ADOA-ASET

Arizona Strategic Enterprise Technology

Project Investment Justification

DPS Public Services Portal Phase 2

PS220010

Department of Public Safety

Contents

1. GENERAL INFORMATION

PIJ ID: PS220010
PIJ Name: DPS Public Services Portal Phase 2
Account: Department of Public Safety
Business Unit Requesting: Arizona Department of Public Safety
Sponsor: Jacob Pruet
Sponsor Title: Captain / Project Manager
Sponsor Email: jpruet@azdps.gov
Sponsor Phone: (602) 223-2784

2. MEETING PRE-WORK

2.1 What is the operational issue or business need that the Agency is trying to solve? (i.e....current process is manual, which increases resource time/costs to the State/Agency, and leads to errors…):

The Arizona Department of Public Safety (DPS) is legislatively mandated to provide various licensing and regulatory services to the State of Arizona and its citizens. The licensing and regulatory units vary greatly and are each governed by different statutes which determine each unit's business practices. The varying statutes and business practices can make it difficult for customers to conduct business with DPS in a standardized and systematic manner. Most of the business customers conduct with DPS is via paper communications using United States mail and/or in person at the DPS Public Services Center in Phoenix, AZ. Under current business practices, DPS can only accept payments from customers via business checks, cashiers' checks, money orders or intergovernmental electronic transfers, unless the customer travels to the only DPS business center located in Phoenix, in which case the customer can pay using a credit card.

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. Except for obtaining forms or information, customers do not have the ability to conduct business with DPS via an online portal. Customers do not have the ability to track the progress of their business with DPS or the ability to make changes to their personal data in a direct simplified manner. It must be done via mail, in person or with a phone call. When customers make mistakes while conducting business with DPS, the corrections have to be made in person or via mail, resulting in a delay of several days before their business can be concluded.

The current DPS Public Services Portal will be expanded with Phase 2 to include additional units. These units are Criminal History Review and Challenge, Student Transportation, Vehicle Impounds, and the Applicant Processing Team.

2.2 How will solving this issue or addressing this need benefit the State or the Agency?

Automating and digitizing the licensing and regulatory processes at DPS, via the Public Services Portal (PSP) will reduce processing times, increase efficiency, and reduce manual errors which lead to waste, excess and variance in many of the DPS processes. The proposed solution will result in a customer friendly, standardized and systematic process for customers and state agencies to conduct business with DPS.

Customers will have more control over their personal information and changes and corrections can be made in an instant, instead of via mail, a phone call, or travelling to Phoenix to conduct business in person. Customers will be able to directly track the progress and status of their requests, instead of relying on phone calls, personal visits and a difficult to navigate website.

The PSP has been developed from a customer service viewpoint with ease of use and accuracy being the primary focus. Customers will be guided to the proper business unit page and the data the customer provides will be transmitted to the relevant DPS back-end system for processing. Eliminating errors and misrouting on the front-end of the process will decrease processing times and avoid needless delays.

Every inefficiency and manual process costs DPS, the State of Arizona and the tax payers time, resources and money, which will be saved by automating and digitizing many of the processes at DPS.

The technology and process changes are in support of the state's digital transformation and move toward cloud based storage technology.

DPS finds this digital transformation and cloud based solution to be in the best interest of the

State of Arizona.

Adding these additional units to the PSP will greatly enhance the Department's ability to provide quick, efficient and streamlined customer service to the citizens of Arizona.

2.3 Describe the proposed solution to this business need.

DPS has contracted with a state authorized vendor (Accenture) to provide and manage a secure, cloud based, online Public Services Portal which connects customers directly to DPS business units. The PSP interacts with the various back-end systems in use by the various licensing and regulatory business units.

The front-end PSP system communicates with the DPS back-end systems using a variety of vendor created Application Program Interfaces (API), eliminating the need for manual entry. The PSP provides for a manner for the system to conduct a quality control check prior to pushing the captured data to the DPS back-end systems and provide the customer with the ability to pay for services online.

The PSP guides the customer to the proper business unit with an easily understood step by step process. The PSP provides the customer with the proper requirements and walks the customer through the proper protocols, ensuring the customer receives and provides all the pertinent documentation and information required to proceed with their business in a timely manner.

The PSP allows customers to create personal accounts which will make future transactions more efficient and provides the customer with an individualized landing page to conduct business, track progress, and update their information in a timely manner. The user interface is intuitive, resulting in greater engagement satisfaction and fewer errors. Documents are easily and securely transferred between the customer and DPS, relieving both the customer and DPS of going through a burdensome paper process.

Phase Two of the PSP will include the Criminal History Records Unit Record and Challenge Section, Vehicle Impound Unit, Applicant Processing Team, and the Student Transportation Unit.

The addition of Phase 2 will allow citizens to conduct criminal history reviews, submit vehicle impound release requests, conduct applicant processing requests and student transportation driver certification requests from an easy to use, streamlined electronic system from either their own personal computer, or their mobile telephone.

2.4 Has the existing technology environment, into which the proposed solution will be implemented, been documented?

Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

2.5 Have the business requirements been gathered, along with any technology requirements that have been identified?

Yes

2.5a Please explain below why the requirements are not available.

3. PRE-PIJ/ASSESSMENT

3.1 Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?

No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?

No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

The assessment was completed for DPS to properly create the Scope of Work needed to engage and direct state vendors in their proposal and to assist the DPS team in assessing the proposals provided by the state vendors.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

4. PROJECT

4.1 Does your agency have a formal project methodology in place?

Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).

Project Management - AZDPS and Vendor Product Configuration - Vendor

Integration Testing - AZPDS and Vendor

End User Testing - AZDPS and Vendor

Security Testing - AZDPS, Vendor Training - AZDPS and Vendor

On-Going Maintenance – Vendor

4.3 Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?

Yes

4.3a If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information.

4.4 Is the proposed procurement the result of an RFP solicitation process?

No

4.5 Is this project referenced in your agency's Strategic IT Plan?

Yes

5. SCHEDULE

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?

Yes

5.2 Provide an estimated start and finish date for implementing the proposed solution.

Est. Implementation Start Date	Est. Implementation End Date
8/17/2022 12:00:00 AM	6/30/2023 12:00:00 AM

5.3 How were the start and end dates determined?

Based on project plan

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

Milestone / Task	Estimated Start Date	Estimated Finish Date
Initiation and Detailed Planning	08/15/22	08/19/22
DESIGN SPRINT 0 – COMMON & APT:	08/15/22	08/26/22
Kick-off Meeting prep & Execution	08/22/22	08/26/22
DESIGN SPRINT 1 - APT & APT-Rap Back APT - Request Background Check* APT-Rap Back - Inform Agency of Arrest/'hit'*, Agency Response*, Track Agency Response Time	08/29/22	09/09/22
DEV SPRINT 1 – COMMON & APT: Common - Create and Update an Agency Account Profile Create and Update an Admin Account Profile Create and Update a School District Account Profile APT - Payment processing* Agency Dashboard*	08/29/22	09/16/22
DESIGN SPRINT 2 – APT & Vehicle Impounds APT - Portal Messaging, Message Attachments* Vehicle Impounds - Portal Messaging*, MVD - License validation*	09/12/22	09/23/22
DEV SPRINT 2 –APT, APT-Rap Back & Vehicle Impounds:	09/19/22	10/14/22

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APT - Request Background Check* APT-Rap Back - Inform Agency of Arrest/'hit'* Agency Response*, Track Agency Response Time Vehicle Impound		
DESIGN SPRINT 3 – Vehicle Impounds: Interactive Form Triage – 30 Day*, Customer Dashboard*	09/26/22	10/07/22
DESIGN SPRINT 4 –Vehicle Impounds & CSRS: Vehicle Impounds - Dynamic Online Form – 30 Day* CSRS - Customer Dashboard, Admin Dashboard	10/10/22	10/21/22
DESIGN SPRINT 5 –CSRS: Interactive Form Triage – CSRS Dynamic Online Form – CSRS	10/24/22	11/04/22
First Vendor Payment of $760,625.00: Upon Phase 2 Sprint 3 completion which is estimated to occur by October 31, 2022.	10/31/22	11/30/22
DEV SPRINT 3 – APT & Vehicle Impounds: APT - Portal Messaging, Message Attachments* Vehicle Impounds - Customer Dashboard*, Portal Messaging*	10/31/22	11/11/22
DESIGN SPRINT 6 –CSRS: Reporting Portal Messaging Challenges	11/07/22	11/18/22
DEV SPRINT 5 – CSRS: Customer Dashboard Admin Dashboard Reporting Challenges	11/14/22	12/16/22
DESIGN SPRINT 7 – STU: Dynamic Online Form –STU*	11/21/22	12/02/22
DEV SPRINT 4 – Vehicle Impounds: Interactive Form Triage – 30 Day* Dynamic Online Form – 30 Day*	11/21/22	12/02/22
DESIGN SPRINT 8 – STU: Interactive Form Triage – STU, School District Dashboard*	12/05/22	12/16/22
DESIGN SPRINT 9 –STU, Common, & Virtual Agent: Portal Messaging*, FCC interaction* FAQs	12/19/22	12/30/22

Update Virtual Agent to refer to Agency		
DEV SPRINT 6 – CSRS: Interactive Form Triage – CSRS Dynamic Online Form – CSRS	12/19/22	01/06/23
DEV SPRINT 7 – CSRS & STU: CSRS - Portal Messaging STU - School District Dashboard* FCC interaction*	01/23/23	02/03/23
Second Vendor Payment of $760,625.00: Upon Phase 2 Sprint 6 completion which is estimated to occur by January 31, 2023.	01/31/23	02/28/23
DEV SPRINT 8 – Common, Virtual Agent & STU: Common - FAQs Virtual Agent - Update Virtual Agent to refer to Agency STU	02/06/23	02/17/23
DEV SPRINT 9 – STU: Interactive Form Triage – STU Portal Messaging*	02/27/23	03/10/23
SSP template and diagram before go live.	03/01/23	03/15/23
Integration Testing	04/17/23	05/29/23
Third Vendor Payment of $760,625.00: Upon Phase 2 Sprint 9 completion which is estimated to occur by April 30, 2023.	04/30/23	05/30/23
Performance Testing	05/01/23	06/12/23
Security Testing	05/01/23	06/12/23
User Acceptance Testing	06/12/23	07/24/23
Code Merge & Regression Test	06/12/23	06/26/23
Production Deployment Release	06/26/23	06/27/23
Final Vendor Payment of $760,625: Upon Phase 2 Implementation which is estimated to occur by June 30, 2023.	06/30/23	07/31/23

5.4 Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?

Yes

5.5 Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?

No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

6. IMPACT

6.1 Are there any known resource availability conflicts that could impact the project?

No

6.1a Have the identified conflicts been taken into account in the project plan?

6.2 Does your schedule have dependencies on any other projects or procurements?

No

6.2a Please identify the projects or procurements.

6.3 Will the implementation involve major end user view or functionality changes?

Yes

6.4 Will the proposed solution result in a change to a public-facing application or system?

Yes

7. BUDGET

7.1 Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g, hardware, initial software licenses, training, taxes, P&OS, etc.?

Yes

7.2 Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?

Yes

7.3 Have all required funding sources for the project and ongoing support costs been identified?

Yes

7.4 Will the funding for this project expire on a specific date, regardless of project timelines?

Yes

7.5 Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?

No

8. TECHNOLOGY

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

The project is using a statewide enterprise solution

8.2 Will the technology and all required services be acquired off existing State contract(s)?

Yes

8.3 Will any software be acquired through the current State value-added reseller contract?

No

8.3a Describe how the software was selected below:

8.4 Does the project involve technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment?

No

8.5 Does your agency have experience with the vendor (if known)?

Yes

8.6 Does the vendor (if known) have professional experience with similar projects?

Yes

8.7 Does the project involve any coordination across multiple vendors?

No

8.8 Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?

Yes

8.9 Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?

No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

8.10 Will a migration/conversion step be required, i.e., data extract, transformation and load?

No

8.11 Is this replacing an existing solution?

No

8.11a Indicate below when the solution being replaced was originally acquired.

8.11b Describe the planned disposition of the existing technology below, e.g., surplused, retired, used as backup, used for another purpose:

8.12 Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

The quantities reflected are based on the number of customers served and the data required to support application and processing services by each section. This was based on known historical data, current customer loads, reasonably predicted future customers and data discovered during the assessment phase conducted by Accenture. The selected vendor vetted the provided information and determined the final needs to complete the project.

8.13 Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

Yes

8.14 Does the proposed solution and associated costs include failover and disaster recovery contingencies?

Yes

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

8.15 Will the vendor need to configure the proposed solution for use by your agency?

Yes

8.15a Are the costs associated with that configuration included in the PIJ financials?

Yes

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?

Yes

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

No

8.16b Describe who will be customizing the solution below:

Customization will be completed by DPS staff, in consultation with the vendor.

APIs - Accenture uses API standards and recommends the owners/creators of other platforms also use API standards. Accenture is available to develop and test the API's if desired and can provide a quote for that when/if desired, but it is not required for Accenture to be involved if DPS or another company or agency complete the work.

8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

Yes

8.16d Please select the application development methodology that will be used:

Agile/Scrum

8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:

Approximately 20% of the DPS systems will need to be customized to work with the proposed solution. The estimate of 20% is due to DPS reprogramming back-end systems to be compatible with the API solutions provided by the vendor. There is no expected additional costs associated with the customized development, as the personnel who will be completing the programming are already on staff.

8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?

No

8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or data/info found at aset.az.gov/resources/psp?

Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

8.18 Are there other high risk project issues that have not been identified as part of this PIJ?

No

8.18a Please explain all unidentified high risk project issues below:

9. SECURITY

9.1 Will the proposed solution be vendor-hosted?

Yes

9.1a Please select from the following vendor-hosted options:

Commercial data center environment, e.g AWS, Azure

9.1b Describe the rationale for selecting the vendor-hosted option below:

It was determined the most efficient and secure way to operate the PSP in a cloud environment was to have the vendor utilize the AWS government secure cloud. The DPS IT bureau does not have the infrastructure to support such a large cloud presence. Additionally DPS would have to hire a new employee or contractor to maintain cloud operations, making a DPS hosted cloud financially impracticable.

9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?

Yes

9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?

Yes

9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?

No

9.1f Has the spreadsheet located at https://aset.az.gov/arizona-baseline-security-controls-excel already been completed by the vendor and approved by ASET-SPR?

Yes

9.2 Will the proposed solution be hosted on-premise in a state agency?

No

9.2a Where will the on-premise solution be located:

9.2b Were vendor-hosted options available and reviewed?

9.2c Describe the rationale for selecting an on-premise option below:

9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

9.3 Will any PII, PHI, CGIS, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?

Yes

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

-Meets all Arizona Baseline Security Controls

-Maintain security patches on underlying Reach platform systems

-Monitor for Reach platform system vulnerabilities and re-mediate as necessary

-Monitor for threats and respond accordingly on the Reach platform

-Monitor for security incidents on the Reach platform. Communicate and re-mediate incidents

-Maintain security compliance for sensitive data for the Reach platform

-Conduct security testing that is comprised of Static Analysis, Penetration Testing, Vulnerability assessment and compliance to OWASP. Scope of security testing includes application security testing only covering the integration adapters and does not include DPS owned network/data center/infrastructure/firewall security

-Accenture will conduct NIST 800-53 assessment every 12 months, address any gaps with security,

application and infrastructure leads.

-All data that is retained in the REACH System, transmittal to DPS, will be secured in the same manner.

10. AREAS OF IMPACT

Application Systems

Internal Use Web Application

Database Systems

Software

Hardware

Hosted Solution (Cloud Implementation)

Security

Telecommunications

Enterprise Solutions

The technology solution that DPS is deploying is already in place and the cost to change to a different system is not financially feasible.

Contract Services/Procurements

11. FINANCIALS

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
Phase two of the Public Services Portal for the Central State Repository Unit - Review and Challenge, Applicant Processing Team, Vehicle Impounds, and Student Transportation Unit - School Bus Driver certifications.	Professional & Outside Services	Development	1	1	$3,042,500	$3,042,500	0.00 %	$0	$3,042,500
Monthly maintenance and support	License & Maintenance Fees	Operational	2	3	$140,533	$421,599	860.00 %	$36,258	$457,857
Monthly maintenance and support	License & Maintenance Fees	Operational	3	9	$161,276	$1,451,484	860.00 %	$124,828	$1,576,312
Monthly maintenance and support	License & Maintenance Fees	Operational	4	12	$185,660	$2,227,920	860.00 %	$191,601	$2,419,521

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
$0	$0	0%
APF (Available)	**APF (To Be Req)**	**APF % of Project**
$0	$0	0%
Other Appropriated (Available)	**Other Appropriated (To Be Req)**	**Other Appropriated % of Project**
$3,000,000	$4,453,689	99%
Federal (Available)	**Federal (To Be Req)**	**Federal % of Project**
$0	$0	0%
Other Non-Appropriated (Available)	**Other Non-Appropriated (To Be Req)**	**Other Non-Appropriated % of Project**
$42,500	$0	1%

Total Budget Available	Total Development Cost
$3,042,500	$3,042,500
Total Budget To Be Req	**Total Operational Cost**
$4,453,689	$4,453,689
Total Budget	**Total Cost**
$7,496,189	$7,496,189

12. PROJECT SUCCESS

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project (e.g. increased productivity, improved customer service, etc.)? (A minimum of one performance indicator must be specified)

Please provide the performance objective as a quantifiable metric for each performance indicator specified.

Note: The performance objective should provide the current performance level, the performance goal, and the time period within which that performance goal is intended to be achieved. You should have an auditable means to measure and take corrective action to address any deviations.

Example: Within 6 months of project completion, the agency would hope to increase "Neighborhood Beautification" program registration by 20% (3,986 registrants) from the current registration count of 19,930 active participants.

Performance Indicators

Phase 2 of the PSP will be 100% completed by the end of FY23.

13. CONDITIONS

Conditions for Approval

Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.

Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on September 15, 2022.

Prior to go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.

14. OVERSIGHT SUMMARY

Project Background

The Arizona Department of Public Safety is a state-level law enforcement agency whose mission is to protect human life and property by enforcing state laws, deterring criminal activity and providing vital support to the State of Arizona and its citizens.

The Department enforces state laws with primary responsibility in the areas of traffic, narcotics, organized crime/racketeering, liquor and specific regulatory functions. Operational and technical assistance is provided to local and state governmental agencies and other components of the criminal justice community; services include scientific analysis, aircraft support, emergency first care, criminal information systems and statewide communications.

The Department also promotes and enhances the quality of public safety through cooperative enforcement, intelligence gathering, training employees of law enforcement agencies, and increasing public awareness of criminal activities. With its main headquarters in Phoenix, the DPS employs over 1900 employees working together to serve and support the interests of public safety throughout Arizona.

Most of the business customers conduct with DPS is via paper communications using United States mail and/or in person at the DPS Public Services Center in Phoenix, AZ. Under current business practices, DPS can only accept payments from customers via business checks, cashiers' checks, money orders or intergovernmental electronic transfers, unless the customer travels to the only DPS business center located in Phoenix, in which case the customer can pay using a credit card.

The proposed solution addresses the stated problem. The proposed project aligns with the budget unit's Strategic IT Plan; and the proposed solution complies with statewide IT standards.

Business Justification

DPS's current online customer engagement is negligible beyond simply providing FAQs and some documents for download. Each business unit will establish a baseline customer usage of the PSP within the first quarter of the implementation date. 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.

After phase one completed the percentage of the portal usage over the next year was 75% over the paper portions. The estimated volume would be 60k, after the year the transactions were 146k and 185k new accounts.

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.

Even though the portal usage was up by 75%, the agency has a vacancy rate of 60%. DPS was not adversely affected because of the effectiveness of the DPS Public Services Portal.

There is sufficient sponsorship and support by budget unit leadership, ADOA-ASET spoke with the project sponsor as well as the PIJ submitter

Implementation Plan

The solution will be Vendor-hosted, AWS gov cloud. Jacob Pruet will be the PM from the DPS side.

Project Management - AZDPS and Vendor
Product Configuration - Vendor
Integration Testing - AZPDS and Vendor
End User Testing - AZDPS and Vendor
Security Testing - AZDPS, Vendor
Training - AZDPS and Vendor
On-Going Maintenance – Vendor

ADOA-ASET believes that the business unit is competent to carry out the project successfully; and supported by sponsorship and budget unit leadership.

Vendor Selection

DPS currently contracts with Accenture to provide maintenance and operations for the PSP. It would not be fiscally responsible to change vendors to initiate Phase 2 of the PSP as it would cost the State of Arizona millions of dollars more to bring in another vendor.

Budget or Funding Considerations

The project development and implementation are accounted
for in the following manner:
Other Appropriated (Available) = 99 % $ 3,000,000
Other Non-Appropriated (Available) = 1 % $ 42,500
Other Appropriated (To Be Req) $ 4,453,689
Total Project: $ 7,496,189
Available in the agency's FY23 budget.

15. PIJ REVIEW CHECKLIST

Agency Project Sponsor

Jacob Pruet

Agency CIO (or Designee)

Lt. Col. Daven Byrd

Agency ISO (or designee)

Roger Baune

OSPB Representative

ASET Engagement Manager

ASET SPR Representative

Emily Gross

Agency SPO Representative

Randy Williams

Agency CFO

Phil Case