



# AZ DPS PUBLIC SERVICES PORTAL



ITAC Presentation  
Change Request

August 2019

# DPS PUBLIC SERVICES PORTAL

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The DPS Public Services Portal is being designed as a secure, cloud based online portal which will connect customers directly to DPS business units.

Customers will be able to submit applications, request records, check the status of their requests, conduct business with and communicate with DPS via the portal.

The Public Services Portal is intended to replace, as much as possible, the primarily manual and paper intensive processes that currently in place. The elimination of the need for paper application processing, U.S. mail and manual processes is expected to result in a significant increase in efficiency, reduction of costs over time, and the reduction or redirection of FTEs.

# BACKGROUND

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The Arizona Department of Public Safety (DPS) Information Management Bureau (IMB) allocated significant resources to the Public Services Portal (PSP) project. The resources were adequate to complete the PSP on the originally proposed date, prior to two intervening events.

The Arizona Department of Public Safety's response to the outbreak of Covid-19 required significant resources to be shifted in support of new technology, expansion of existing technology and supporting new demands on IT infrastructure related to teleworking and digitization.

The response required the redirection of resources assigned to the PSP project, specifically in relation to the development of certain Application Programming Interfaces (APIs), resulting in the delayed development of the APIs.

The Covid-19 delay was compounded by the DPS response to civil unrest, related to infrastructure security and emergency operations.

The delayed development of the APIs resulted in delays in integration testing, performance testing, security testing, user acceptance testing and deployment beyond the original August 1, 2020 deployment date.

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# PROPOSED CHANGE



The contracted provider, Accenture, and DPS considered options to manage and mitigate the delayed API development. Both teams agreed the most effective solution was to delay the deployment of the PSP until all involved development was completed, allowing for a one time go live date for the entire project.

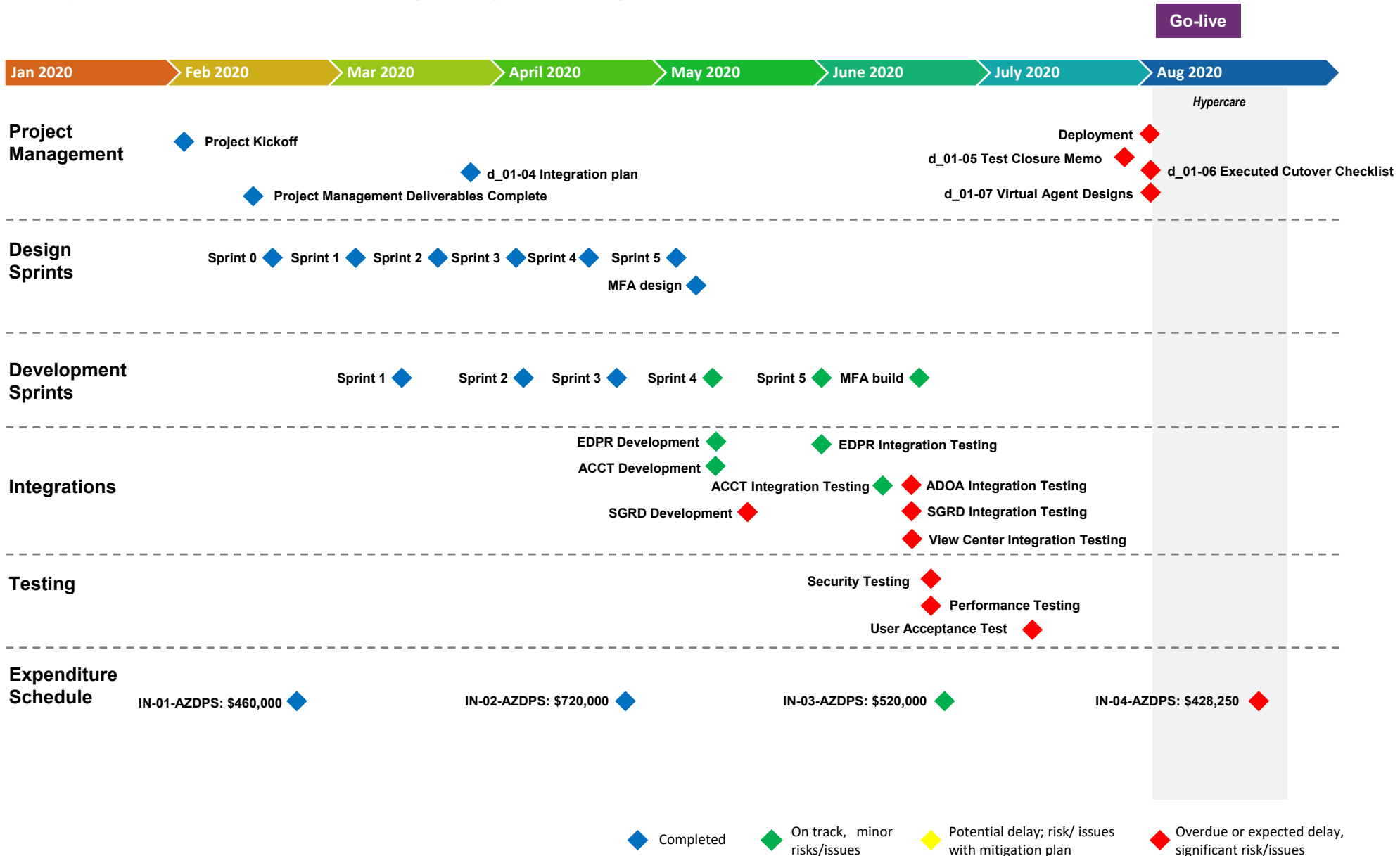
After a thorough review of the remaining tasks to be completed, the resources and resource time now available to the project, the team determined the new deployment date to be October 17, 2020.

A new schedule was developed for the remaining tasks to ensure the new deployment date could be met.

There is no additional cost for the deployment delay.



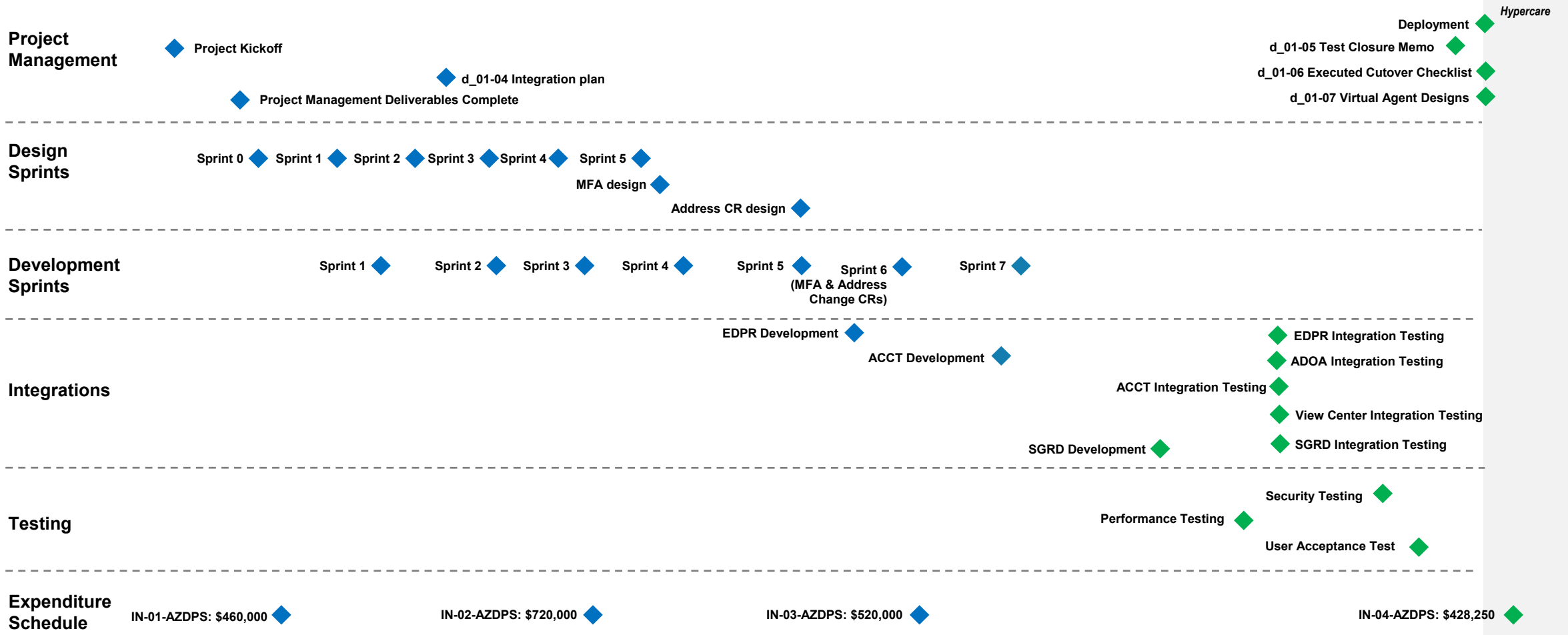
# ORIGINAL MILESTONES



# REVISED SCHEDULE MILESTONES



Go-live



◆ Completed    
 ◆ On track, minor risks/issues    
 ◆ Potential delay; risk/ issues with mitigation plan    
 ◆ Overdue or expected delay, significant risk/issues



# CURRENT ISSUES AND RISKS

## Issues/Risks

- **Risk: AZDPSEGS-2216: Security Guard/Private Investigator API development at risk of completing in time for integration test**
  - Downgraded to a risk score of 12 out of a 25 point scale; Risk is being **Monitored** as the schedule is tight and development progress is being monitored to align with the project schedule.
- **Risk: AZDPSEGS-1070: API development/technology at risk of completing in time for integration test**
  - Risk score 8 out of a 25 point scale as EDPR (public records) development is complete, AccTrak (Applicant Clearance Card Team) target for July completion. Risk is being **Monitored** to stay aligned with the project schedule and endpoint URLs are needed for portal to connect to AccTrak.
- **Risk: AZDPSEGS-366: Offsite work could impact PSP Portal progress**
  - Low risk with score of 3 out of a 25 point scale; currently in **Mitigation**

# QUESTIONS

