Agency Vision

World-Class Gaming Regulation for a Stronger Arizona

Agency Mission

To ethically and effectively regulate gaming, horse racing, and unarmed combat sports, while ensuring that they are conducted in a socially responsible manner.

E-Licensing Project Phase II

State of Arizona – Dept. of Gaming

October 20, 2021

Project Introduction

Problem Statements:

- Applicants for Gaming certifications and licenses do not have access to a web-based portal where they can apply, pay for, and check the status of their applications.
- Gaming staff use two dated database applications to process licenses. One of the 2 legacy applications is no longer supported. Both require significant manual data entry.

Benefit of a New System:

- Less data entry for Gaming staff, better back-end task management and workflows, more customization opportunities for improving the system over time and using for additional licensing processes, better accounting (real time reports showing which applicants have paid and which haven't)
- A one-stop-shop for applicants, ability to apply and pay from anywhere with the internet or their phone, better transparency with auto-emails and real time status reporting
- Less touch time for applicants, less touch time for Gaming staff, eventual retiring of legacy databases (less systems for IT staff to maintain), less lead time for licensing especially in a future state when DPS no longer requires paper fingerprint cards
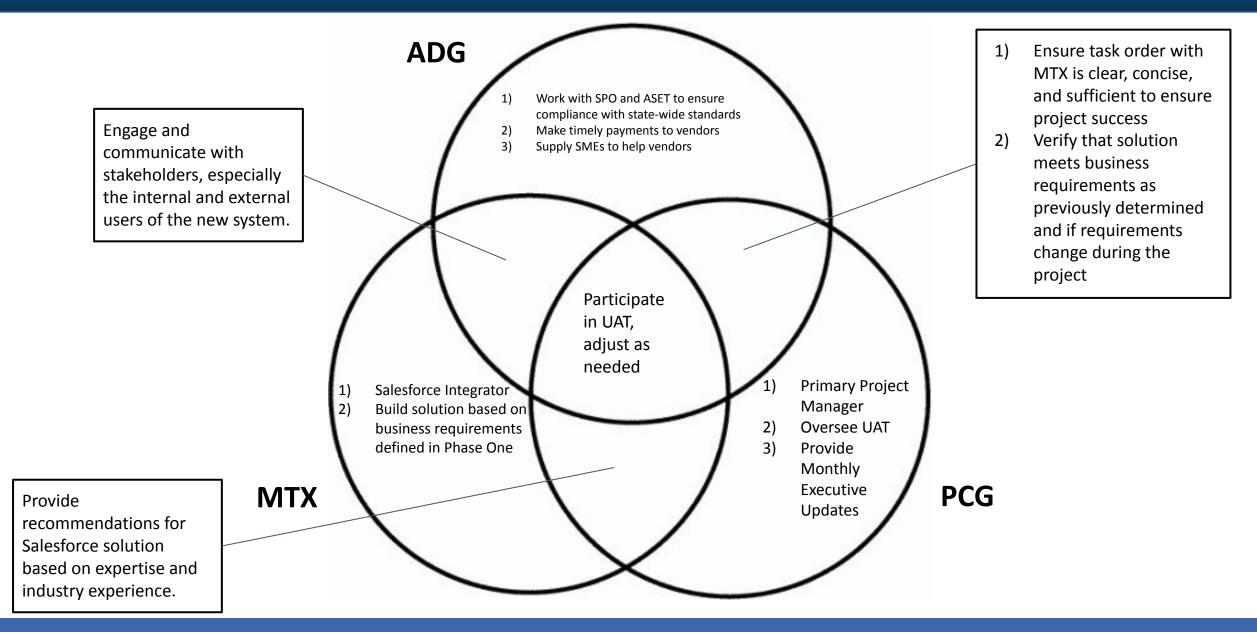
Proposed Solution

Procurement

- ADG, with the help of SPO, requested proposals from several state-contracted Salesforce integrators.
- We had 7 vendors interested with whom we met who provided demos
- We narrowed it down to 3 and met with them again.
- ADG, with the help of SPO, ASET, and the Consultant from our Phase 1 Business Requirement Gathering project (PCG), decided which vendor to hire: MTX
- Received 2 quotes from MTX through different State Contracted 3rd party vendors: SHI and Carasoft. Selected Carasoft.
- Received quote from PCG to be an independent Project Manager / Consultant for this integration phase.

Technology

- A customized Salesforce solution
- Integrates with DocuSign, Mulesoft, and ADOA payment portal
- Compliant with CJIS

Project Responsibilities

ADG

1) Work with SPO and ASET to ensure compliance with state-wide standards
2) Make timely payments to vendors
3) Supply SMEs to help vendors

Engage and communicate with stakeholders, especially the internal and external users of the new system.

1) Ensure task order with MTX is clear, concise, and sufficient to ensure project success
2) Verify that solution meets business requirements as previously determined and if requirements change during the project

Participate in UAT, adjust as needed

MTX

1) Salesforce Integrator
2) Build solution based on business requirements defined in Phase One

PCG

1) Primary Project Manager
2) Oversee UAT
3) Provide Monthly Executive Updates

Provide recommendations for Salesforce solution based on expertise and industry experience.

Project Timeline

	Sprint 1	Sprint 2	Sprint 3	UAT	TRAINING	Sprint 4	GO LIVE	Sprint 5
Pre-project Planning	Discovery & Design	Development	Development			User Acceptance Testing, Training		Deployment and GoLive and Support
Pre-kickoff	W1-2	W3-W5	W6-W8			W9-W10		W11-W12

Project Costs

Project Costs by Category	FY22	FY23	FY24	FY25	FY26	Total
Professional & Outside Services (Contractors)	$667,641					$667,641
Hardware						$0
Software						$0
Communications						$0
Facilities						$0
License & Maintenance Fees	$563,730	$539,360	$539,360	$539,360	$539,360	$2,721,170
Other Operational Expenditures						$0
Total Development	$1,231,371	$0	$0	$0	$0	$1,231,371
Total Operational	$0	$539,360	$539,360	$539,360	$539,360	$2,157,440

Financial Impact

Project Development Funding	
Base Budget - Available	$381,371
Base Budget - To Be Requested	
APF Budget - Available	$850,000
APF Budget - To Be Requested	
Other Appropriated - Available	
Other Appropriated - To Be Requested	
Federal - Available	
Federal - To Be Requested	

Total Development Project Funding	
Available Budget	$1,231,371
To Be Requested Budget	

Operational Delta	
Current 3-Year Operational Cost (Avg)	$28,000
Proposed 3-Year Operational Cost (Avg)	$539,360
Financial Impact of New System	-$511,360

Total Operational Funding - Project	
To Be Requested Budget	$0

What Success Looks Like

Change Management

- Project Milestones
  - Sprint 1: Discovery and Design
  - Sprint 2: Development
  - Sprint 3: Development
  - Sprint 4: UAT and Training
  - Sprint 5: Go Live and Support
- Internal and External Communication Plans to be developed in Sprint 1

Measures of Success

- Organically reduce/repurpose staff by 5-6 FTE saving approx. $400k/yr
- Requiring payments through Salesforce will streamline accounting processes. reducing staff touch time, eliminate errors, improve collection processes, and increase % of revenue received online
- Favorable survey results from stakeholders
- Opportunity to apply Salesforce to other business needs

Q & A
Session

- ADG is requesting approval for Phase 2 of a 2 phase project:
  - Phase One: Business Requirements (Completed in FY2020)
  - **Phase Two: Salesforce Integration**