$3,151
Marketing Cloud Engagement - Corporate Edition Years 2-5	License & Maintenance Fees	Operational	5	4	$36,904	$147,615	860.00%	$12,695	$160,310

Marketing Cloud - SSL Certificate Years 2-5	License & Maintenance Fees	Operational	5	16	$177	$2,839	860.00%	$244	$3,083
Premier Success Plan - Marketing Cloud Years 2-5	License & Maintenance Fees	Operational	5	4	$6,957	$27,826	860.00%	$2,393	$30,219
zOS Connect API Production Support and Management Years 2-5	Professional & Outside Services	Operational	5	4	$87,648	$350,592	0.00%	$0	$350,592
"UiPath - Flex - Attended - Named User - US Public Sector (FedRamp) (Includes Enterprise Success) Years 2-5"	License & Maintenance Fees	Operational	5	60	$2,622	$157,290	860.00%	$13,527	$170,817
"UiPath - Flex - Unattended Robot - US Public Sector (FedRamp) (Includes Enterprise Success) Years 2-5"	License & Maintenance Fees	Operational	5	20	$16,148	$322,969	860.00%	$27,775	$350,744
"UiPath - Flex - Automation Developer - Named User - US Public Sector (FedRamp) (Includes Enterprise Success) Years 2-5"	License & Maintenance Fees	Operational	5	4	$7,130	$28,522	860.00%	$2,453	$30,975
MuleSoft - Additional vCore Production - Platinum Edition Years 2-5	License & Maintenance Fees	Operational	5	8	$10,663	$85,307	860.00%	$7,336	$92,643
MuleSoft - Government Cloud Deployment - Fee Years 2-5	License & Maintenance Fees	Operational	5	4	$9,810	$39,241	860.00%	$3,375	$42,616
Salesforce Shield 30% of Net Price Years 2-5	License & Maintenance Fees	Operational	5	4	$103,074	$412,296	860.00%	$35,457	$447,754
Salesforce - Government Cloud Plus 15% of Net Price Years 2-5	License & Maintenance Fees	Operational	5	4	$58,610	$234,441	860.00%	$20,162	$254,603

| Digicert - Basic OV Years 2-5 | License & Maintenance Fees | Operational | 5 | 16 | $291 | $4,654 | 860.00% | $400 | $5,054 |
| Salesforce - Public Sector Foundation - Advanced - Unlimited Edition Years 2-5 | License & Maintenance Fees | Operational | 5 | 120 | $3,696 | $443,520 | 860.00% | $38,143 | $481,663 |

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
$0	$0	0%
APF (Available)	**APF (To Be Req)**	**APF % of Project**
$1,513,498	$0	15%
Other Appropriated (Available)	**Other Appropriated (To Be Req)**	**Other Appropriated % of Project**
$340,138	$0	3%
Federal (Available)	**Federal (To Be Req)**	**Federal % of Project**
$3,573,169	$0	36%
Other Non-Appropriated (Available)	**Other Non-Appropriated (To Be Req)**	**Other Non-Appropriated % of Project**
$4,372,568	$0	45%

Total Budget Available	Total Development Cost
$9,799,373	$5,642,816
Total Budget To Be Req	**Total Operational Cost**
$0	$4,156,560
Total Budget	**Total Cost**
$9,799,373	$9,799,376

12. PROJECT SUCCESS

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project (e.g. increased productivity, improved customer service, etc.)? (A minimum of one performance indicator must be specified)

Please provide the performance objective as a quantifiable metric for each performance indicator specified.
Note: The performance objective should provide the current performance level, the performance goal, and the time period within which that performance goal is intended to be achieved. You should have an auditable means to measure and take corrective action to address any deviations.
Example: Within 6 months of project completion, the agency would hope to increase "Neighborhood Beautification" program registration by 20% (3,986 registrants) from the current registration count of 19,930 active participants.

Performance Indicators
Within the first 12 months of project completion, the agency anticipates

1. Design, build, and launch a fully functional authentication portal and rollout DCC program within DES to the portal.

2. Through the use Qualtrics tool, obtain 75% authentication portal satisfaction rate among end users

surveyed.

3. DCC clients will experience a 20% reduction in application completion time by choosing the online submission over the paper application. The current application time is 45 min for processing.

13. CONDITIONS

Conditions for Approval
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.

14. OVERSIGHT SUMMARY

Project Background
What is the role of the agency? What does the agency do?
- The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.
- The department provides an array of services for low-income households and others in need. These services are provided through the following divisions: Administration; Developmental Disabilities; Benefits and Medical Eligibility; Child Support Enforcement; Aging and Community Services; and Employment and Rehabilitation Services.

What is the role of a specific unit within the agency (if applicable)?

What problem is the agency resolving with this PIJ?
- The Department of Economic Security (ADES) currently operates 19 separate client-facing portals, each offering limited functionality for clients to apply for, track, and update information related to the services provided. Additionally, many of the ADES's programs lack online application or tracking capabilities, requiring clients to contact the Department in person or by phone whenever they need assistance. ADES also replicates "core client" data (such as name, address, SSN, date of birth, etc.) across multiple systems within the agency. This lack of data standardization presents several potential security risks for protecting sensitive information.

Business Justification
What metrics will improve by adopting the new solution and by how much?
- Within the first 12 months of project completion, the agency anticipates
Design, build, and launch a fully functional Authentication Portal and rollout DCC program within DES to

the portal.

Through the use Qualtrics tool, obtain 75% Authentication Portal satisfaction rate among end users surveyed.

DCC clients will experience a 20% reduction in application completion time by choosing the online submission over the paper application. The current application time is 45 min for processing.

How does implementing this solution benefit the State?

- The new Authentication Portal will offer 24/7 self-service capabilities for both clients and employees, expediting the overall process for clients to receive their benefits. This one-stop shop for all ADES services will enable the Department to deliver exceptional client care and foster collaboration across program divisions through integrated service delivery. Besides providing 24/7 self-service capabilities, the portal will also provide: a reduction in manual efforts for clients and employees and reduce future technology modernization and operational costs.

The Department will utilize a Platform as a Service (PaaS) model for the implementation of the new portal. 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. Additionally, ADES will implement a Master Data Management (MDM) solution as part of the project to ensure client-related data is consistent across programs and stored in a single location. This will help reduce security risks associated with storing sensitive information in multiple systems.

The implementation approach for the Authentication Portal will involve an incremental rollout of each DES Division and its respective programs, beginning with Phase 1, which will include common business functionality along with the Division of Child Care.

Implementation Plan

Vendor hosting the data (AuditBoard) is AZRAMP Authorized. System Security Plan is required.

Project Manager: Shana Schaller

Agency & Vendor Responsibilities:
DES Responsibilities
Requirements
Stakeholder Engagement
User Acceptance Testing
End-User Training
Vendor Management
Approve Deliverables / Milestones

Shared Responsibilities
Establish Initial Vision & Roadmap
Define User Stories
Project Management
Communication Management
Implementation
Integration

Vendor Responsibilities
Create ART backlogs
Create Deliverables
Configuration and Development
Sprint Execution

Operation Readiness Review
Train-the-Trainer Sessions
Technical Support

Vendor Selection
Deloitte & ACRO (hired contractors)

Budget or Funding Considerations
16% APF
36% Federal
3% Other Appropriated
45% Other Non-Appropriated

15. PIJ REVIEW CHECKLIST

Agency Project Sponsor
Wes Fletcher

Agency CIO (or Designee)
Mark Darmer

Agency ISO (or designee)
Dan Wilkins

OSPB Representative

ASET Engagement Manager

ASET SPR Representative
Chris Reynolds

Agency SPO Representative

Agency CFO
Kori Kappes