

Arizona State Board for Charter Schools Online Replacement State of Arizona – ASBCS Change Request September 21, 2022



Agency Mission

*To improve public education in Arizona by sponsoring charter schools
that provide quality educational choices.*



Team Introduction

Roles Present at ITAC

- Ashley Berg - Executive Director
- Daniel Cobin - Assistant Director of Agency and Charter Holder Operations
- Julie Butcher - Consulting Manager, MSS Business Transformation Advisory

Background and Description of Past Work

The Arizona State Board for Charter Schools (“Board” or “ASBCS”) was created in 1994 and is responsible for overseeing public charter schools that operate under a contract with the Board. Overseeing more than 550 charter schools, the Board is the largest charter school authorizer in Arizona and is one of the nation’s largest independent state authorizers.

The Board is replacing its current and outdated online system to meet Board, Charter Holder, and Public needs. The system maintains all Board contractual documentation, submission of amendment requests, communication with charter holders, and is the public facing dashboard for all charter accountability to the public.

Timeline leading up to contract award:

- **FY2022 Appropriation: ASBCS approved for \$614,000 in APF funding**
- **November 17, 2021: RFP Closed to suppliers**
- **March 8-15, 2022: BAFO conducted**
- **FY2023 Appropriations: ASBCS was approved for an additional \$504,900 in its general fund**
- **July 8, 2022: Contract awarded to Cloud SynApps**

Project Introduction

Stated Operational/Business Issue

- The Board currently utilizes the ASBCS Online solution to support its operations and meet its regulatory responsibilities, to meet the needs of the charter holders, and to provide information to the public.
- The ASBCS Online solution was custom-built for the agency and implemented in 2007 and no longer meets the current needs of the Board, charter holders, or the public.
- 16 of the 128 (12.5%) of the Agency's "Must Have" requirements are met in the current solution.

Benefits of a New System to the State Agency and Constituents

- Allow for the Board to update its system and expectations to maintain compliance to continual changes in education law and regulations.
- Improved portfolio compliance and quality of schools through higher visibility of Board requirements.
- Better functionality, improved communication, transparency, accessibility, navigability, and improved usability for Board staff, charter holders, and the public.

Project Timeline

Identify timeline for Proposed Solution

Task	Due Date	Completion Date
ASBCS was approved for \$614,000 in APF for its overhaul		07/01/2021
RFP BPM003807 Closed to suppliers		9/8/2021
RFP Canceled by Procurement in favor of solicitation re-issue		10/12/2021
RFP BPM004006 Closed to suppliers		1/17/2021
RFP BPM004006 evaluations		1/27/2022
BAFO conducted. \$614,000 awarded in FY 2022		3/15/2022
FY2023 Appropriations Approved: ASBCS was approved in its general fund. ASBCS started off the fiscal year with \$531,000 in APF		7/1/2022
Contract awarded to Cloud SynApps = Contract: CTR059967		7/8/2022
Project commenced		8/8/2022
Project Discovery	8/26/2022	8/26/2022
Software Development	1/13/2023	
User Acceptance Testing	02/03/2023	
Data Conversion/Migration	2/17/2023	
System Live	3/24/2023	

Overview of Proposed Solution

- The new online system will:
 - Provide better functionality, improved communication, transparency, accessibility, navigability, and improved usability for Board staff, charter holders and the Public;
 - Provide a one-stop-shop for the Board and Board staff and charter holders to conduct all business, processes and requirements, maintain documentation, and communicate;
 - Housed on a Salesforce platform to help ensure more real time updates and support;
 - Improve data quality and successfully store and maintain all contract documentation;
 - Will meet the business requirements of the Board, therefore improving processing time and efficiency by not having to do most of the Board's work outside of the system; and
 - Provide increased transparency to the charter portfolio and charter performance.

Project Responsibilities

Identify Proposed Solutions Responsibilities

Cloud SynApps

1. New system development organization
2. Architecture of App
3. Database management
4. Application development
5. Deployment
6. Ongoing application support

MSSBTA

1. Project oversight
2. Technical consulting
3. Organizational change management
4. Board technology liaison between incumbent and new system providers

Synapse Studios

1. Incumbent system provider
2. Data conversion & migration
3. Hosting current system until deployment of new system

Project Costs

Project Costs by Category	FY22	FY23	FY24	FY25	FY26	Total
Professional & Outside Services (Contractors)	\$103,846.90 (MSSBTA)	\$1,017,617.30 (MSSBTA and Cloud SynApps, Synapse Studios)	\$40,000 (Cloud SynApps)	\$40,000 (Cloud SynApps)	\$40,000 (Cloud SynApps)	\$1,241,464.20
License & Maintenance Fees		(Salesforce) \$80,000	(Salesforce) \$68,000	(Salesforce) \$68,000	(Salesforce) \$68,000	\$284,000
Total Development	\$103,846.90	\$1,097,617.30				\$1,201,464.20
Total Operational			\$108,000	\$108,000	\$108,000	\$324,000

What Success Looks Like

Change Management

- Communications
 - Organizational notifications
 - Personalized communications
 - Notifications of individual impacts
- Organizational Change Management
 - Organizational system acceptance and usage
 - Staff & charter holder training
 - Effective post implementation support and training

Measures of Success

- Project is delivered on expected date and all milestones are met within the allotted timeframe and budget
- Improved stakeholder experience, productivity and efficiency.
- Reduction in Board staff task turnaround time.
- Improved transparency, tracking of contractual requirements and processes, enhanced communication functionality.
- Improved report functionality.
- Enhanced ability to make changes in the system to maintain compliance with changing laws and regulations and consistency with other Education agencies.
- Improved data quality.

Q & A Session