

DE23008 DERS UI Benefits Modernization

State of Arizona – DES/DERS

Project Investment Justification (PIJ)

Date of ITAC

11-16-2022



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.



Executive Session In Progress

Please Stand By

Team Introduction

Roles Present at ITAC

- Mark Darmer - Chief Information Officer, Assistant Director
ADES/Division of Technology Services
- Anna Hunter - Assistant Director
ADES/Division of Employment & Rehabilitation Services
- Kristopher Goins - Project Manager
ADES/Division of Employment & Rehabilitation Services

Project Introduction

Stated Operational/Business Issue

- ADES/DERS/UI is currently making use of a 35-year-old mainframe application technology supported by numerous ancillary systems to support service delivery.
- The current applications are old and dependent on obsolete software products which make upgrades and modifications difficult. The IT marketplace has a limited number of potential employees with the technical skills needed to support the current application software environments.
- Lacks flexibility for modification to meet Federal standards and program requirements.

Benefit to the State Agency and Constituents

- Web-based system access for staff and clients
- Automation of federal data reporting
- Software as a Service provided by vendor eliminates ADES' need to provide infrastructure and application support.
- Disaster Recovery
- Scalable technology provides opportunity for further integration with Unemployment Insurance Tax and Workforce lines of business

Proposed Solution

Overview of Proposed Solution

Nine responses to the UI Benefits Modernization RFP were received. The proposed solutions costs range is approximately *\$45,000,000 to \$107,000,000 for a 10-year cost of development and operations.

* Figures from Initial offeror responses

IV&V costs are not part of the Design, Development and Implementation (DDI) Vendor proposals.

The IV&V task order proposal is under procurement processing. We have included a generic estimated cost of \$2,000,000 for these services.

Proposed Solution

Overview of Proposed Solution

- Hosted in Cloud Environment
- Modernized UI Benefits Solution
- Configuration and customization to AZ business requirements
- Disaster and Recovery Services

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Project Management
2. Deliverable Review
3. Policy Decisions
4. Identify Configuration Changes
5. User Acceptance Testing
6. Stakeholder Communication
7. Organizational Change Management

Shared

1. Requirements & Gap Analysis
2. Scope Management
3. Schedule Management
4. Test Case Creation
5. Data Conversion
6. Interface Development
7. Operational Readiness Testing
8. Implementation Planning

Vendor/Contractor

1. Installation of software
2. Project Deliverables
3. Solution Customization
4. Solution Configuration
5. Implementation
6. Disaster Recovery Testing

Project Timeline (if applicable)

The vendor responses included project timelines ranging from 18 to 36 months to implement the solution.

What Success Looks Like

Change Management

- a. Staff are more efficient using an intuitive web interface and guided workflows
- b. Claimants can apply for benefits and maintain their accounts using mobile devices.
- c. Federal Reporting is accomplished without manual effort and data correction
- d. Infrastructure, application maintenance and technology upgrades are provided by the Offeror.

Measures of Success

- a. Data conversion is successful.
- b. Federal reporting is accurate.
- c. The new system meets all SLA performance thresholds.
- d. Eligibility determination is streamlined.
- e. Benefit Payments are timely.

Q & A Session