



Thomas O'Dowd <thomas.o'dowd@azdoa.gov>

HC24003 - ServiceNow (Change Request ITAC Recommendation)

1 message

Thomas O'Dowd <thomas.o'dowd@azdoa.gov>

Thu, Feb 13, 2025 at 10:17 AM

To: Carmen Heredia <carmen.heredia@azahcccs.gov>

Cc: Julisa Smith <julisa.smith@azahcccs.gov>, Marna Richmond <marna.richmond@azahcccs.gov>, Julie Barabash <julie.barabash@azahcccs.gov>, KimberlyD Smith <kimberlyd.smith@azahcccs.gov>, Anthony Flot <anthony.flot@azahcccs.gov>, Daniel Lippert <daniel.lippert@azahcccs.gov>, Michael Heiser <michael.heiser@azahcccs.gov>, Chris Reynolds <creynolds@azdohs.gov>, Strategic Oversight - ADOA <strategic_oversight@azdoa.gov>, ADOA - ASET_BE_BA_Team <aset_be_ba_team@azdoa.gov>, Jeff McDermott <jeff.mcdermott@azahcccs.gov>, Jeffery Tegen <jeffery.tegen@azahcccs.gov>, Adam Blodgett <adam.blodgett@azahcccs.gov>


Executive Deputy Director Heredia,

In response to the Change Request (**CR-1216**) submitted to modify the project "**ServiceNow**", it has been reviewed by the Arizona Department of Administration (ADOA) Strategic Enterprise Technology (ASET) office to increase the development budget, extend the end date to July 1, 2025, and add additional scope to the project.

This notification is the Arizona Strategic Enterprise Technology Office's recommendation to the Information Technology Authorization Committee (ITAC) for Approval with Conditions of the amended technology project as follows:

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. **Completed** - The agency shall select an Independent Verification & Validation (IV&V) vendor, provide the contract to ADOA-ASET and provide an informational update to ITAC that all the necessary requirements have been met for the Federal approval within 90 days of ITAC approval.
4. 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.

The Change request is scheduled to be **reviewed by ITAC at the February 19th, 2025** meeting. Should the ITAC approve the change request, you may then proceed to secure additional approvals as required from the Joint Legislative Budget Committee, the Office of Strategic Planning and Budgeting, and the State Procurement Office.

 **PIJ - HC24003 - ServiceNow.pdf**
936K