

Change Request Review

Department of Economic Security - DE25004 - DES A to Z Arizona Portal
(formerly Authentication Portal) - CR-1240

Oversight Name: Mia

[CR-1240](#)

OA Peer Review Date: 12/19/25 Approve with Standard Cond... ▾	OA recommendation Date: 12/18/25 Approve with Standard Conditions ▾	EM Review Date: No Response ▾
Oversight Director Decision Date: 12/25/25 Approve ▾	OR Deputy CIO Decision Date: No Response ▾	

Area of Impact

<input type="checkbox"/> <u>Budget</u>	<input type="checkbox"/> <u>Scope</u>	<input checked="" type="checkbox"/> <u>Timeline</u>
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Brief Project Description

Design, build, and launch a fully functional Authentication Portal and rollout DCC program within DES-OOD to the portal.

What Initiated This Change, Reasons

Due to limited mainframe vendor resources and the complexity of API development, the implementation vendor has recommended deferring certain integration requirements related to Renewal/Recertification and Reporting a Change to a new Release 4. This release will be deployed two months after Release 3, which is scheduled for February 28, 2025.

CR Submission Date: 2/14/2025	Original Project Budget
Original Project Duration:	Development Cost \$ 5,642,812
Start Date: 8/6/2024	Operational Cost \$ 4,156,561
End Date: 5/30/2025	Total Cost \$ 9,799,379
CR Project Duration:	CR Project Budget
Start Date: 8/6/2024	Development Cost \$ 7,780,802
End Date: 8/30/2025	Operational Cost \$ 4,156,561
	Total Cost \$ 12,027,369
	*From previous CR

If the project has prior CR list below: N/A

CR-ID	Approved Date	Type
CR-1205	12/20/2024	Budget and Timeline

Security Review

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

Since they are just adding more time to allow for a separation of API releases, it does not impact 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	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	Received ▾	Milestones will be updated by agency
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, functionality 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 Michael Wiseheart (Director) Approvals 12/13/25, 12/14/25
Have the original ITAC conditions reviewed	Received ▾	
If APF funding, Has it been discussed with Financial Analyst	Received ▾	
Ask Report needed	Not Needed ▾	

Risks

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Vendor Selection if applicable (3 Quote)

- Considered Vendors:
- Selected Vendor: Deloitte
- 3 Quotes Obtained:
- Exception Reason:

CR Modifications + Follow-Up

- ☒ Ask what the plan is for APF funding

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