Public Services Portal Phase Two

State of Arizona – Department Of Public Safety

Project Investment Justification (PIJ)

8/17/2022

Agency Vision
To be the national model in providing state-level law enforcement services.

Agency Mission
To provide public safety to the state of Arizona.

Team Introduction

Roles Present at ITAC

- Jacob Pruet – Project Manager

- Phil Case – Budget Officer

- Kerilee Baehre - ISO

- Randy Williams - Procurement

Project Introduction

Stated Operational/Business Issue

- The Arizona Department of Public Safety is legislatively mandated to provide licensing and regulatory services. Because regulation varies, so do the business processes - which make it difficult and inconsistent for citizens to do business with DPS efficiently.

- The highly manual process results in loss of efficiency and can be prone to errors by employees physically entering data into the DPS back-end systems. Additionally, increases in application volume could create a backlog if DPS personnel staffing becomes reduced.

Benefit to the State Agency and Constituents

- In 2020, DPS launched Phase One of the newly designed Public Services Portal (PSP). The PSP provided customers a centralized location to conduct business with DPS. The deployment of the PSP has already provided customers with lower processing times with historic processing times at DPS. As of July 26, 2022, the average processing times for a security guard license with no criminal history was 3.48 days, and a fingerprint clearance card with no criminal history was 1 day.

- The current DPS Public Services Portal will be expanded with Phase Two to include four additional units. These units are Criminal History Review and Challenge, Student Transportation Bus Driver Certifications, Vehicle Impounds, and the Applicant Processing Team (Background checks for licensures).

Proposed Solution

Overview of Proposed Solution

Our main purpose is to continue to provide world class customer service.

DPS has contracted with Accenture to add four additional DPS business units to the Public Services Portal (PSP). The four new business units on the PSP will:

- Be created using a simple, easy to follow, customer oriented, human centered design.
- Connect to the DPS legacy back-end systems via Application Program Interfaces (APIs) using standard non-proprietary programming language.
- Use a step-by-step guided process to ensure the customers interact with the proper business unit.
- Allow customers to create personal accounts.
- Provide customers the ability to update information and track their process in real time.
- Provide a mechanism for secure document transfers into and out of DPS.
- Increase efficiency by providing a method to validate submissions and make corrections immediately.
- Other agencies will be able to interact with the PSP via APIs, or via accounts to securely receive documents and information.

Proposed Solution

Due Diligence and Method of Procurement

- The Department of Public Safety currently has a contract with Accenture for the development, implementation and maintenance of the Public Services Portal Phase One. DPS has invested significant time, resources, and funding to this solution and moving this solution to another system would not be in the best interest to the State of Arizona.

- PSP Phase Two is continuation of an earlier approved ITAC project under PIJ PS19011.

Technology

- Phase Two will be deployed on the current AWS Gov Cloud platform to provide secure, consistent data.

- Phase Two will connect to all DPS back-end systems with non-propriety language consistent with currently used API's during Phase One.

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Web services API
2. User Acceptance Testing
3. Timely deliverables
4. Ensure services provided meet and comply with all laws and regulations
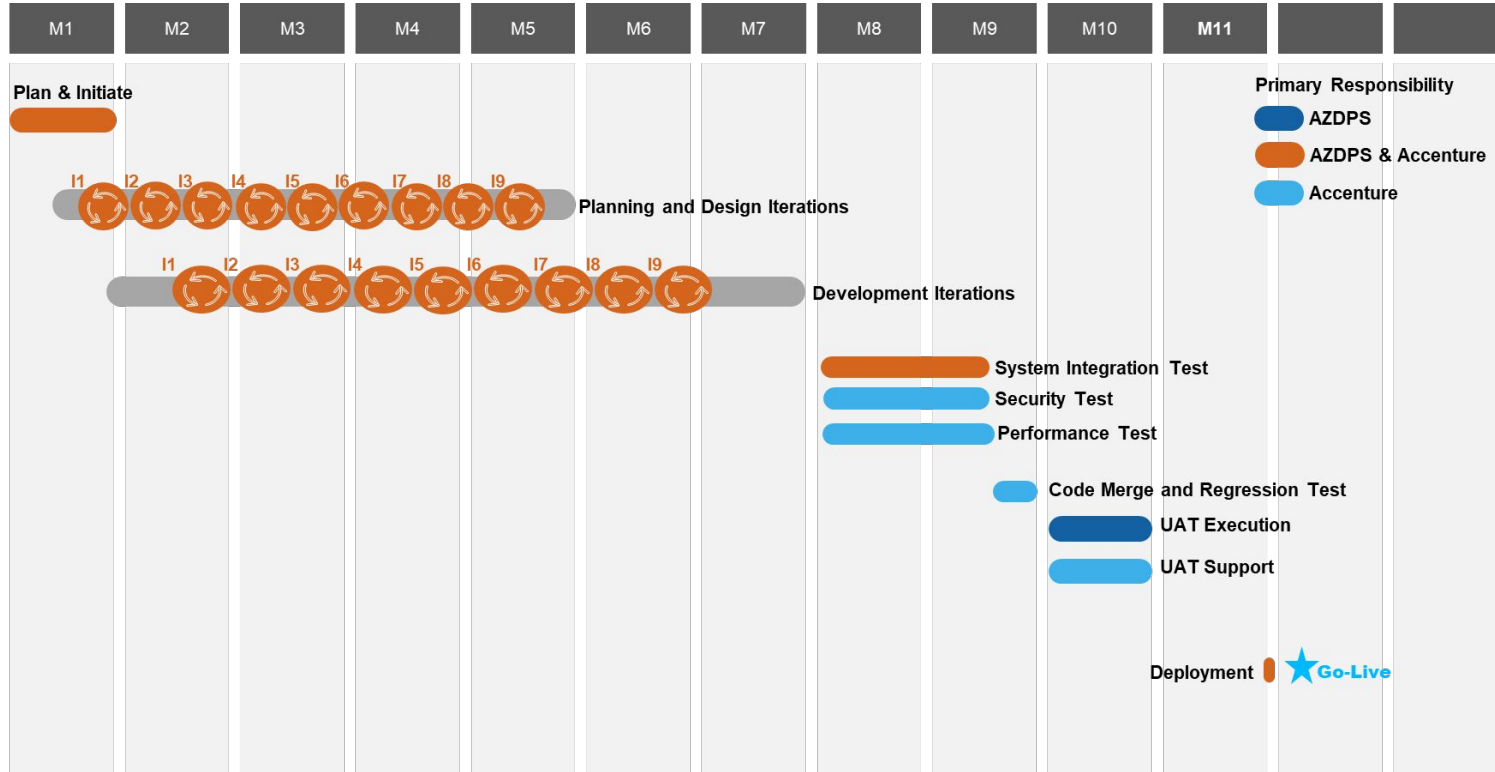5. Collect any fees associated with services.

Shared

1. Plan & initiate project
2. System integrations
3. Maintenance

Vendor/Contractor

1. Design iterations
2. Development iterations
3. Security testing
4. Performance testing
5. User Acceptance Testing support

Project Timeline

Project Costs

Project Costs by Category	FY23	FY24	FY25	FY26	FY27	Total
Professional & Outside Services (Contractors)	$3,042,500					
Hardware						
Software						
Communications						
Facilities						
License & Maintenance Fees		$1,318,143	$1,935,312	$2,227,920	$2,227,920	$7,709,295
Other Operational Expenditures						
Total Development	$3,042,500	$0	$0	$0	$0	$3,042,500
Total Operational	$0	$1,318,143	$1,935,312	$2,227,920	$2,227,920	$7,709,295

What Success Looks Like

Change Management

a. Project Milestones
   a. Initiation and Detailed Planning
   b. Kick-off Meeting Prep & Execution
   c. Sprint 0 planning and Design Sprinting/Iterations 1 – 9
   d. Development Sprinting/Iterations Sprint 1 – Sprint 9
   e. Integration Testing
   f. Performance Testing
   g. Security Testing
   h. User Acceptance Testing
   i. Code Merge & Regression Test
   j. Production Deployment Release

Measures of Success

a. After the first quarter, success will be measured by each business unit showing a measurable increase of PSP use of 10% over baseline for the next three quarters then 5% per year thereafter. Phase one completed, the percentage of the portal usage over the last year was 75% over the Paper portions. The initial volume was estimated to be approximately 60k, after the first year of operation the transactions were approximately 146k with 185k new accounts.

b. Phase two to include four additional units. These units are Criminal History Review and Challenge, Student Transportation Bus Driver Certifications, Vehicle Impounds, and the Applicant Processing Team (Background checks for licensures). Success will be measured by each business unit showing a measurable increase of PSP use of 10% over baseline for the next three quarters then 5% per year thereafter. The affected units associated to the portal have an approximate vacancy rate of 60%. The processing times for the units on the portal were not adversely affected due to the success of the portal.

Q & A
Session

Appendix

Program Structure

Financial Impact (If Applicable)

Overview of Current Budget Position

State Funding			
APF			
	Appropriated	Favorably Reviewed	ADOA Transferred
Total FY22 Appropriated	$	$	$
Total FY23 Appropriated	$	$	$
Total FY24 Appropriated	$	$	$
Total FY25 Appropriated	$	$	$
Total APF	$	$	$
General or Non-APF State Fund			
Fiscal Year		Planned	
FY22		$	
FY23		$	
Total General Fund		$	
Total of All State Funding		$	
Federal Funding			
	Appropriated	Approved to Spend	Available to Spend
Name/Number of Fund	$	$	$
Actuals			
APF/GF Spent		Federal Spent	
Name/Number of Fund	$	Name/Number of Fund	$
Name/Number of Fund	$	Name/Number of Fund	$
Total APF/GF Spent	$	Total Federal Funds Spent	$
Total Fund Remaining			
Total Funds Available to Spend		$	
Total Funds Spent		$	
Total Funds Remaining		$	

- *Per agency JLBC Liaison, the remaining $97k from the feasibility study does not require favorable review*

- *Remaining balance of the project is $27k*

- *The federal funding is available is approved for a 50/50 match*

- *Current actuals are derived from all costs paid through 1/30/22*

- *Financial Health:*
  - *The Current health of the unit is green. The next planned JLBC favorable review for the remaining funds is planned for March 2022*

Financial Impact (If Applicable)

Breakdown of Financial Impact

Project Development Funding	
Base Budget - Available	$3,000,000
Base Budget - To Be Requested	
APF Budget - Available	
APF Budget - To Be Requested	
Other Non-Appropriated - Available	$42,500
Other Appropriated - To Be Requested	
Federal - Available	
Federal - To Be Requested	

Total Development Project Funding	
Available Budget	$3,042,500
To Be Requested Budget	$0

Operational	
Current 3-Year Operational Cost (Avg)	$4,636,212
Proposed 3-Year Operational Cost (Avg)	$6,391,152
Financial Impact of New System	$1,754,940

Total Operational Funding - Project	
To Be Requested Budget	$1,754,940