

# AtoZ Arizona Portal Implementation - Phase 1

State of Arizona – Dept of Economic Security

## Change Request

December 18, 2024

Project #DE25004



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### Agency Vision

A Thriving Arizona

### Agency Mission

To strengthen individuals, families and communities for a better quality of life



# Project Team Introduction

## Roles Present at ITAC

- Mark Darmer - ADES Chief Information Officer
- Durga Pattela - Office of Strategic Modernization, CTO
- Wes Fletcher - Deputy Director, Project Sponsor

# Project Introduction

## Date/high-level overview of the approved original project investment justification (PIJ):

On August 24, 2024, ADOA ASET approved the original project investment justification (PIJ) to procure the A to Z Arizona Portal Phase 1 solution.

This solution:

- **Robust Identity Management** - The Portal will leverage the AZ Department of Transportation eAZ identity capabilities while focusing on strengthening security features to safeguard benefits and services against potential threats. 3rd Party Identity Verification will be used for any customers not able to verify through eAZ.
- **Streamlined Authentication** - The Portal is designed to streamline and strengthen the authentication process to assist in the prevention of fraud, waste, and abuse of State resources. This will be accomplished by:
  - Preventing individuals who have not had their identity verified from receiving benefits.
  - Creating verified credentialed accounts that eliminate duplicate accounts, fraudulent actors, and attempted identity theft from accessing or obtaining services.
- **24/7 Self-Service** - The Portal will offer round-the-clock self-service options for clients and employees, expediting the application vetting and processing timelines.
  - Clients will be able to update information and provide needed documentation via the portal which will allow for quicker determination of eligibility and reduce potential for benefit receipt after eligibility expiration.

The original PIJ spanned 8/26/24 to 5/30/25 and had development costs of \$5,642,812.

# Current Overall Project Health - *Green*

<b>Budget</b>		<ul style="list-style-type: none"><li>• Total Development Budget - \$5,642,818</li><li>• Total Development Spent to Date - \$1,663,108</li></ul>
<b>Schedule</b>		<ul style="list-style-type: none"><li>• 8/26/2024 - 5/30/2025</li></ul>
<b>Scope</b>		<ul style="list-style-type: none"><li>• On Track</li></ul>
<b>Milestones</b>		<ul style="list-style-type: none"><li>• <b>Release 1 - Completed On Time and On Budget</b><ul style="list-style-type: none"><li>○ Milestone 1 - Pre-Commitment / Discovery - <i>Complete</i></li><li>○ Milestone 2 - Planning Interval (PI) - <i>Complete</i><ul style="list-style-type: none"><li>■ Go Live with Release 1 Functionality - <i>Complete</i></li></ul></li></ul></li><li>• <b>Release 2 - In Progress - Status Green</b><ul style="list-style-type: none"><li>○ Milestone 3 - Pre-Commitment / Discovery - <i>Complete</i></li><li>○ Milestone 4 - Planning Interval (PI) - <i>In Progress</i><ul style="list-style-type: none"><li>■ Go Live with Release 2 Functionality - <i>Not Started</i></li></ul></li></ul></li><li>• <b>Release 3 - Not Started</b><ul style="list-style-type: none"><li>○ Milestone 5 - Pre-Commitment / Discovery - <i>Complete</i></li><li>○ Milestone 6 - Planning Interval (PI) - <i>In Progress</i><ul style="list-style-type: none"><li>■ Go Live with Release 3 Functionality - <i>Not Started</i></li></ul></li></ul></li><li>• <b>Project Closeout - Not Started</b><ul style="list-style-type: none"><li>○ Milestone 7 - Warranty / Lesson Learned / Final Payment - <i>Not Started</i></li></ul></li></ul>
<b>Risks</b>		<ul style="list-style-type: none"><li>• Potential delays in spanish translations for PI 2</li></ul>

# Project Change Request Overview

## What in the PIJ is changing?

- ✓ **Timeline**
  - From 5/31/2025 to 6/30/2025
- ☐ **Scope**
  - Descoping \_\_\_\_ and/or Adding \_\_\_\_
- ✓ **Budget**
  - From \$5,642,812 to \$7,870,802

## What initiated this change?

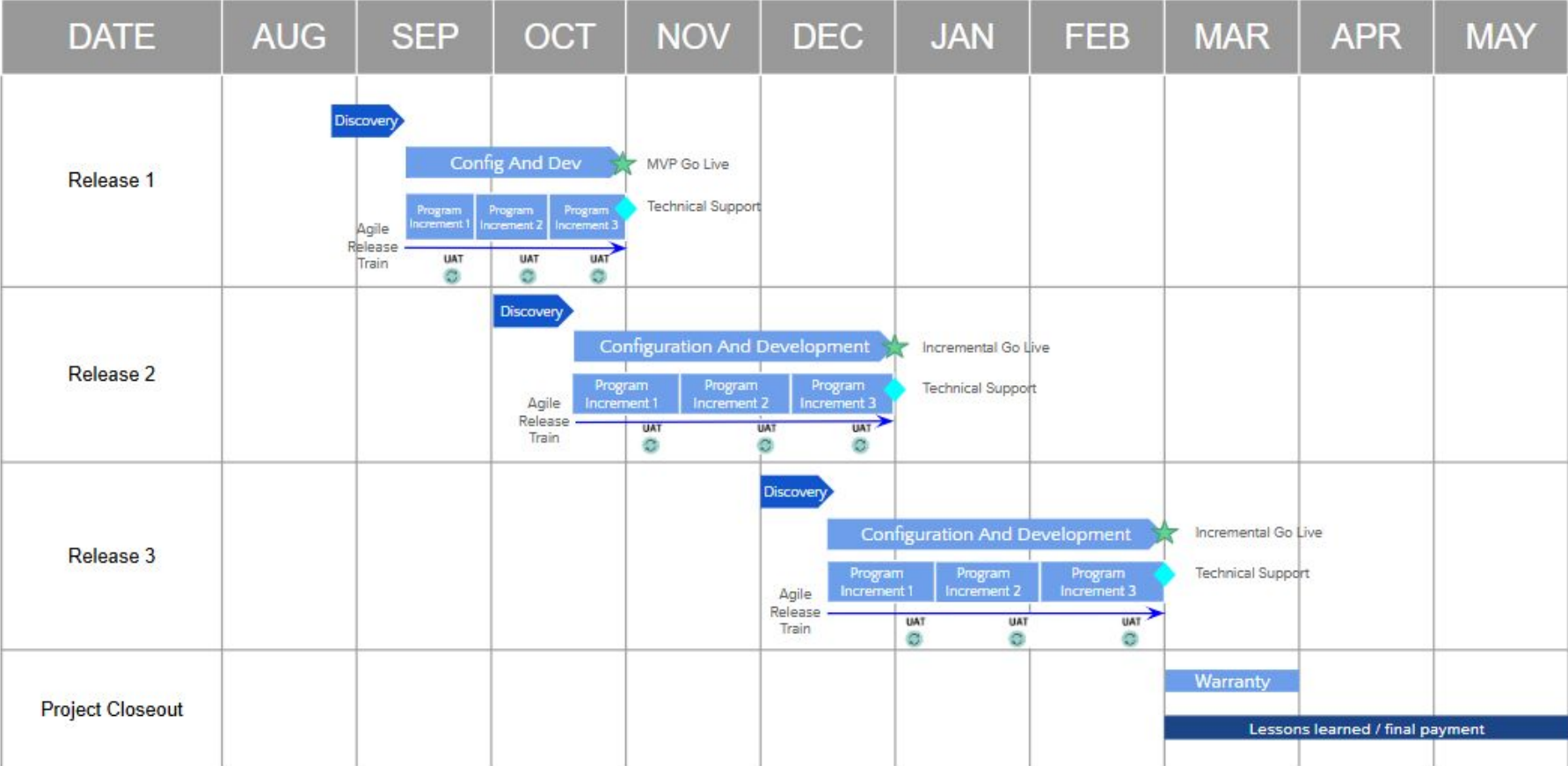
- The Agency will utilize a portion of the allocated APF funds on previously identified staffing and related costs associated with the project. Due to the reporting requirements of the ISA and the APF funding source, the agency has initiated this change request as these costs were not previously included in the PIJ. These costs cover the time of staff members dedicated to key areas such as business process analysis, change management, and customer experience. This includes Senior Project Managers, the Digital Transformation Officer, Change Management Specialist, Client Experience Manager, and various analysts. These individuals are focusing on key areas of the project such as business process analysis, process improvement, change management, agency communication, customer experience, and training.
- To ensure proper identification of costs that will utilize the APF funds and allow for full fiscal year use of the funds, which are available through 6/30/2025, the change request is proposing an extension of one month.

# Revised Project Timeline

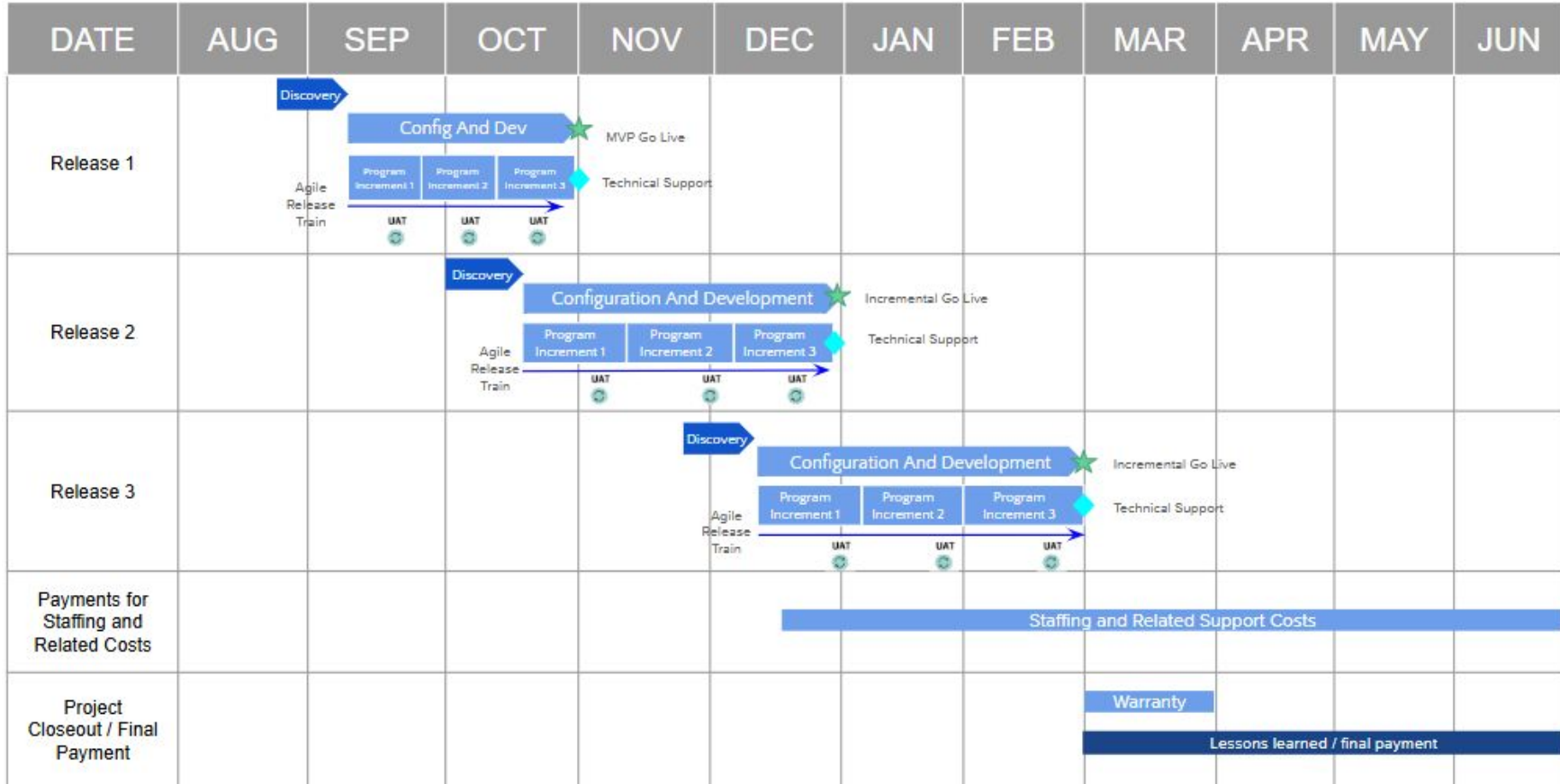
Identify any change in timeline and possible benefits:

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Milestone 1 - Pre-Commitment Release 1		100	8/26/2024	9/6/2024		
Milestone 2 - Planning Interval (PI) Release 1		100	9/9/2024	10/31/2024		
Milestone 3 - Pre-Commitment Release 2		100	9/30/2024	10/11/2024		
Milestone 4 - Planning Interval (PI) Release 2		50	10/14/2024	12/27/2024		
Milestone 5 - Pre-Commitment Release 3		10	12/2/2024	12/13/2024		
Milestone 6 - Planning Interval (PI) Release 3		Not Started	12/16/2024	2/28/2025		
Milestone 7 - Payments for Staffing and Related Support Costs		Not Started	New	New	12/19/2024	6/30/2025
Milestone 8 - Project Closeout, Lessons Learned, and Final Invoices		Not Started	2/28/2025	5/30/2025		6/30/2025

# Current Project Timeline



# Proposed Project Timeline





# Financial Impact

## Change in Project Financials

Actual Spend from 8/6/24 through 11/7/24	\$1,663,108
Projected Spend for 11/7/24 through 6/30/25	\$6,207,694
<b>Total Updated Development Budget</b>	<b>\$7,870,802</b>
<b>Original Development Budget</b>	<b>\$5,642,812</b>
<b>Increase of:</b>	<b>\$2,227,990</b>

### Noteworthy Fiscal Events:

- *FY25 - APF funding source available through June 30, 2025*

# Current Project Costs

<b>Project Costs by Category</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total</b>
Professional & Outside Services (Contractors)	\$4,739,088	\$87,648	\$87,648	\$87,648	\$87,648	\$5,089,680
License & Maintenance Fees	\$903,724	\$951,492	\$951,492	\$951,492	\$951,492	\$4,709,693
Total Development	\$5,642,812	\$0	\$0	\$0	\$0	\$5,642,812
Total Operational	\$0	\$1,039,140	\$1,039,140	\$1,039,140	\$1,039,140	\$4,156,561
Total						\$9,799,373



# IV&V Recommendations Assessment

## High Risk Key Recommendations - (PCG Report Dated 11/2024)

- **There are no medium / high risks identified with this project by PCG**

Assessment Area	Current Rating
Project Management	L
Schedule Management	L
Resource Management	L
Scope and Requirements Management	L
Technical Solution Management	L
Quality Assurance, Testing, Defect Resolution, Re-Testing	L
Project Governance and Communication	L
Change Management	L
Change, Issues, & Risks Management	L
Documentation & Deliverables Management	L
Security Management	L
Training, Go-Live & Post-Implementation Support	L

<b>L</b>	Low – The current risk to overall project quality is low.	<b>M</b>	Medium – This category presents a substantial risk to overall project quality.	<b>H</b>	High – This category presents a catastrophic risk to overall project quality and requires immediate attention.
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# Q & A Session

# Appendix

# Financial Impact

## Breakdown of Financial Impact

### Project Development Funding

Base Budget - Available	0
Base Budget - To Be Requested	0
APF Budget - Available	\$3,659,987
APF Budget - To Be Requested*	0
Other Appropriated - Available	\$340,138
Other Appropriated - To Be Requested	0
Federal - Available	\$3,573,169
Federal - To Be Requested	0
Other Non-Appropriated	\$4,372,568
Other Non-Appropriated - To Be Requested	0

### Total Development Project Funding

Available Budget	\$ 7,870,802
To Be Requested Budget	0

### Total Operational Funding - Project

Budget	\$ 4,156,561
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# Recommended Conditions

## ADOA-ASET Conditions

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. The first status report for this project is due on October 15, 2024.
3. Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.
4. 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.
5. 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.



# ITAC Voting Options

## What ITAC May Consider In Review Whether:

- a. The proposed solution addresses the stated problem or situation;
- b. The budget unit is competent to carry out the project successfully;
- c. Sufficient sponsorship and support by budget unit leadership exists;
- d. Cost estimates provided are accurate;
- e. The proposed project aligns with the budget unit's Strategic IT Plan; and
- f. The proposed solution complies with statewide IT standards.

## ITAC Motions:

- a. Move to Approve
- b. Move to Approve with Conditions As Presented
- c. Move to Approve with Conditions
  - i. Committee May Modify or
  - ii. Add Conditions
- d. Move To Deny

Relevant Statutes and Rules