ARIZONA

DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

e-Licensing Platform

14 June 2018

The Why

Background

- Similar need of 13+ boards uncovered during annual statewide strategic planning process

  - Outdated and potentially insecure technologies

  - Limited funds

  - Limited IT resources

  - Some still running paper processes

Desired Benefits of shared solution

- Cross agency collaboration

- Enterprise-class, best of breed technology

- Economy of Scale

- Enhanced cost transparency

- Reduced Overall Costs to the state

Procurement/RFP

Bid Window: 23 August 2016 - 30 September 2016

Awarded: 5 April 2017

7 Companies Bid

> Avocette, Computronix, *Deloitte*, GL Suite Inc, iGov Solution LLC, MetaSoft Technology Solutions, Vertiba

Evaluation Committee Composition: Agency, ASET, SPO

2 finalists… Final award resulting in statewide shared savings of ~$3M

The e-Licensing Platform - High Level

System Integrator (Deloitte) Configuration
~80% Common & ~20% Specific
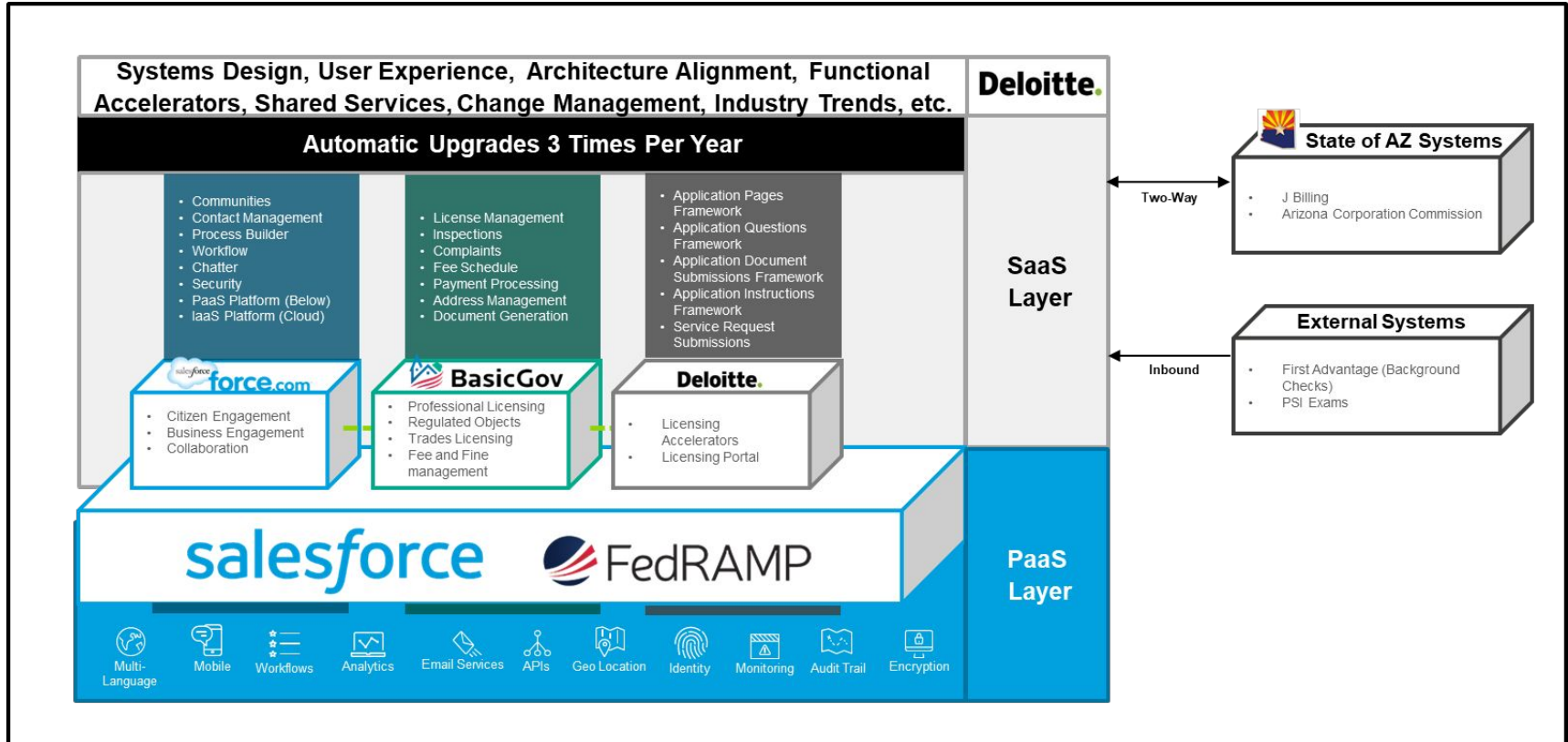
- **Common user-interface for back office users**
- **Enterprise frameworks to support portal applications, fee generation, etc.**
- **Specific configuration for each agency to support individual license types including fees, application questions, document submissions etc.**

BasicGov Accelerator

- **Accelerator provides licensing specific functions such as license number generators, dynamic rules engine, inspection checklists etc.**
- **Letter generator creates, captures, and securely store documents such as wall certificates.**
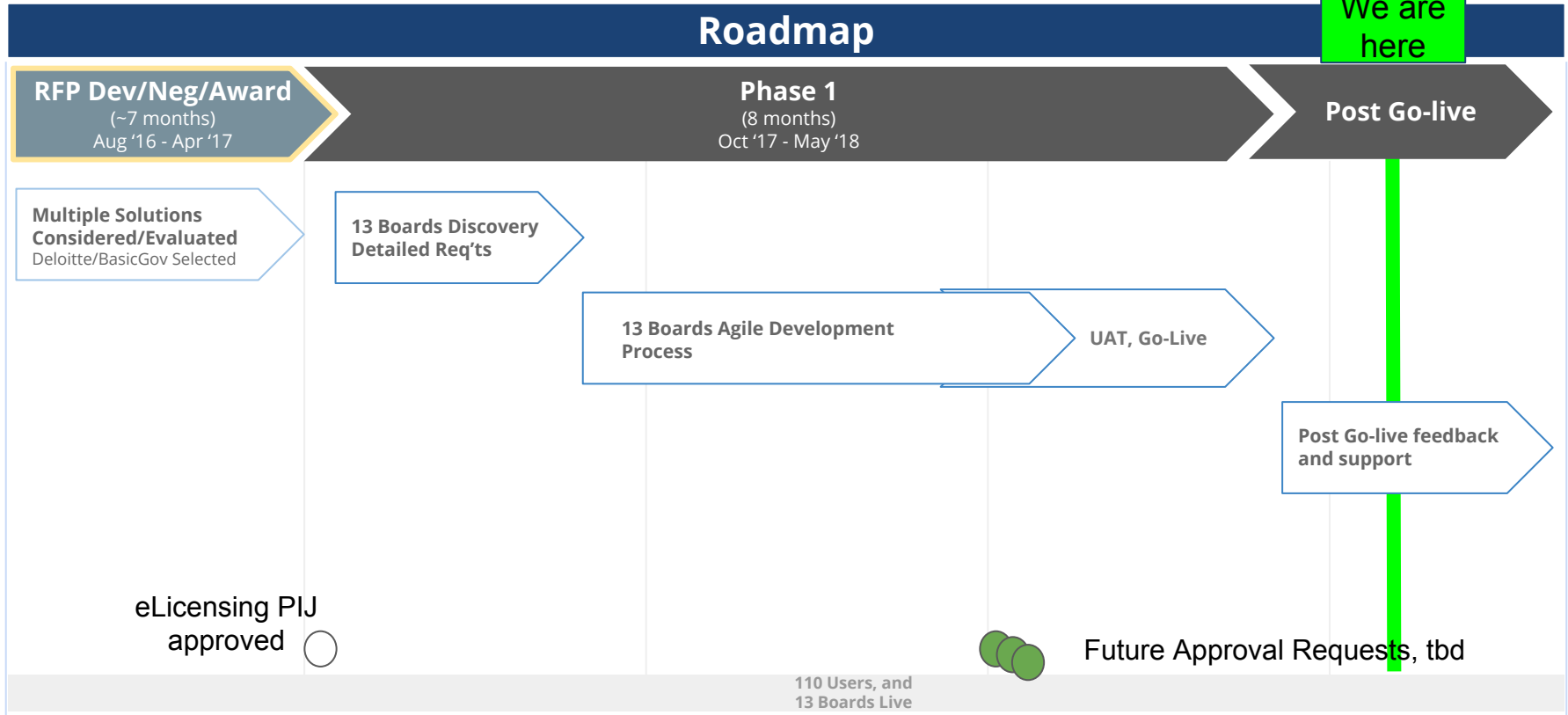
Salesforce.com Platform

- **Core platform that the eLicense and BasicGov is built upon.**
- **Extensible platform to build eLicense solutions that complement core licensing functions.**
- **FEDRAMP security certified with built-in mobile capability.**
- **Low code environment which consists of point and click configuration for building data fields and business logic.**

Build Slide

Application Architecture

Systems Design, User Experience, Architecture Alignment, Functional Accelerators, Shared Services, Change Management, Industry Trends, etc.

Deloitte.

Automatic Upgrades 3 Times Per Year

- Communities
- Contact Management
- Process Builder
- Workflow
- Chatter
- Security
- PaaS Platform (Below)
- IaaS Platform (Cloud)

- License Management
- Inspections
- Complaints
- Fee Schedule
- Payment Processing
- Address Management
- Document Generation

- Application Pages Framework
- Application Questions Framework
- Application Document Submissions Framework
- Application Instructions Framework
- Service Request Submissions

SaaS Layer

salesforce force.com
- Citizen Engagement
- Business Engagement
- Collaboration

BasicGov
- Professional Licensing
- Regulated Objects
- Trades Licensing
- Fee and Fine management

Deloitte.
- Licensing Accelerators
- Licensing Portal

salesforce **FedRAMP**

PaaS Layer

Multi-Language | Mobile | Workflows | Analytics | Email Services | APIs | Geo Location | Identity | Monitoring | Audit Trail | Encryption

State of AZ Systems
- J Billing
- Arizona Corporation Commission

Two-Way

External Systems
- First Advantage (Background Checks)
- PSI Exams

Inbound

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Phase 1 timeline

Roll-Out Plan - Overview

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Roadmap

We are here

| **RFP Dev/Neg/Award** (~7 months) Aug '16 - Apr '17 | **Phase 1** (8 months) Oct '17 - May '18 | **Post Go-live** |

Multiple Solutions Considered/Evaluated
Deloitte/BasicGov Selected

13 Boards Discovery Detailed Req'ts

13 Boards Agile Development Process

UAT, Go-Live

Post Go-live feedback and support

eLicensing PIJ approved ○

Future Approval Requests, tbd

110 Users, and 13 Boards Live

**Dates / Timeline are tentative **   ● ITAC Review/Approval

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Acupuncture Board
Athletic Training Board
Barber Board
Dispensing Opticians Board
Funeral Board
Nursing Care Institutions Board
Occupational Therapy Board
Optometry Board
Physical Therapy Board
Podiatry Board
Private Postsecondary Education
Psychologist Board
Respiratory Care Board

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Approved Changes to PIJ Financials *(Phase 1)*

Staffing for Data Migration, and additional Data Migration Actions, ~$180k

Five Year Life-Cycle Summary					
Cost Description	*FY2018*	*FY2019*	*FY2020*	*FY2021*	*FY2022*	*Total*
P&O Development Costs	$849,500	$0	$0	$0	$0	$849,500
L&M Operational Costs	$0	$83,200	$83,200	$83,200	$83,200	$332,800
Total Project Costs	$849,500	$83,200	$83,200	$83,200	$83,200	$1,182,300

Original PIJ Financials *(Phase 1)*

Five Year Life-Cycle Summary					
Cost Description	*FY2018*	*FY2019*	*FY2020*	*FY2021*	*FY2022*	*Total*
P&O Development Costs	$585,700	$0	$0	$0	$0	$585,700
L&M Development Costs	$28,200	$0	$0	$0	$0	$28,200
L&M Operational Costs	$55,000	$83,200	$83,200	$83,200	$83,200	$387,800
Total Project Costs	$668,900	$83,200	$83,200	$83,200	$83,200	$1,001,700

Lessons Learned

Financial & Technical

- Investigate, plan for, and resource for Migration Complexities
  - Need room within budget for unexpected challenges, unforseen system needs
  - Must ensure proper technical resources are budgeted for to assist boards in data migration activities

Change Management

- Identify key roles within board/agency and align on expectations of the initiative
  - Communication lead (non-technical)
  - Change Management lead (non-technical)
  - Train-the-trainer - ensure that the agency is prepared
  - Identify and Engage Key PM role within Agencies
  - UAT takes a lot of time and Agency Commitment

Results to date... as of 1 June

Active Agencies include...
- Acupuncture Board
- Athletic Training Board
- Barber Board
- Dispensing Opticians Board
- Funeral Board
- Nursing Care Institutions Board
- Occupational Therapy Board
- Optometry Board
- Physical Therapy Board
- Podiatry Board
- Private Post-Secondary Education
- Psychologist Board

~$26,500 license fees and revenue collected per day

117 transactions per day

Statewide e-Licensing Platform

~$285,000 total collected to date

3,400 license holders have completed transactions

The e-Licensing Platform - Ongoing Support

ASET Providing shared System Administrator for Year 1 to support 13 boards

Each Agency Providing their specific "back-office" Administrative responsibilities for day to day user issues

Deloitte resources available for advanced support as needed for negotiated fee

ASET leading Governance committee

- Representation from participating boards and support teams
- Discussing open issues, backlog, feature requests
- Meetings multiple times a month

Year 2+ shared support model funded proportionally by participating agencies, working through details for upcoming budget request

What's next...

Planning in progress

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Registrar of Contractors (ROC) - **IN PROGRESS**

- Kicked off shortly after initial 13 boards
- Unique requirements, hired dedicated administrator specifically for their agency
- Planning to deploy sometime late summer

Upfront planning associated with all opportunities...

- Assess e-Licensing needs of board/agency
- Evaluating Funding Sources and Timing
- Scoping of efforts, IT resources, and cost estimates

Potential Agencies/Boards w/ interest:

Department of Financial Institutions

Board of Chiropractic Examiners

Board of Behavioral Health

Board of Naturopathic Examiners

Board of Technical Registrations

Dept of Agriculture (Weights and Measures)

Specific and aggregate Projects will have their own PIJ and will be presented to ITAC in the future

Questions?

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APPENDIX

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The e-Licensing Platform - Ongoing Support

ASET Providing System Administrator for Year 1, Year 2+ shared support model funded proportionally by 13 agencies + RoC

Each Agency Providing their specific "back-office" Administrative responsibilities

Deloitte Available for 2nd level if/as needed and funded

BasicGov available for 3rd level if/as needed and funded, ASET has trained and Certified BasicGov support on our team now

Vendor Selection

Roles & Responsibilities

	ADOA-ASET	AZ Agencies	Deloitte	BasicGov / SFDC
Initiating	• Divide agencies by Phase • Collect technical details • Collect funding and provide support with OSPB	• Identify tech SMEs • Provide inputs to technical discovery	• Build overall plan • Lead project discovery for new agencies	
Preparing	• Finalize provisioning • Developed migration needs	• Provide access to legacy systems • Consult on legacy usage, users, needs, and data • Allocate team members for champions program • Send communications	• Consult on best practices and/or use cases • Migration setup • Group creation • Consult on communications • Prepare training	• Product escalations
Executing	• End-user support • Technical stabilization • Send communications	• End-user support (for agencies with an IT team) • Attend Trainings • Provide feedback	• Go-Live migration • Technical stabilization • End-user training • Consult on communications	• Product escalations • Onsite end-user support if warranted
Post Go-Live	• Consultation for decommissioning legacy systems	• Decommission Legacy Systems • Eliminate SW no longer needed	• Support if/as needed and funded	