

Change Request Review

Department of Economic Security - DE25004 - DES A to Z Arizona Portal
(formerly Authentication Portal) - CR-1277

Oversight Name: Mia

[CR-1277](#)

OA Peer Review Date: 5/23/25 Approve with Standard Cond... ▾	OA Recommendation Date: 5/20/25 Approve with Standard Conditions ▾	EM Review Date: 5/28/2025 No Response ▾
Oversight Director Decision Date: 5/29/2025 Approve ▾ for ITAC Rec	OR Deputy CIO Decision Date: No Response ▾	

Area of Impact

<input checked="" type="checkbox"/> Budget	<input checked="" type="checkbox"/> Scope	<input checked="" type="checkbox"/> Timeline
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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

Timeline Change:

- **PIJ End Date move from 8/30/2025 to 11/28/2025. Adding 3 months.**
- Release 4 extended by one month to 5/27/2025 for API development and testing.
- New Milestone: Enhancement Development (Release 5) from 6/19/2025 to 8/30/2025.
- Warranty Period: July - September 2025.
- Additional 3 months added for cost allocation (standard for DES).

Cost Change:

- Current PIJ Development Budget: \$7,870,802.14
- 10% Contingency = \$787,080.21 which totals \$8,657,882.35. DES is now exceeding this.
- Current PIJ Development costs according to DES: \$8,178,225
- **Requested cost increase: \$525,475.**
 - a. \$223,330 - creation of 6 childcare notices, Spanish translation resource, and modifications to the Childcare application and application PDF
 - b. \$84,123 - additional integration resources

- **Total PIJ Development cost: \$8,703,700.**
- **Total PIJ Development budget: \$8,396,277**

Scope Change (Enhancement Opportunities):

- In-App Provider Search: Arizona residents can select DES-approved providers from a dropdown.
- Benefit Details: Approved residents can view and download their benefit award letter.
- File an Appeal Request: Residents can file appeals directly from the portal.
- Identifiable Application: Residents can submit applications with name, address, and signature only.
- Soft Nudges: Residents will see what questions are needed for eligibility determination.
- Rights and Responsibilities: Residents can view and acknowledge reading these while applying.
- User Interface Design Enhancements: More appealing and intuitive application design.
- Additional Application Changes: Design and language improvements.

Change Overview and Benefits:

- Leveraged feedback from portal demos, design sessions, and UAT.
- Aims for usability improvements (intuitive interfaces, enhanced user interaction), functionality enhancements (streamlined workflows, new features based on feedback), and overall user experience improvement (quicker, more responsive).
- Intended to provide a seamless experience and higher user satisfaction.

<p><u>CR Submission Date:</u> 5/19/2025</p> <p><u>Original Project Duration: 12 months</u> Start Date: 8/6/2024 End Date: 8/30/2025 (as of last CR)</p> <p><u>CR Project Duration: 15 months</u> Start Date: 8/6/2024 End Date: 11/28/2025</p>	<p><u>Original Project Budget</u></p> <table> <tr> <td>APF Development Cost</td><td>\$ 3,659,987</td></tr> <tr> <td>Non-APF Dev Cost</td><td>\$ 4,210,815</td></tr> <tr> <td>Operational Cost</td><td>\$ 4,156,561</td></tr> <tr> <td>Total Cost</td><td>\$ 12,027,369</td></tr> </table> <p>Development Cost \$ 7,780,802</p> <p><u>CR Project Budget</u></p> <table> <tr> <td>APF Development Cost</td><td>\$ 3,659,987</td></tr> <tr> <td>Non-APF Dev Cost</td><td>\$ 5,043,713</td></tr> <tr> <td>Operational Cost</td><td>\$ 4,156,561</td></tr> <tr> <td>Total Cost</td><td>\$ 12,860,261</td></tr> </table> <p>Development Cost \$ 8,703,700</p>	APF Development Cost	\$ 3,659,987	Non-APF Dev Cost	\$ 4,210,815	Operational Cost	\$ 4,156,561	Total Cost	\$ 12,027,369	APF Development Cost	\$ 3,659,987	Non-APF Dev Cost	\$ 5,043,713	Operational Cost	\$ 4,156,561	Total Cost	\$ 12,860,261
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If the project has prior CR list below:

CR-ID	Approved Date	Type
CR-1205	12/20/2024	Development Costs and Timeline
CR-1240	03/20/2025	Development Costs

Security Review

Reviewed. No security concerns.

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 ▾	
Is the CR above 10%	Received ▾	
Security approval (SSP update)	Received ▾	
New SOW or quote from the vendor	Received ▾	

New Project Plan	Received ▾	
5-Year Equipment Refresh Plan for Equipment Purchases	Not Needed ▾	
Maintenance & Support Options Identified for Years 2-5	Received ▾	
Cloud Exception Form for On-Prem Servers	Not Needed ▾	
Vendor activity or documentation (training, functionality change, etc.) to be Shared with Agency (Knowledge Transfer)	Received ▾	
Internal Approvals from the Director, CTO, CIO, CFO/Budget Manager via email	Received ▾	
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:
- 3 Quotes Obtained:
- Exception Reason:

CR Modifications + Follow-Up

- ☒ Ask about breakdown of APF

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