



# ADOA - ASET

Arizona Strategic Enterprise Technology

## Project Investment Justification

Version 01.01

A Statewide Standard Document for Information Technology Projects

### Project Title:

Massage Therapy System Migration Project

Agency Name:	Board of Massage Therapy
Date:	4/21/2014
Agency Contact Name:	Kathleen Phillips
Agency Contact Phone:	
Agency Contact Email:	

[Hover for Instructions](#)

**I. Management Summary\***

The Arizona Board of Massage Therapy is currently using an outdated system inclusive of the UI's (user interfaces), and database (MS Access). This system does not meet the needs of the Board. The database is over 10 years old and is in danger of failing upon the next Microsoft update. The Board would like to update the UI and migrate to a database (SQL) that will increase efficiency and cost savings.

The board is seeking to stabilize our licensing system to allow for a future PIJ to incorporate a fully functional online licensing system.

**II. Project Investment Justification (PIJ) Type\***

Yes  No Is this document being provided for a Pre-PIJ / Assessment phase?

If Yes,

Identify any cost to be incurred during the Assessment phase.	
Based on research done to date, provide a high-level estimate or range of development costs anticipated for the full PIJ.	

Explain:

[Click here to enter text.](#)

Yes  No Will a Request for Proposal (RFP) be issued as part of the Pre-PIJ or PIJ?

**III. Business Case**

**A. Business Problem\***

The Massage Therapy Board is currently using an antiquated system that was written in now obsolete language (Visual Basic 6). The database was written on Microsoft Access in 2003. Microsoft has been making changes to Microsoft Access in Office 2007, 2010, and 2013 that have introduced some incompatibilities for the existing application. The next upgrade could cause the database to malfunction. Currently the Board must utilize the MS Access database, several spreadsheets, and various manual processes for its licensing process, which leads to duplication of data entry and inefficiency. Many of the fields in the current system are no longer applicable to the Board's current process for licensing. New fields need to be added in a database to correspond with the Board's current licensing processes, such as place of birth, or citizenship information. The Board is unable to create its own reports and must call and pay the original programmer to run these reports. This person is not always available at the time the Board needs the reports. Because the data base is so old and written in an obsolete language, it is becoming increasing difficult to find a programmer who can make updates or modifications. For all of these reasons, the Board needs a new system inclusive of the UI, edits, and a SQL database.

The Board does not currently have the ability to accept licensing applications or payments online. Applicants are required to submit all documents and forms in

hardcopy. Complaints are also received in hardcopy and processed manually. The Board needs to streamline its current processes by enhancing the systems used for paper application and complaints. The Board would realize cost reductions for postage of approximately \$5000 annually. Sending renewal notices by email instead of by regular mail would save \$2500 in postage costs annually. The Board needs a new more efficient system to accomplish this goal.

The Board would like to implement its information technology needs in two phases. Initial implementation or Phase 1 will focus on modernization, creation, and implementation of the database.

A separate, new and future PIJ would address our Phase 2 needs for a fully functional online licensing system. This PIJ is for Phase 1.

**B. Proposed Business Solution\***

The licensing and complaints system is the Board’s mission critical system. The Board needs a vendor to build a user interface and associated database that will replace the steps currently performed in the MS access database, spreadsheets, and manual processes to make the process of licensing more time and cost efficient and avoid a possible malfunction of the MS access database.

**B. Quantified Benefits\***

<input checked="" type="checkbox"/>	Service enhancement
<input type="checkbox"/>	Increased revenue
<input checked="" type="checkbox"/>	Cost reduction
<input checked="" type="checkbox"/>	Problem avoidance
<input checked="" type="checkbox"/>	Risk avoidance

Explain:

[Click here to enter text.](#)

**IV. Technology Approach**

**A. Proposed Technology Solution\***

The board proposes to have created and implemented, an enhanced design for the applications based on the Responsive Design and Responsive Templating implemented in C# ASP.NET and SQL Server backend. Based on open standards, as well as using open source libraries and tools like JQuery, Twitter Library, Cascading Style Sheets, and HTML 5, the Responsive Design will self-adjust and present optimized views on mobile devices. The application will be designed to be easily deployed on a standard hosting infrastructure, and seamlessly interface with the future Drupal system. The application will incorporate functionality and easy to use interface and employ a database back end.

The application load capabilities will be optimized to exceed the current load in order to account for growth.

**B. Technology Environment**

The technology described above will replace an aging data base (MS Access) that has been in use since 2003. As described above the Board will use open Source software for its rich functionality and to avoid extensive costs in software licensing while still being able to reach our objective of rebuilding our current licensing system to stabilize overall functionality with the Massage Therapy Board.

This project will be starting from

Both the development and production system environments will be hosted by the State DOA datacenter.

**C. Selection Process**

The Board conducted a preliminary analysis of internal processes, documented the results, and submitted a request for services. The Board received five responses whose costs range from \$205,000 to 30,000. All bids were submitted by State approved vendors, for this reason no formal RFP was issued. However the Board did put together a “Project Overview” document which mapped the boards’ processes and explained our needs and wants to vendors submitting project proposals.

After review of submitted proposals the board has identified a vendor they would like to engage on this work item. The vender has not mentioned in this PIJ, as the Board has not related their choice to the vender as of 4/15/14.

**V. Project Approach**

**A. Project Schedule\***

Project Start Date: 4/14/2014      Project End Date: 6/30/2014

**B. Project Milestones**

<b>Major Milestones</b>	<b>Start Date</b>	<b>Finish Date</b>
Project kickoff, meetings,	4/28/2014	4/28/14
Requirements collection, joint application development meetings, and analysis of requirements	4/29/2014	5/28/2014
System development	5/29/2014	6/19/2014
System and User test	6/20/2014	6/30/2014
Delivery and project close-out	6/30/2014	7/1/2014

**VI. Roles and Responsibilities**

**A. Project Roles and Responsibilities**

Project manager, Ellen Boyd

**B. Project Manager Certification**

<input type="checkbox"/>	Project Management Professional (PMP) Certified
<input type="checkbox"/>	State of Arizona Certified
<input checked="" type="checkbox"/>	Project Management Certification not required

**C. Full-Time Employee (FTE) Project Hours**

<b>Total Full-Time Employee Hours</b>	32
<b>Total Full-Time Employee Cost</b>	\$689.00

**VII. Risk Matrix, Areas of Impact, Itemized List, PIJ Financials**

**VIII. Project Approvals**

**A. Agency CIO Review\***

<b>Key Management Information</b>	<b>Yes</b>	<b>No</b>
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 in compliance with all agency and State standards and policies for network, security, platform, software/application, and/or data/information as defined in <a href="http://aset.azdoa.gov/security/policies-standards-and-procedures">http://aset.azdoa.gov/security/policies-standards-and-procedures</a> , and applicable to this project? If <b>NO</b> , explain in detail in the "XI. Additional Information" section below.	X	
4. Will this project transmit, store, or process sensitive, confidential or Personally Identifiable Information (PII) data? If <b>YES</b> , in the "XI. Additional Information" section below, describe what security controls are being put in place to protect the data.	X	
5. Is this project in compliance with the Arizona Revised Statutes (A.R.S.) and GRRC rules?	X	
6. Is this project in compliance with the statewide policy regarding the accessibility to equipment and information technology for citizens with disabilities?	X	

### **B. Project Values\***

The following table should be populated with summary information from other sections of the PIJ.

<b>Description</b>	<b>Section</b>	<b>Number or Cost</b>
<b>Assessment Cost (if applicable for Pre-PIJ)</b>	II. PIJ Type - Pre-PIJ Assessment Cost	<b>0</b>
<b>Total Development Cost</b>	VII. PIJ Financials tab	<b>\$37,667.28</b>
<b>Total Project Cost</b>	VII. PIJ Financials tab	<b>\$44,336.40</b>
<b>FTE Hours</b>	VI. Roles and Responsibilities	<b>32</b>

### **C. Agency Approvals\***

<b>Contact</b>	<b>Printed Name</b>	<b>Signature</b>	<b>Email and Phone</b>
<b>Project Manager:</b>	Ellen Boyd		
<b>Agency Information Security Officer:</b>	Kathleen Phillips		
<b>Agency CIO:</b>	Kathleen Phillips		
<b>Project Sponsor:</b>	Kathleen Phillips		
<b>Agency Director:</b>	Kathleen Phillips		

## **IX. Optional Attachments**

### **A. Vendor Quotes**

Separate vendor bids sent to ADOA-ASET with this PIJ.

## **X. Glossary**

## **XI. Additional Information**

The vendor will include security provisions to protect personally identifiable information.

Links:

[ADOA-ASET Website](#)

[ADOA-ASET Project Investment Justification Information Templates and Contacts](#)

Email Addresses:

[Strategic Oversight](#)

[ADOA-ASET\\_Webmaster@azdoa.gov](mailto:ADOA-ASET_Webmaster@azdoa.gov)