

# Business One Stop

State of Arizona – ADOA-ASET

Informational Update

October 19th, 2022

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*Business One Stop supports Arizona's thriving small business community and empowers citizens of Arizona to become entrepreneurs through the use of a single online portal that helps citizens and businesses to plan, start, grow, move, and close businesses*



# Project Overview

## Description of Project

Today, Business One Stop offers citizens an innovative, fully online, portal to plan, start, and run a business in Arizona. In addition to accessing business organization, trade name, and trade mark applications, citizens can also make payments online, and see real-time updates. Lastly, the portal decreases the processing time needed by providing auto-approvals in many cases.

## Progress

- On August 9 2022, all APIs (100+) required for 1.0 release were integrated into the portal.
- On August 24, 2022, the program released the first version of Business One Stop and the new BusinessOneStop.az.gov website. We are currently in a soft launch phase.
- As of October 3, 2022, 35 applications had been approved by the agencies. 78 additional applications had been submitted to the agencies but were pending additional action.
- On October 5, 2022, the program released major components of the 1.1 release. This release integrates payments into the Business One Stop portal.

## Why we are returning

The project is currently in a **Red** status due to delays in the release of 1.1-1.3 features. These delays have been exasperated by the identification of bugs within APIs and agency systems.

# Project Health Card

Overall Project Health is **Red**

Schedule	<ul style="list-style-type: none"><li>● The Program has released the 1.0 (minimum viable product) late - as of August 22, 2022. Additionally, as of October 5, 2022, the program also released most of the 1.1 features late.</li><li>● The program anticipates that all remaining Phase 1 features will be released late - by November 30.</li><li>● The Program will continue to monitor the stability of the portal and implement fixes to identified bugs.</li></ul>
Milestones	<ul style="list-style-type: none"><li>● Remainder of 1.1 features projected to be released on October 19, 2022</li><li>● Projected 1.2 features to be released on November 2, 2022</li><li>● Anticipated Media Release during the week of November 14, 2022 (beginning with Governor's Press Release)</li><li>● Projected 1.3 features to be released on November 30, 2022</li><li>● JLBC has provided approval for Phase 2 spending to begin. Phase 2 planning to be substantially documented by the end of the calendar year.</li><li>● Phase 2 development may be initiated with some of the agency partners before the end of the calendar year.</li></ul>
Budget	<ul style="list-style-type: none"><li>● The project is currently under budget due to delayed pace of development, efficient management of financial resources, and not yet realized operational expenses associated with sustaining the program.</li><li>● There is confidence among the agencies' Finance officers on the soundness of the high-level forecasts.</li></ul>
Risks	<ul style="list-style-type: none"><li>● Gaps within technical documentation, changes in technical features/requirements, and latency in the identification of bugs all resulted in delays and remain a risk.</li><li>● Select strained working relationships have caused delays in the troubleshooting of bugs, the testing of new features and bug fix releases, and access to APIs developed by outside vendors. The morale of program members has been affected.</li></ul>

# Project Timeline

## Quarterly Progress and Projections

### Requirements Gathering & Team Building

Collect detailed requirements & start development. Program Manager started.

**FY22 Q3 - Q4**

**FY22 Q3**

**Concentrated Effort on Development**

Agency development of APIs to support the User Journeys.

### Development & Testing

Finalize development & continue full scale testing.

**FY22 Q4**

**FY23 Q1**

**Close Testing & Launch**

Complete all testing. Launch Business One Stop. Market the portal to the public.

### Refine, Release & Plan for Phase 2

Closely monitor user feedback and continue Phase 1 releases while creating a detailed plan for Phase 2 development.

**FY23 Q2**



**FY23 Q3**

**Future Releases**

Continue support of the program. Continue Phase 2 planning and development.

# Next Update

The Program is planning to bring another update to ITAC in Q3 FY2022

# Q & A Session