

Presentation to ITAC



Agency Vision

Health and Wellness for All Arizonans

Agency Mission

To promote, protect, and improve the health and wellness of individuals and communities in Arizona

Child Care eLicensing

State of Arizona – Department of Health Services

June 21, 2021

Project Introduction

Problem Statement:

- Agency is using four independent and aging systems to manage child care facility licensing
- Agency is consolidating licensing systems into a single solution to overcome reporting demands by
 - Improving data quality
 - Modernizing the reporting delivery system
 - Optimizing the data delivery to downstream consumers
- Agency needs to improve the customer experience by:
 - Reducing or eliminating paper processing
 - Speeding up application and inspection process

Proposed Solution:

The Agency is seeking ITAC approval to leverage the Agency's existing Salesforce eLicensing platform, via a system integrator, to develop the child care facility licensing feature sets. This initiative includes solution development, organizational change management, training, and formal transition to the ADHS Salesforce Maintenance and Operations.

Arizona Department of Health eLicensing Vision



Child Care Facilities



Community Health Workers



Medical Facilities



Long Term & Residential Care Facilities



Radiation Control



Shared Architecture & Operation



Ease of Reporting



Self Modernizing Platform

Project Costs

Project Costs by Category	FY22	FY23	FY24	FY25	FY26	Total
Professional & Outside Services (Contractors)	\$844,760					\$844,760
Hardware	\$0					
Software	\$0					
Communications	\$0					
Facilities	\$0					
License & Maintenance Fees	\$44,463	\$44,463	\$44,463	\$44,463	\$44,463	\$222,313
Other Operational Expenditures	\$12,873					\$12,873
Total Development	\$902,096					\$902,095
Total Operational	\$0	\$44,463	\$44,463	\$44,463	\$44,463	\$177,852

Q & A Session

APPENDIX

Project Responsibilities

Agency

1. Project Management
2. Quality Assurance
3. User Acceptance
4. Financial Management
5. Software Management
6. Data Governance
7. Maintenance & Operations

Shared

1. Organizational Change Management
2. Release Management
3. Post Release Hypercare

Vendor

1. Business Requirements
2. Solution Architecture
3. Solution Development
4. Training
5. Solution Hosting (Salesforce)

Project Timeline

