

OOD A to Z Arizona Portal Phase 1

State of Arizona – DES

Change Request

Date of ITAC: June 18th, 2025

Project # DE25004



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

- Durga Pattela - Chief Technology Officer
- Shana Schaller Brown - Project Manager

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 Solution - Phase 1 - Division of Child Care.

This solution:

- **Robust Identity Management** - The Portal will eventually 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 8/30/25 and has development budget of \$7,870,802.

Project Change Request History

Change Request	Date Approved	Type	Brief Description
CR-1205	12/20/2024	✓ Budget ✓ Schedule	<ul style="list-style-type: none"> • 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.
CR-1240	2/14/2025	✓ Time	<ul style="list-style-type: none"> • 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. This adjustment will allow for additional integration development. End Date change from 6/30/25 to 8/30/25.

Current Overall Project Health Green

Budget		<ul style="list-style-type: none">• Total Development Budget - \$7,870,802• Total Development Spent to Date - \$2,261,000
Schedule		<ul style="list-style-type: none">• 8/6/2024 - 8/30/2025
Scope		<ul style="list-style-type: none">• On Track
Milestones		<ul style="list-style-type: none">• Release 1 - Completed<ul style="list-style-type: none">○ Milestone 1 - Pre-Commitment / Discovery - Complete○ Milestone 2 - Planning Interval (PI) - Complete• Release 2 - Completed<ul style="list-style-type: none">○ Milestone 3 - Pre-Commitment / Discovery - Complete○ Milestone 4 - Planning Interval (PI) - Complete• Release 3 - Completed<ul style="list-style-type: none">○ Milestone 5 - Pre-Commitment / Discovery - Complete○ Milestone 6 - Planning Interval (PI) - Complete• Release 4 - Completed<ul style="list-style-type: none">○ Milestone 7 - Planning Interval (PI) - Complete• Payments for Staffing and Related Support Costs - Milestone 8 - In Progress• Project Closeout - Milestone 9 - Not Started
Risks/Issues		<ul style="list-style-type: none">• N/A

Project Change Request Overview

What in the PIJ is changing?

- ✓ **Scope Change**
 - The Scope change is for enhancement opportunities.
- ✓ **Cost Change**
 - The current development budget is \$7,870,802. Two additional amendments were previously done under the 10% Contingency.
 - \$223,300 - creation of 6 childcare notices, vendor provided Spanish translation resource, and modifications to the Childcare application and application PDF
 - \$84,123 - additional integration resources
 - This change request for additional enhancements and extended warranty incurs a cost of \$525,474.
 - The total PIJ development budget will increase from \$7,870,802 to \$8,703,700 - which places the total financials changes over the 10% change request threshold.
- ✓ **Timeline Change**
 - From 08/30/2025 to 11/28/2025.

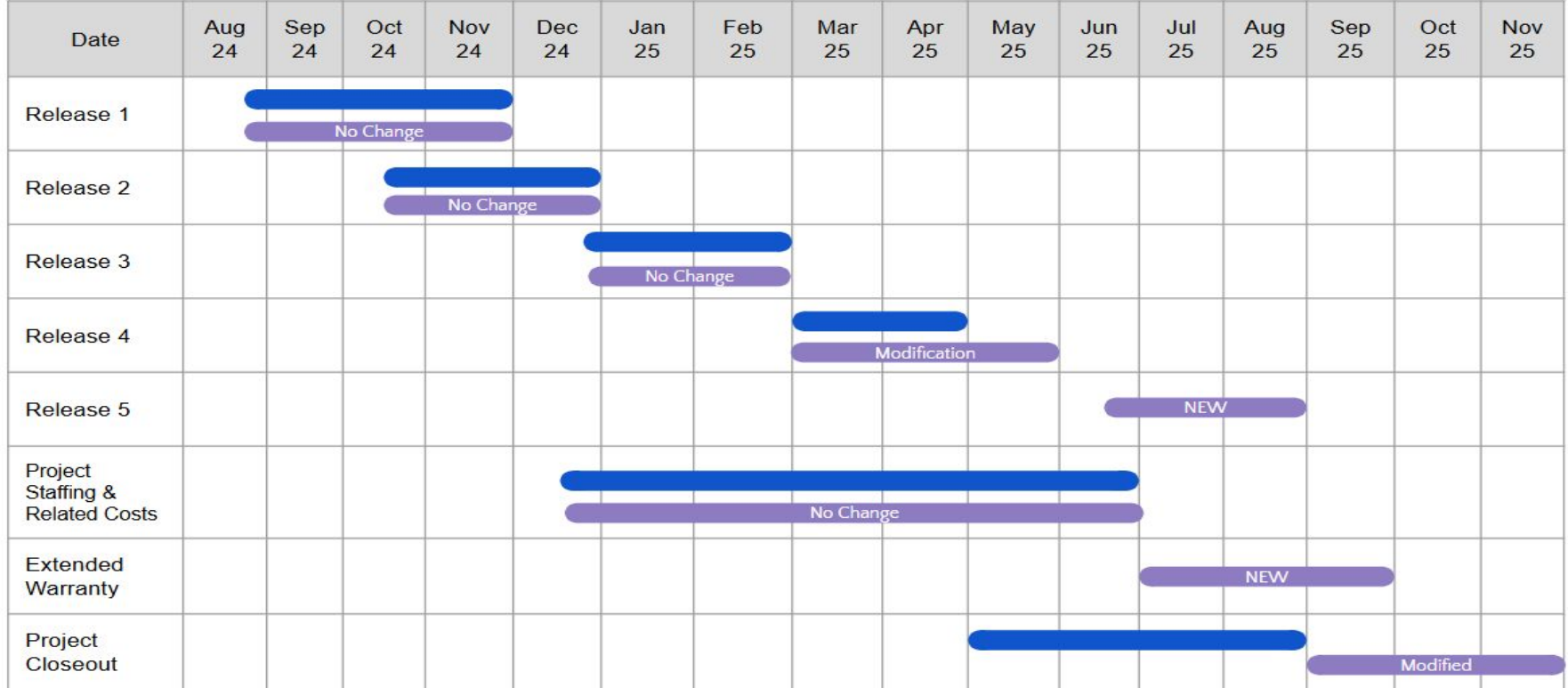
What initiated this change?

Product demonstrations, user acceptance testing, design sessions, and stakeholder feedback have identified additional areas for potential improvement. These enhancements aim to improve usability, add functionality, and elevate the overall customer experience.

Also as part of this change request, Release 4 was extended by one month to May 27, 2025 to give the integration team additional time to complete the API development and testing. Additionally, the request includes three months of extended warranty coverage for the portal during enhancement development, as well as 30 days of post-go-live support to ensure a smooth transition and prompt resolution of any issues.

Project Timeline

- Current
- Proposed



Release 1-5 include development, testing, and deployment
 Project Closeout - includes Warranty period, lessons learned, final invoice payments

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		100	12/16/2024	2/28/2025		
Milestone 7 - Additional API Development Release 4		100	3/1/2025	4/30/2025		5/27/2025
Milestone 8 - Enhancements Release 5		New			6/19/2025	8/30/2025
Milestone 9 - Payments for Staffing and Related Support Costs		30	12/19/2024	6/30/2025		
Milestone 10 - Extended Warranty		New			7/1/2025	9/30/2025
Milestone 11 - Project Closeout, Lessons Learned, and Final Invoices		Not Started	4/30/2025	8/30/2025	9/01/2025	11/28/2025

Revised Project Scope

Identify any change in scope and possible benefits:

- The Scope change is for enhancement opportunities along with an extended warranty period.
 - o These enhancement user stories are as follows:
 - In-App Provider Search (API between the Arizona Child Care Application Tracking System (AZCCATS) and A-to-Z) - an Arizona resident wants to select a DES-approved provider from the drop-down list without having to type out all of the provider's information.
 - Benefit Details (Benefit Award Letter) - an Arizona resident, who is approved for benefits, wants to view and download their benefit award letter directly from A-to-Z Arizona.
 - File an Appeal Request (Appeal Form) - an Arizona resident can file an appeal directly from A-to-Z Arizona if they disagree with the eligibility determination.
 - Identifiable Application - an Arizona resident wants to submit an "identifiable application" with only their name, address, and signature.
 - Soft Nudges - an Arizona resident wants to know what questions need to be answered for their eligibility to be determined.
 - Rights and Responsibilities - an Arizona resident wants to be able to view and acknowledge they have read their rights and responsibilities while submitting an application in A-to-Z Arizona.
 - User Interface Design Enhancements - an Arizona resident wants to navigate through a visually appealing and intuitive application design.
 - Additional Application Changes – Design and Language Improvements
 - o Release 4 API rollout was extended by one month to May 27, 2025 to give the integration team additional time to complete the API development and testing.
 - o Extended Warranty Period from July to September 2025.
- Enhancements will achieve:
 - o Usability Improvements: Incorporation of design elements aimed at enhancing user interaction.
 - o Functionality Enhancements: Addition of features based on direct feedback to better meet users' needs.
 - o Overall User Experience Improvement: Focused on refining the portal's performance to ensure a quicker, more responsive experience.

Financial Impact

Change in Project Financials

Original Spend from _8/2024_ through _8/2025_	\$ 7,870,802
Amended Spend for _8/2024_ through _11/2025__	\$ 8,703,700
Increase of:	\$832,898.00

Project Costs

\$ Current
\$ Increase
\$ Decrease

Project Cost by Category	FY25	FY26	FY27	FY28	FY29	Total
Professional & Outside Services	\$5,148,481	\$511,153	\$87,648	\$87,648	\$87,648	\$5,922,578
	\$409,393	\$423,505	0	0	0	\$832,898
Hardware	0	0	0	0	0	0
	0	0	0	0	0	0
Software	0	0	0	0	0	0
	0	0	0	0	0	0
License & Maintenance Fees	\$903,724	\$951,492	\$951,492	\$951,492	\$951,492	\$4,709,693
	\$0	0	0	0	0	0
Other Operational Expenditures	\$2,227,990	0	0	0	0	0
	0	0	0	0	0	0
Total Development	\$8,280,195	\$423,505	0	0	0	\$8,703,700
	\$409,393	\$423,505	0	0	0	\$832,898
Total Operational	\$0	\$1,039,140	\$1,039,140	\$1,039,140	\$1,039,140	\$4,156,561
	\$0	0	0	0	0	0

Financial Impact

Overview of Current Budget Position

State Funding			
APF			
	Appropriated	Favorably Reviewed	ADOA Transferred
Total APF	\$ 3,659,987	\$ 3,659,987	\$ 3,164,000
General or Non-APF State Fund			
Fiscal Year	Planned		
FY 25-29	\$ 4,794,207		
Total General or Non-APF State Fund	\$ 4,794,207		
Total of All State Funding	\$ 4,794,207		
Federal Funding			
	Appropriated	Approved to Spend	Available to Spend
Federal Funding	\$ 3,996,674	\$ 3,996,674	\$ 3,996,674
Actuals			
APF/GF Spent		Federal Spent	
APF	\$ 2,261,000	Federal Funding	\$ 0
Non-APF	\$ 0		\$ 0
Total APF/GF Spent	\$ 2,261,000	Total Federal Funds Spent	\$ 0
Total Fund Remaining			
Total Funds Available to Spend		\$ 12,860,261	
Total Funds Spent		\$ 2,261,000	
Total Funds Remaining		\$ 10,599,261	

IV&V Recommendations Assessment

High Risk Key Recommendations - (PCG Report Dated 05/2025)

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

Relevant Statutes and Rules