



ADOA - ASET
Arizona Strategic Enterprise Technology

Project Investment Justification (PIJ)

*A Statewide Standard
Document for Information Technology Projects*

Project Title: **ACA IPCC Call Center IVR
Modifications (AZNet II Remedy
#26625)**

Agency Name: **Arizona Health Care Cost Containment System
(AHCCCS)**

Date: **September 4, 2013**

Prepared By: **Joanne Obenour**

TABLE OF CONTENTS

I. GENERAL INFORMATION {A}	6
I.A GENERAL INFORMATION {A}	6
I.B SPECIAL FUNDING CONSIDERATIONS {A}	6
II. PROJECT OVERVIEW	6
II.A MANAGEMENT SUMMARY {A}	6
II.B EXISTING SITUATION AND PROBLEM, “AS IS” {A}	6
II.C PROPOSED CHANGES AND OBJECTIVES, “TO BE” {A}	7
II.D PROPOSED TECHNOLOGY APPROACH {REQUIRED FOR PRE-PIJ ASSESSMENT ONLY}	9
III. PROJECT APPROACH	9
III.A PROPOSED TECHNOLOGY {REQUIRED FOR PIJ APPROVAL}	9
III.B OTHER ALTERNATIVES CONSIDERED	9
III.C MAJOR DELIVERABLES AND OUTCOMES	9
IV. POLICIES, STANDARDS & PROCEDURES	10
IV.A ENTERPRISE ARCHITECTURE	10
IV.B SERVICE ORIENTED ARCHITECTURE PLANNING AND IMPLEMENTATION	10
IV.C DISASTER RECOVERY PLAN AND BUSINESS CONTINUITY PLAN	10
IV.D PROJECT OPERATIONS	10
IV.E WEB DEVELOPMENT INITIATIVE	10
V. ROLES AND RESPONSIBILITIES	11
V.A PROJECT ROLES & RESPONSIBILITIES:	11
VI. PROJECT BENEFITS	12
VI.A BENEFITS TO THE STATE	12
VI.B VALUE TO THE PUBLIC	12
VII. PROJECT TIMELINE {A}	13
VII.A PROJECT SCHEDULE	13
VIII. PROJECT FINANCIALS	14
VIII.A PRE-ASSESSMENT PROJECT FINANCIALS {REQUIRED FOR PRE-ASSESSMENT PIJ ONLY}	14
VIII.B DETAILED PROJECT FINANCIALS {REQUIRED FOR PIJ APPROVAL}	14
VIII.C FUNDING SOURCE {A}	15
VIII.D SPECIAL TERMS AND CONDITIONS (IF REQUIRED) {A}	15
VIII.E FULL TIME EMPLOYEE PROJECT (FTE) HOURS	16
IX. PROJECT CLASSIFICATION AND RISK ASSESSMENT	16
IX.A PROJECT CLASSIFICATION AND RISK ASSESSMENT MATRIX	16
X. PROJECT APPROVALS	18
X.A CIO REVIEW {A}	18
X.B PROJECT VALUES	18
X.C PROJECT APPROVALS {A}	18
APPENDIX	19
A. ITEMIZED LIST WITH COSTS	19
B. CONNECTIVITY DIAGRAM	20
C. PROJECT SCHEDULE - GANTT CHART OR PROJECT MANAGEMENT TIMELINE	20
D. NOI (WEB PROJECTS ONLY)	20
GLOSSARY	20

PROJECT INVESTMENT JUSTIFICATION (PIJ) TEMPLATE DECISION MATRIX

After determining the category of project, complete the sections of the PIJ or PIJ Lite document as indicated below. All projects with \$25,000 or more in development expense require that a PIJ or PIJ Lite be approved by ASET. All projects with \$1,000,000 or more in development expense require a PIJ to be approved by the Information Technology Authorization Committee (ITAC) as well.

ASET may request additional information or require completion of additional sections, if the project is deemed critical in nature.

Category	PIJ Lite	Pre PIJ *	PIJ	ITAC Review
Low Risk projects: Including Operational Infrastructure Upgrades (<i>i.e.</i> PC Replacement/Refresh, Network Upgrades)	●			
Medium Risk projects		Optional	●	
High Risk projects		Optional	●	
Very High Risk projects		Optional	●	
\$1.0M and Above projects		Optional	●	●

Section	Category	PIJ Lite	Pre PIJ *	PIJ	Add for ITAC \$1.0M+
I.	General Information				
I.A	General Information	●	●	●	
I.B	Special Funding Considerations		●	●	
II.	Project Overview				
II.A	Management Summary	●	●	●	
II.B	Existing Situation & Problem, "As Is"	●	●	●	
II.C	Proposed Changes & Objectives, "To Be"	●	●	●	
II.D	Proposed Technology Approach		●		
III.	Project Approach				
III.A	Proposed Technology	●		●	
III.B	Other Alternatives Considered			●	
III.C	Major Deliverables & Outcomes	●		●	
IV.	Policies, Standards & Procedures				
IV.A	Enterprise Architecture	●		●	
IV.B	Service Oriented Architecture Planning & Implementation			●	
IV.C	Disaster Recovery Plan & Business Continuity Plan			●	
IV.D	Project Operations			●	
IV.E	Web Development Initiative			●	
IV.F	IT State Goals			●	
V.	Roles and Responsibilities				
V.A	Roles and Responsibilities	●		●	
VI.	Project Benefits				
VI.A	Benefits to the State			●	
VI.B	Value to the Public			●	
VII.	Project Timeline				
VII.A	Project Schedule	●	●	●	
VIII.	Project Financials				
VIII.A	Pre-Assessment Project Financials		●		
VIII.B	Detailed Project Financials	●		●	

VIII.C	Funding Source	●	●	●	
VIII.D	Special Terms and Conditions (if required)	●	●	●	
VIII.E	Full Time Employee (FTE) Hours	●		●	
IX.	Project Classification & Risk Assessment				
IX.A	Project Classification & Risk Assessment Matrix	●		●	
X.	Project Approvals				
X.A	CIO Review	●	●	●	
X.B	Project Values	●	●	●	
X.C	Project Approvals	●	●	●	
Appendix					
A	Itemized List with Costs	●		●	
B	Connectivity Diagram				●
C	Gantt Chart, Project Management Summary				●
D	NOI (Web Projects Only)	●		●	

* **Pre PIJ** is optional for agencies seeking approval from external entities to contract for outside labor or resources to assess scope, technology and approach. After the assessment is completed, full project details will be added to the PIJ for final PIJ Approval.

NOTE: *Pre PIJ Assessments are not required for all projects but up to the discretion of the Agency.*

Document Instructions:

Double click on square Yes No and select “checked” for the appropriate box then select “OK”.

The screenshot shows the 'Check Box Form Field Options' dialog box. The 'Check box size' section has 'Auto' selected. The 'Default value' section has 'Not checked' selected. The 'Run macro on' section has empty dropdown menus for 'Entry:' and 'Exit:'. The 'Field settings' section has 'Check box enabled' checked and 'Calculate on exit' unchecked. The 'OK' button is highlighted.

ASET Forms:

Project forms are available on the ADOA ASET website – see links below

Project Investment Justification Documents - <http://aset.azdoa.gov/content/project-investment-justification>

Project Oversight Status Report and Change Request Form –
http://aset.azdoa.gov/sites/default/files/media/docs/StatusRpt%26ProjChangeForm_0.xls

Web Development Initiatives - Notice of Intent (NOI) form –
<http://aset.azdoa.gov/node/15>

I. General Information {A}

I.A General Information {A}

Agency CIO:	Jim Wang	Contact Phone:	
Agency Contact Name:	Joanne Obenour	Contact Phone:	
Agency Contact Email:		Prepared Date:	September 4, 2013

I.B Special Funding Considerations {A}

Yes No - Does this project require funding approved for a Pre PIJ Assessment phase?

If **YES**, provide details for the **Pre PIJ Assessment** funding needs by filling out the areas marked with {A} or {Required for Pre-PIJ Assessment only}. Further information and details will be required after the assessment for the Final PIJ approval.

If **NO**, provide details for the Final PIJ by filling out **all** areas **excluding** those sections marked with {Required for Pre-PIJ Assessment only}.

II. Project Overview

II.A Management Summary {A}

I. Problem Description

AHCCCS plans to use the Xerox Call Center to support the application and eligibility determination processes of the Patient Protection and Affordable Care Act of 2010 (ACA) effective October 01, 2013, and must integrate its existing call centers with Xerox for a seamless customer experience.

II. Solution

Re-route the AHCCCS inbound published local and 800 numbers to the Xerox Call Center and modify call flows, queues, menus, prompts to accommodate ACA requirements.

III. Quantified Justification

With the implementation of ACA, Arizona has contracted with Xerox to provide customer support through its call center operation for all of the new and existing health and social benefits programs, and as a result, the destination of the existing customer service lines will need to be changed to Xerox.

II.B Existing Situation and Problem, "As Is" {A}

In support of the Patient Protection and Affordable Care Act of 2010 (ACA) going into effect October 01, 2013, the Arizona Cost Containment System (AHCCCS) is requiring modifications to their current IPCC Call Center IVR platform. The modifications will provide clients with the proper destination for their needs, by either transferring the caller to the "Xerox Call Center", or through the AHCCCS IVR and ACD queues.

Due to the mandatory ACA availability date of October 01, 2013 all modifications will need to be completed and tested prior to the implementation date. In the event the Xerox Call Center is not prepared in time, all AHCCCS IVR modifications will be held and implemented only after AHCCCS provides the approval.

Included in these modifications, AHCCCS requires redirecting many inbound published local and 800 numbers to the Xerox Call Center.

II.C Proposed Changes and Objectives, “To Be” {A}

AHCCCS has worked with AZNet to develop a Statement of Work for the project which is referred to as Remedy #26625. The SOW proposes the following:

- Point identified local and 800 numbers to the “Xerox Call Center”.
 - All identified numbers will point to 855-HEA-PLUS within the AHCCCS Call Manager. Carrier functionality will be added to the existing AHCCCS trunk groups to allow for hair pinning of calls which will help to alleviate the need for additional trunk capacity.
 - These numbers are currently services by Century Link and Cox Communications
 - With the 800 numbers already pointing to the local direct inward dial (DID) numbers, no changes will be required at the carrier level.
 - The impacted numbers are:

602-417-7000	602-417-5986
602-417-7100	602-417-4400
602-417-5999	602-417-4199
602-417-5437	602-417-7700
800-962-6690 (7000)	800-334-5283 (7100)
800-228-6411 (4400)	877-639-6793 (5999)
877-717-4199 (4199)	877-764-5437 (5437)
- Six new queues will be built in the IPCC to accommodate new call center groups. These queues will model after existing queues in the system. The new queues are:
 - ALTCS Operator English
 - ALTCS Operator Spanish
 - SSIMAO Operator English
 - SSIMAO Operator Spanish
 - SSIMAO Agent English
 - SSIMAO Agent Spanish
- Changes to call routing are required to support the new ACD queues and modifications to existing applications. These include:
 - Change IVR routing on 602-417-5010 to direct callers to new SSIMAO Operator flow.
 - Point 602-417-6600 to ALTCS Operator Flow. Customers who call 417-6600 or hit the ALTCS S option from the main IVR will go to the ALTCS Operators.
 - Create new Internal transfer numbers for SSIMAO_Agt_Eng and SSIMAO_Agt_Spn
- In addition to the added functionality, modifications are required on existing application scripts. Some modifications will eliminate other scripts within the platform. The scripts to be modified are:
 - Main Menu - English
 - Main Menu – Spanish
 - Provider Menu
 - Annual Enrolment Menu

- To front end the new operator queues, new menus will be added for language identification of the caller to ensure proper queue routing. These menus include:
 - ALTCS English/Spanish Selection Menu
 - SSIMAO Operator, English/Spanish Selection Menu
 - Ensure KidsNow message blast menu
- Modifications to existing queues as specified in the call flow document include:
 - Client Advocate queue - remove logic associated with Furlough
 - Main Operator queue - remove logic associated with Furlough, add messages to the in queue wait, and change the Play Music setting from 30 to 15 seconds
 - Main Operator Spanish queue - remove logic associated with Furlough and change the Play Music setting from 30 to 15 seconds
 - Leads queue - remove logic associated with Furlough
- With the changes to the existing menu's and the addition of new menu's and queues many recorded prompts have modified language and new recorded prompts are required. AHCCCS has requested to have all prompts completed by a professional voice talent company with a voice selected by AHCCCS.

II.D Proposed Technology Approach {Required for Pre-PIJ Assessment Only}

III. Project Approach

III.A Proposed Technology {Required for PIJ Approval}

Project modifies existing ACD and IVR technology currently in place

- New routing for existing lines
- New call centers added to existing call centers
- Application scripts revised and enhanced
- Common front end for language identification
- Call flows redesigned
- New prompt recordings for all menus and queues

III.B Other Alternatives Considered

III.C Major Deliverables and Outcomes

Deliverables

- Call Flow Design
- Call Routing
- Application Development
- Testing Environment
- Voice Prompt Recording
- User Acceptance

Outcomes

- Local and 800 numbers routed to Xerox Call Center
- Six new queues for new call center groups
- Call routing changes for new ACD queues
- Modify existing application scripts
- Front end revision for language identification
- Call flow modifications to existing queues
- All prompts professionally recorded

IV. Policies, Standards & Procedures

IV.A Enterprise Architecture

Yes **No** - Does this project meet all standards and policies for Network, Security, Platform, Software/Application, and/or Data/Information as defined in <http://aset.azdoa.gov/security/policies-standards-and-procedures> as applicable for this project?

If NO please describe NEW or EXCEPTIONS to Standards {Network, Security, Platform, Software/Application and/or Data/Information}:

IV.B Service Oriented Architecture Planning and Implementation

Yes **No** - Does this project qualify as an SOA application by improving application delivery for technology reuse and /or application reuse and / or services reuse?

IV.C Disaster Recovery Plan and Business Continuity Plan

Yes **No** - Does this project require a Disaster Recovery Plan and Business Continuity Plan?

IV.D Project Operations

Yes **No** - Is there a written assessment of short-term and long-term effects the project will have on operations?

IV.E Web Development Initiative

Yes **No** - Is this a Web Development initiative? If **YES**, a Notice of Intent (**NOI**) must be provided. Link: <http://aset.azdoa.gov/node/15>

IV.F IT State Goals

Please check which goal the project is in support of; if more than one, indicate only the primary goal.

- Accelerate Statewide Enterprise Architecture Adoption
- Champion Governance, Transparency and Communication
- Invest in Core Enterprise Capabilities
- Proactively Manage Enterprise Risk
- Implement a Continuous Improvement Culture
- Adopt Innovative Sustainability Models
- Reduce Total Cost of Ownership
- Improve Quality, Capacity and Velocity of Business Services
- Strengthen Statewide Program and Project Management
- Build Innovative and Engaged Teams
- Other _____

V. Roles and Responsibilities

V.A Project Roles & Responsibilities:

Please identify Project Roles & Responsibilities:

AHCCCS Responsibilities

- Collaborate with AZNET II during the design and definition phase of the project to ensure proper design modifications and additions are identified.
- Program new agent phonesets in the Call Manager and relate to queues.
- Provide and program two new internal transfer extensions and point them to the IPCC platform.
- Complete all end user testing of the application modifications and additions
- Train staff as necessary
- Process carrier change tickets to Century Link and Cox for feature changes to existing trunk groups.

AZNET II Responsibilities

- Collaborate with AHCCCS during the design and definition phase of the project to ensure proper design medications and additions are identified.
- Create test environment that will allow AHCCCS to test new functionality prior to the implementation.
- Develop/program application to design specifications
- Provide first day of support coverage
- Coordinate prompt recordings with Voice Talent
- Provide as-built documentation of call flow after modifications

Please indicate Project Manager Certification:

The **project manager** assigned to the project is:

- Project Management Professional (PMP) Certified
- State of Arizona Certified
- PM Certification not required

VI. Project Benefits

VI.A Benefits to the State

Score: 0=None, 1=Minor, 2=Moderate, 3=Considerable, 4=Substantial, 5=Extensive.

Description	Score
Agency Performance: The extent to which duties and processes will improve or positively affect business functions. Consider reduced redundancy and improved consistency for the agency.	
Productivity Increase: The improvements in quantity or timeliness of services or deliverables. Consider improved turnaround time or expanded capacity of key processes.	
Operational Efficiency: Efficiencies based on improved use of resources, greater flexibility in agency responses to stakeholder requests, reduction or elimination of paperwork, legacy systems, or manual tasks.	
Accomplishment Probability: The extent to which this project is expected to have a high level of success in completing all requirements for the division or agency.	
Functional Integration: The impact the project will have in eliminating redundancy or improve consistency. Consider the impact of information sharing between departments, divisions, or agencies in the State.	
Technology Sensitive: The implementation of the right types of technology to meet clear and defined goals and to support key functions. Consider technologies and systems already proven within the agency, division, or other similar organizations.	
Total	
Additional Information (provide details on Benefits that score > 3)	
<i>Describe additional details on benefits > 3 score. Also provide details on any savings that may be applicable.</i>	

VI.B Value to the Public

Score: 0=None, 1=Minor, 2=Moderate, 3=Considerable, 4=Substantial, 5=Extensive.

Description	Score
Client Satisfaction: Rate how stakeholders may respond to anticipated improvements. This could apply to health and welfare services, quality of life or life safety functions.	
Customer Service: Rate anticipated improvements to internal and external customer service delivery. Give consideration to faster response, greater access to information, elimination or reduction in client complaints.	
Life Safety Functions: Applies to public protection, health, environment, and safety. Consider how this project will reduce risk in these functions.	
Public Service Functions: Applies to licensing, maintenance, payments, and tax. Consider how this project will enhance services in these functions.	
Legal Requirements: Consideration should be given to projects mandated by federal or state law. Other consideration could be given if there are interfaces with other federal, state, or local entities.	
Total	
Additional Information (provide details on Value to the Public scores > 3)	
<i>Describe additional details on scores > 3.</i>	

VII. Project Timeline {A}

VII.A Project Schedule

Provide estimated schedule for the development of this project. These dates are estimates only; more detailed dates will be required at project start up once the project schedule is established.

Project Start Date: **8/1/2013** Project End Date: **12/31/2013***

*expected implementation is 10/1/2013 with a three-month post implementation support period

Provide a list consisting of the initial milestones identified.

Project Phase / Deliverable	Estimated Duration
Total Project # Weeks (Rounded-up)	8 Weeks
Initial / Planning	2 Weeks
• Kick-off Meeting/ gather requirements	1 Week (completed)
• Call Flow design	1 Week (completed)
Application Development	2.5 Weeks
• Application development (coding)	2.5 Weeks
Test Environment Development	1 Week
• Create test environment	1 Week
Prompt Recording	1Week
• Voice Talent Prompt Recording	1 Week
Application Testing	1Week
• Application Testing	1 Week
Go Live Support	1 Day(s)
• First Day Support	1 Day(s)

* Approximates

AZNET II acknowledges the customer's mandatory go-live date of October 1, 2013. Effort from multiple development resources will be utilized to meet the required go-live date.

VIII. Project Financials

Project Funding Details

Select One

- Pre PIJ Assessment Funding Details Only
 Full PIJ Project Funding Details

VIII.A Pre-Assessment Project Financials {Required for Pre-Assessment PIJ Only}

Project Funding Details for Pre-Assessment Project Investment Justification Only

(Double click on table below – add funding in **whole dollars** and then click outside the table to return to Word doc)

ESTIMATED COSTS						
Category	FY_____	FY_____	FY_____	FY_____	FY_____	Total
Assessment Costs						\$ -
Development Costs						\$ -
Total Development Costs (including Assessment)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Operational Costs (if estimate is available)						\$ -
Total Estimated Project Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

VIII.B Detailed Project Financials {Required for PIJ Approval}

Development and Operational Project Funding Details

Funding Categories:

Professional and Outside Services: The dollars to be expended for all third-party consultants and contractors.

Hardware: All costs related to computer hardware and peripheral purchases for the project.

Software: All costs related to applications and systems related software purchases for the project.

Communications: All costs related to telecommunications equipment, i.e. switches, routers, leased lines, etc.

Facilities: All costs related to improvements or expansions of existing facilities required to support this project.

License & Maintenance Fees: All licensing and maintenance fees that might apply to hardware, software and any other products as up-front costs to the project (ongoing costs would be included under Operational expense).

Other: Other IT costs not included above, such as travel, training, documentation, etc.

NOTE: FTE costs may be included in section VIII.e below, as required.

VIII.C Funding Source {A}

(Double click on table below – add funding in whole dollars and then click outside the table to return to Word doc)

Funding Source Category	Name of Funding Source	Currently Available (\$)		New Request (\$)		Total (\$)
		Development Budget	Operational Budget	Development Budget)	Operational Budget	
General Fund		\$ 2,856	\$ 42,882			\$ 45,738
Federal Fund	Medicaid/AHCCCS		\$ 42,882			\$ 42,882
Federal Fund	ACA (HEAplus)	\$ 25,700				\$ 25,700
Other Appropriated Funds						\$ -
Other Non Appropriated Funds						\$ -
TOTAL PROJECT COSTS (Should = development and operational totals above)		\$ 28,556	\$ 85,764	\$ -	\$ -	\$ 114,320

VIII.D Special Terms and Conditions (if required) {A}

Special Terms and Conditions (if required)

NA

VIII.E Full Time Employee Project (FTE) Hours

Provide estimated FTE Development hours that will be utilized for the duration of the project. Include IT as well as Business Unit FTE hours, if available. Enter into Project Values table on Approvals page. Enter FTE costs (if known) as well.

Total Full Time Employee Hours	300
Total Full Time Employee Cost	\$

IX. Project Classification and Risk Assessment

IX.A Project Classification and Risk Assessment Matrix

Rate each question to determine risk level at Low (0), Medium (1), High (2), Very High (3).

Enter Risk Score into Project Values table on Approvals page.

RISK EVALUATION RANGES

LOW RISK PROJECT	0 - 8
MEDIUM RISK PROJECT	9 - 25
HIGH RISK PROJECT	26 - 42
VERY HIGH RISK PROJECT	43 +

Add Project Risk Details (if required)

Due to the mandatory ACA availability date of October 01, 2013 all modifications will need to be completed and tested prior to the implementation date. In the event the Xerox Call Center is not prepared in time, all AHCCCS IVR modifications will be held and implemented only after AHCCCS provides the approval.

PIJ Project Classification & Risk Evaluation					
Risk Factor	Low (0)	Medium (1)	High (2)	Very High (3)	Score
Project Management Complexity					
Project Team Size (# of people)	1-5	6-10	11-15	> 15	0
Project Manager (PM) Experience	Deep experience in this type of project	Some experience in this type of project and able to leverage subject matter experts	Some experience in this type of project and has limited support from subject matter experts	New to this type of project	1
Team Member Availability	Dedicated staff for project activities only as assigned	Staff is in place, few interrupts for non project tasks are expected and have been accounted for	Available, some turnover expected, some interrupts for non project issues likely	Dedicated team not available; staff will be assigned based on capacity	1
# of Agencies involved in Development activity	1	2	3	> 3	1
Vendor (if used)	No Vendor required	Vendor has been used previously with success	Vendor has been used previously with some management support required	New Vendor and/or multiple vendors	1
Project Schedule	Schedule is flexible	Schedule can handle minor variations, but deadlines are somewhat firm	Scope or budget can handle minor variations, but deadlines are firm	Scope, Budget and Deadlines are fixed and cannot be changed	2
Project Scope	Scope is defined and approved	Scope is defined and pending approval	Scope being defined	High level definition only at this point	0
Budget Constraints	Funds allocated	Funds pending approval	Allocation of funds in doubt or subject to change without notice	No funding allocated	0
Project Methodology	Defined methodology	Defined methodology, no templates	High level methodology framework only	No formal methodology	0
IT Solution Complexity					
Product Maturity (if purchased)	Product implemented & working in > 1 state agency or business of similar size	Product implemented & working in 1 agency or business of similar size	Product implemented & working only in an agency or business of smaller size	Product not implemented in any agency or business	0
Solution Dependencies	No dependencies or interrelated projects	Some minor dependencies or interrelated projects but considered low risk	Some major dependencies or interrelated projects but considered medium risk	Major high-risk dependencies or interrelated projects	1
System Interface Profile	No other system interfaces	1-2 required interfaces	3-4 required interfaces	> 4 required interfaces	1
IT Architectural Impact	Follows State IT approved design; principles, practice & standards	New to the State but follows established industry standards	Evolving "industry standard"	No standards, leading edge technology	0
Deployment Impact					
Process Impact	No business process changes	Agency wide process changes	Multi-State Agency process changes	State-wide process changes	1
Scope of End User Impact	Department or Division level only	Multiple Division or Agency wide impacts	Multi-Agency impacts	State-wide impacts	1
Training Impact	No training is required	Minimal training is required	Considerable training is required	Extensive training is required	1
Total Risk Score					11

X. Project Approvals

X.A CIO Review {A}

Key Management Information		Yes	No
1. Is this project for a mission critical application system?		X	
2. Is this project referenced in your agency's Strategic IT plan?		X	
3. Is this project consistent with agency and State policies, standards and procedures?		X	
4. Is this project in compliance with the Arizona Revised Statutes and GRRC rules?		X	
5. Is this project in compliance with the statewide policy regarding the Accessibility to Equipment and Information Technology for Citizens with Disabilities?		X	
6. Is this project mandated by law, court case or rule? If yes, cite the federal requirement, ARS Reference or Court Case. Satisfies ACA requirements		X	

Details: *Provide details related to technology as part of the requirement.*

X.B Project Values

The following table contains summary information taken from the other sections of the PIJ document.

Description	Section	Significance
Assessment Cost {A}	VIII. Project Financials {Required for Pre-Assessment PIJ Approval Only}	\$
Economic Benefits	VI. Benefits to the State	
Value Rating	VI. Value to the Public	
Total Development Cost	VIII. Project Financials	\$28,556
Total Project Cost	VIII. Project Financials	\$114,320
FTE Hours	VIII. Project Financials	300
Project Risk Factors	IX. Risk Summary	11

The PIJ must be transmitted to ASET by email as a Word document. Project approvals may be sent to ASET by email in PDF format. Include the Project Title below for identification. Send to your ASET Oversight Manager, or if not sure who is assigned to your Agency, PIJ docs can be sent to ASET_Projects@azdoa.gov.

X.C Project Approvals {A}

Select One Pre PIJ Assessment Approval Only PIJ Project Approval

Project Title: ACA IPCC Call Center IVR Modifications (AZNet II Remedy #26625)

Responsibility	Printed Name	Approval Signature	Date
Project Manager:	Mike Upchurch		
Agency CIO:	Jim Wang		
Project Sponsor:	Linda Skinner	NA	
Agency Director:	Tom Betlach	NA	

Appendix

A. Itemized List with Costs

B. Connectivity Diagram

C. Project Schedule - Gantt Chart or Project Management Timeline

D. NOI (Web Projects Only)

Glossary

Document Information

Title: Project Investment Justification – PIJ Version January 2013
Originator: Arizona Department of Administration – AZ Strategic Enterprise Technology Office
Date: January 2013
Download: <http://aset.azdoa.gov/>
Contacts: **ASET Oversight Managers:**
<http://aset.azdoa.gov/content/project-investment-justification>

Web Design (NOI Contact):
<http://aset.azdoa.gov/webtools>