AtoZ Arizona Portal Implementation - Phase 1

State of Arizona – Dept of Economic Security

Change Request

Date of ITAC 3/19/2025

Project #DE25004

ARIZONA
DEPARTMENT OF
ECONOMIC SECURITY

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

- Name-Title

    - Mark Darmer - DES Chief Information Officer

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 current PIJ spans 8/6/24 to 6/30/25 and has development costs of $7,870,802.

Project Change Request History

Change Request	Date Approved	Type	Brief Description
CR-1205	12/20/2024	✓ Budget ✓ Schedule	• Increase in budget from $5,642,812 to $7,870,802. 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 proposed an extension of one month, 5/30/2025 to 6/30/2025.

Current Overall Project Health   <u>Green</u>

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DEPARTMENT OF **ADMINISTRATION**

Budget		• Total Development Budget - $7,870,802 • Total Development Spent to Date - $1,663,108
Schedule		• 8/6/2024 - 6/30/2025
Scope		• On Track

Milestones		• **Release 1 - *Completed***
		  ○ Milestone 1 - Pre-Commitment / Discovery - *Complete*
		  ○ Milestone 2 - Planning Interval (PI) - *Complete*
		    ■ Go Live with Release 1 Functionality - *Complete*
		• **Release 2 - *Completed***
		  ○ Milestone 3 - Pre-Commitment / Discovery - *Complete*
		  ○ Milestone 4 - Planning Interval (PI) - *Complete*
		    ■ Go Live with Release 2 Functionality - *Complete*
		• **Release 3 - *In Progress***
		  ○ Milestone 5 - Pre-Commitment / Discovery - *Complete*
		  ○ Milestone 6 - Planning Interval (PI) - *In Progress*
		    ■ Go Live with Release 3 Functionality - *In Progress*
		• **Payments for Staffing and Related Support Costs - Milestone 7 - In Progress**
		• **Project Closeout - Milestone 8 - Not Started**

Risks/Issues		• Delays with API development

Project Change Request Overview

What in the PIJ is changing?

✓ **Timeline**
  - From 06/30/2025 to 08/30/2025

What initiated this change?

- *Due to the limited mainframe vendor resources and complexity of the API development, the implementation vendor has recommended some API requirements relating to Renew / Recertification and Reporting a Change be deferred to a new release, designated as Release 4, that will be deployed two months subsequent to the deployment of Release 3 on February 28, 2025. This adjustment will allow for additional integration development and will result in no additional cost to the State.*
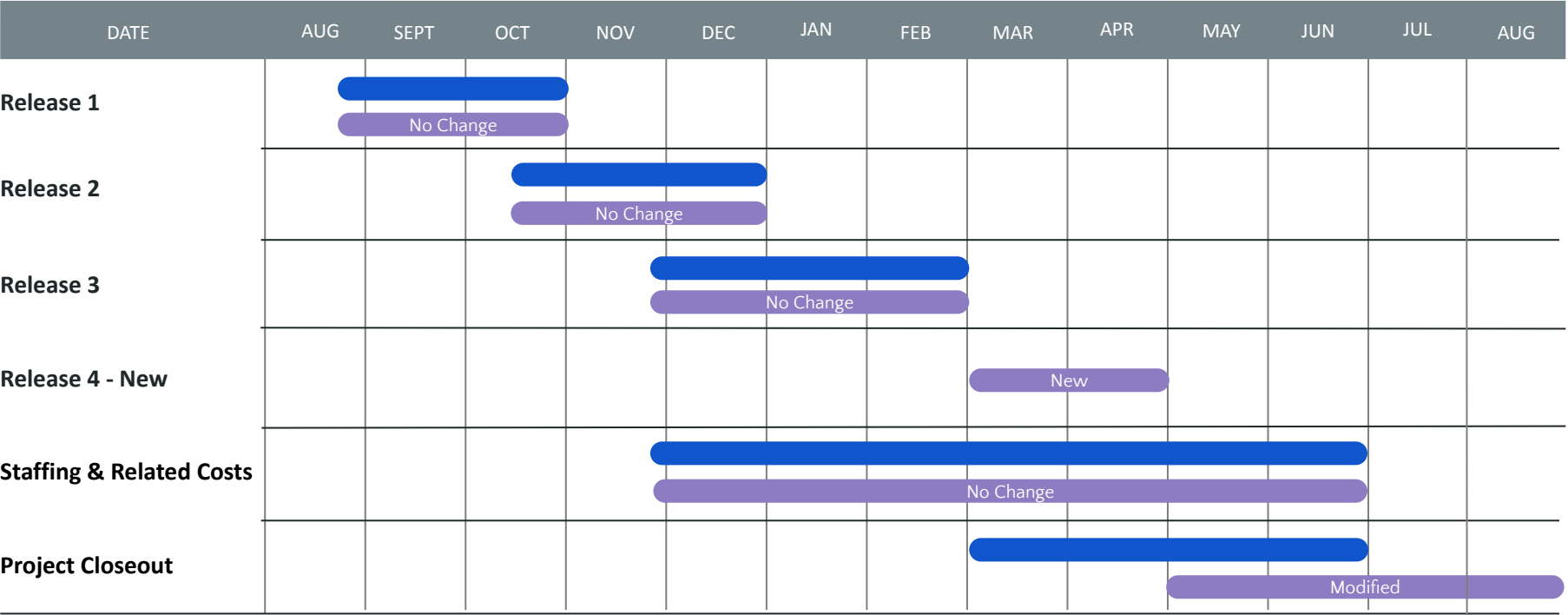
Revised Project Milestones

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		100	10/14/2024	12/27/2024		
Milestone 5 - Pre-Commitment Release 3		100	12/2/2024	12/13/2024		
Milestone 6 - Planning Interval (PI) Release 3		80	12/16/2024	2/28/2025		
Milestone 7 - Additional API Development Release 4		Not Started	New	New	3/1/2025	4/30/2025
Milestone 8 - Payments for Staffing and Related Support Costs		30	12/19/2024	6/30/2025		
Milestone 9 - Project Closeout, Lessons Learned, and Final Invoices		Not Started	2/28/2025	6/30/2025	4/30/2025	8/30/2025

Current Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
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
Staffing and Related Costs	$2,227,990	$0	$0	$0	$0	$2,227,990
Total Development	$7,870,802	$0	$0	$0	$0	$7,870,802
Total Operational	$0	$1,039,140	$1,039,140	$1,039,140	$1,039,140	$4,156,561
Total						$12,027,363

IV&V Recommendations Assessment

High Risk Key Recommendations - (PCG Report Dated 01/2025)

- **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

L	Low – The current risk to overall project quality is low.	M	Medium – This category presents a substantial risk to overall project quality.	H	High – This category presents a catastrophic risk to overall project quality and requires immediate attention.

Q & A
Session

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. **Completed:** 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. **Completed:** 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

Per A.R.S. § 18-101 - Per Administrative Code R2-18-101