

# CHANGE REQUEST / AMENDMENT

PIJ ID RG18001 - Enterprise eLicensing

Arizona Department of Administration

## **Amended 5-Year Lifecycle Budget Estimate:**

Total Development Budget	\$ 1,519,825
<u>Total Operational Budget</u>	<u>\$ 602,320</u>
Total Overall Budget	\$ 2,127,145

## **Areas Affected:**

End Date	Yes
Development Costs	Yes
Scope	Yes

Original End Date: 03/29/2019

Revised End Date: 01/31/2020

## **Change Description:**

### **CURRENT AMENDMENT 03: 4/17/19**

The Enterprise eLicensing Project Investment Justification (PIJ) was approved without conditions on October 26, 2017. The project encompassed implementing an Enterprise eLicensing platform in Salesforce. The Registrar of Contractors (ROC) joined 13 other Boards and Commissions in the initial implementation.

In May 2018, ROC requested and received approval to extend the project end date and add Development costs to cover eight weeks of data migration services from Deloitte.

In January 2019, ROC requested and received approval to extend the project end date, add Development costs and amend the project's scope to create a public facing portal with online forms and implement an electronic signature solution.

*The initial scope of this project includes public-facing online forms for the License Application, License Renewal and Informal Unlicensed Complaint. The additional scope within this change request will include 25 additional forms including three for internal use only. The agency had already identified a need for an e-signature solution, such as will be accomplished in this change request*

**With this current Change Request**, the Registrar of Contractors requests approval to extend the project end date, increase the Development costs and amend the project's original scope. The project's end date is being extended to 1/31/2020, Development costs are increasing by \$698,560. In addition, the scope is being amended to migrate ROC from the current, shared eLicensing Salesforce org into an independent Salesforce org, improve functionality and to create a more efficient governance process to meet customer and agency needs.

The ROC has been operating in the shared statewide eLicense solution and has identified areas of opportunity for improvement that will benefit their customers. Among these opportunities include the ability to modify certain objects within Salesforce to streamline staff processes, enhanced system architecture documentation, simplify object relationships eliminating redundancy and multiplication of data entry by staff, offering customers access to on-line service delivery, and implement an efficient governance process specific to ROC processes and resources.

The ROC explored options for modifying the current Salesforce org and governance process but found no suitable options in the current shared environment. The decision was therefore made to migrate to an independent Salesforce org where ROC could implement changes to improve functionality, streamline processes, and implement an ROC specific governance process.

### **PREVIOUS AMENDMENT 02: 01/22/19**

## CHANGE REQUEST / AMENDMENT

PIJ ID RG18001 - Enterprise eLicensing

Arizona Department of Administration

*For this change the Registrar of Contractors (ROC) requested approval for additional scope, costs and a change to the end date in order to add a significant amount of functionality. As the initial statewide eLicensing solution was developed for ROC and other agencies, ROC identified opportunities in what the system provided and what functionality would be needed to serve their customers, in addition to cost reduction opportunities. The ROC explored additional options for the front-end (publicly facing portal) of the system. ROC is currently using the CRM internally and is excited about the functionality, but currently there is no public facing portal available. All forms submitted to the ROC must be put in the CRM system manually. The initial scope of this project includes public-facing online forms for the License Application, License Renewal and Informal Unlicensed Complaint. The additional scope within this change request will include 25 additional forms including three for internal use only. The agency had already identified a need for an e-signature solution, such as will be accomplished in this change request, in their 2017 strategic plan.*

*This change added \$328,204 to their Development budget and extended the project's end date to 3/29/19.*

### **PREVIOUS AMENDMENT 01: 05/14/18**

*For this change the Registrar of Contractors was seeking to add 8 weeks of Data Migration Services from Deloitte to supplement their Enterprise eLicensing efforts. This added \$165,000 to their Development budget and extended the project's end date to 6/30/18.*

### **Amended Financial Detail:**

#### **Original PIJ Financials**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$240,000	\$0	\$0	\$0	\$0	\$240,000
Operational Costs	\$88,100	\$88,100	\$88,100	\$88,100	\$88,100	\$440,500
Total Project Costs	\$328,100	\$88,100	\$88,100	\$88,100	\$88,100	\$680,500

#### **Amended PIJ Financials: 5/14/18**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$493,061	\$0	\$0	\$0	\$0	\$493,061
Operational Costs	\$0	\$88,061	\$88,061	\$88,061	\$88,061	\$440,305
Total Project Costs	\$493,061	\$88,061	\$88,061	\$88,061	\$88,061	\$933,366

#### **Amended PIJ Financials: 1/14/18**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$493,061	\$328,204	\$0	\$0	\$0	\$821,265
Operational Costs	\$0	\$88,061	\$222,537	\$88,061	\$88,061	\$486,720
Total Project Costs	\$493,061	\$416,2653	\$222,537	\$88,061	\$88,061	\$1,307,985

**CHANGE REQUEST / AMENDMENT**

**PIJ ID RG18001 - Enterprise eLicensing**

Arizona Department of Administration

**Amended PIJ Financials 4/17/19 ITAC**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$493,061	\$561,057	\$465,707	\$0	\$0	\$1,519,825
Operational Costs	\$0	\$88,061	\$263,937	\$127,661	\$127,661	\$607,320
Total Project Costs	\$493,061	\$649,118	\$729,644	\$127,661	\$127,661	\$2,127,145