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# DEPARTMENT OF ECONOMIC SECURITY

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## **ARICS Replacement Project**

Division of Business and Finance

**Presented By: Durga Pattela, Chief Technology Officer**

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# Overview

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The DES Office of Accounts Receivable and Collections (OARC) in the Division of Business and Finance (DBF) performs the accounts receivable and collection activities department-wide (excluding Child Support and Unemployment Insurance taxes) which consists of approximately 30 DES social service programs. The OARC debtors are DES benefit recipients or service providers who were overpaid by one or more of the DES programs.

- ❖ Approximately 460,000 active debtors;
- ❖ Approximately \$250 million total outstanding debt amount



# Purpose

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The Accounts Receivable Integrated Collection System (ARICS) is the primary system utilized by OARC to facilitate DES' debt collection processes and is rapidly approaching end of life.

We are requesting approval to implement a replacement application solution on cloud-based technology.



# ARICS Information

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- Mainframe Application
- Homegrown Implementation
- 350 online screens and 275 batch report processes
- Data exchange with 17 external systems via batch process or real-time interface



# ARICS Concerns

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- Technical platform
  - 24 year old mainframe application, ADABAS and Natural (no longer supported by vendor)
  - Qualified staff to support technology difficult to find
- System security
  - System contains PII, FTI, PHI – Current Mainframe Security features have had audit findings in the past
- Maintenance Inflexibility
  - All modifications/enhancements require developer involvement



# Proposed Solution

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- **Platform:** Cloud-based solution (Salesforce – Platform as a Service)
- **Configurable:** CGI application built on SalesForce that will be tailored for DES.
- **Security:** Salesforce platform is FedRAMP certified  
(Note: DES will also purchase the extended security module called “Salesforce Shield” to ensure data is secured both at-rest and in-flight)
- **Minimize External Systems’ Impact:** Interface design approach has the DES project team retaining the current format/content of inbound and outbound files as much as possible to eliminate/minimize work on external systems.
- **Transition of Knowledge:** CGI will partner with the DES staff during the project to transfer the technical and functional knowledge of the new solution.



# Implementation Plan

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Project Activity/Task	Planned Start Date	Planned Completion Date
Software Design/Configuration/Build (Agile Sprints)	December 2019	July 2020
Data Migration (Conversion of Existing Data)	January 2020	August 2020
User Acceptance Testing (UAT)	July 2020	August 2020
End-User Training	August 2020	August 2020
Go-Live	September 2020	September 2020
Post-Implementation Vendor Support	September 2020	October 2020



# Financials/Costs – Development Phase

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Cost Category	Cost Amount
Professional & Outside	\$1,238,600
Salesforce Licenses	\$202,475
<b>Total for Development Costs</b>	<b>\$1,441,075</b>





# Project Costs

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Fiscal Year	Development	Operational
2020	\$1,047,476	
2021	\$393,600	\$202,476
2022		\$210,575
2023		\$218,998
2024		\$227,758
2025		\$236,868
<b>Total</b>	<b>\$1,441,076</b>	<b>\$894,199</b>

**Total Cost of Development and Operational is \$2,335,272**



# Risks & Benefits

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## Project Risks

- Complicated interfaces to/from 17 external systems
- Conversion of existing data going back 15-plus years
- Relatively new technical platform for DES

## Benefits

- Highly configurable software for efficient long-term maintenance
- Improved security features protecting the PII, PHI, FTI data
- Capability to implement mobile technology in the near future



# Questions

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