DE20023 DCSS ATLAS Replacement (AZCARES)

State of Arizona – Department of Economic Security

Informational Update

May 2024

DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Agency Vision
All Arizonans who qualify receive timely DES services and achieve their potential

Agency Mission
DES will ensure the strength and economic stability of Arizona by providing timely, temporary benefit assistance, and aid to vulnerable, qualifying Arizonans.

Team Introduction

Roles Present at ITAC:

- Mark Darmer – ADES/DTS Chief Information Officer

- Heather Noble – ADES/DCSS Assistant Director / AZCARES Project Sponsor

- Durga Pattela – ADES/DTS Chief Technology Officer / AZCARES Technical Sponsor

Project Introduction

High-level overview of the approved original project investment justification (PIJ):

During the last quarter of 2020, ITAC approved the original project investment justification (PIJ) to procure the DCSS ATLAS Replacement (AZCARES) solution.

This solution shall provide the following benefits:
- Service Enhancement
- Increased Efficiency
- Problem Avoidance
- Increased Collections
- Modernized 21st Century System

Prior to purchase, a Feasibility Study / Cost Benefit Analysis was conducted in 2017 to identify an alternative solution recommended for replacing the legacy ATLAS system. The replacement of the legacy ATLAS system would alleviate the below critical deficiencies.
- Technical Platform and System Security
- Usability and Efficiency/Inflexibility
- Data Reliability and Reporting
- Customer Access

The original PIJ spanned January 2021 - January 2025 and had development costs of $58,738,366 which was updated to the current budget of $60,270,283 in January 2023.

# Project Informational Update

Description of Project

- Replacement of the Legacy ATLAS mainframe system to collect and distribute child support payments with a modern scalable solution. The new AZCARES system will allow case managers to better serve the public.

Status Updates

- Statewide Go Live occurred on May 9, 2024.

- As of April 2024, the IM vendor continued the resolution of 44 outstanding low & medium defects.

- Pilot started in December 2023 and was successfully completed in April 2024.

- End User Training for all users was completed in February 2024.

- As of February 2024, the UAT phase was completed.

- Project development was completed in December 2022 and additional development for updates to data and process elements identified during UAT & Pilot was completed in April 2024.

Project Informational Update

Project Health Card

Overall Project Health - Red

Schedule	═	● Schedule is red due to delays in UAT and Pilot
Scope	═	● Requirements refinement to data and process elements were identified during UAT & Pilot
Budget	═	● Budget is considered yellow due to the additional timeline and scope which will impact development costs

Note: Project overall status transitioned to red during UAT & Pilot due to requirements refinement to data and process elements causing timeline delays within the phases.

IV&V Report

March 2024 Monthly IV&V Findings Report

- Planning Oversight - No time included in the schedule between phases
  - Phases have defined exit and entrance criteria that are monitored and met before entering the following phase
- Project Management - Schedule needs to be re-baselined due to delays
  - Schedule was re-baselined and is in the review process for federal approval and part of the CR for June ITAC
- Training - Training was at a high level of system navigation and completed in advance of statewide implementation
  - Standard work, demonstration videos, and other resources were created to support users at the process level and users maintained access to the training environment through statewide implementation
- Requirements Management - Updates to data and process elements identified in Pilot were accounted for as post-statewide items
  - All elements identified were reviewed and prioritized based on their impact, critical requirements were resolved by statewide and interim procedures were created for non-critical elements accounted for post implementation
- System & Acceptance Testing - Outstanding defects prior to statewide implementation
  - As of April 2024, the IM vendor continued with the resolution of 44 low and medium outstanding defects to statewide implementation along with interim procedures and a burndown plan to resolve

Project Informational Update

Based on Current Financials:

Development Budget	$60,270,283
Operational Budget	$13,975,399
Total Approved Budget	$74,245,682
Development Expenditures to Date	$34,782,857
Remaining Development Budget	$25,487,426
Development % Spent to Date	58%

Note: Expenditure data is through March 2024

Current Project Timeline

Date	Jan 2021	Jan 2022	Jan 2023	Jan 2024	Jan 2025	Jan 2026
Current timeline for Solution:						
Initiation & Planning	●					
Requirements & Validation	●					
Design		▬▬				
Development		▬▬▬				
System Testing		▬▬▬				
User Acceptance Testing			●			
Implementation			●			

Current Project Timeline Continued

Current timeline for Solution Continued:						
Date	Jan 2021	Jan 2022	Jan 2023	Jan 2024	Jan 2025	Jan 2026
Go Live			●			
Federal Certification			●			
Warranty				▬▬▬		
Transition			▬▬▬▬▬▬			
Operations and Maintenance (O&M)				▬▬▬		
Closeout					●	
Payment of Final Invoices						●

Note: The Department is currently working on a Project Change Request for revised timeline and cost which will be submitted for ITAC review in the coming months.

Q & A
Session