Business One Stop

State of Arizona – Department of Administration

Change Request

August 16, 2023

ADOA Vision
Our vision is to be the information technology leader for Arizona government, providing innovative and transformative services. This won't happen overnight. And it won't happen in a vacuum. Working together toward this shared goal, we will succeed.

ADOA Mission
Inspired by that vision, our mission is to deliver forward-thinking and secure IT solutions to state agencies. We will achieve this by:
- **Putting the customer first**
- **Offering world-class services**
- **Focusing on value, not cost**

Project Team Introduction

Roles Present at ITAC

- Lisa Meyerson Marshall - Chief, Enterprise Programs & Consulting

- Sabrina Canela - Program Manager

- Curtis Galluzzo - Senior Business Analyst

Project Introduction

Overview of the approved original project investment justification (PIJ):

Business One Stop offers an alternative to the agency-based application process by providing users with a comprehensive business formation and management portal. On June 03, 2021, ADOA ASET approved the original project investment justification (PIJ) to build the Arizona Business One Stop solution. The first three phases of development were outlined. Having completed Phase I, the program is now moving into Phase II development and maintenance.

Phase I & Phase II
- In Phase I, the Program focused on tools that allow for the formation and maintenance of LLCs and the creation of trade names, trademarks, and tax licenses.
- In Phase II, the Program will focus on features that enable entrepreneurs to create and manage partnerships, trade names, and trademarks. The Program will also provide single-sign-on access to AZTaxes so business owners can manage their business' taxes. Finally, the Program seeks to integrate a new state-level agency within the portal.

The original PIJ covered Phase I work being completed from July 2021 - February 2022. A later change request completed in June 2022 requested an extension of the timeline to complete the Phase I work to June 2023. This Phase I work completed under budget (~$1M) in June 2023.

Review Phase I

ARIZONA
DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

Major Accomplishments from Business One Stop Phase I Development

The Program identified several distinguishing highlights resulting from the Phase I development efforts.

- The Program released Business One Stop on August 24, 2022.
    - The website has **processed 2,300 applications**.
    - **97% of applications** are started and submitted on the same day.
- Business One Stop offers users the ability to form **8 different business types**: Limited Liability Company (LLC), Professional Limited Liability Company (PLLC), Sole Proprietorships, Limited Partnerships, General Partnerships, Domestic Limited Liability Partnerships, Domestic Limited Liability Limited Partnerships, and Foreign Limited Partnerships.
- Business One Stop is offered to entrepreneurs at no cost - **saving $100s of pass through fees**
- Business One Stop users can **reserve trade names and trademarks and acquire tax licenses**.
- Owners and authorized agents can **fully manage all lifecycle stages of LLCs and PLLCs** (planning, starting, running, and closing). Owners and agents can **access documents** critical to managing the business from the dashboard.
- **Instant approvals** have reduced the processing time of most applications. Previously, entrepreneurs were expected to wait 2-4 weeks for an approval/rejection of each application.

Lessons Learned

Lessons Learned in Business One Stop Phase I Development

Throughout Business One Stop Phase I development, the Program identified several risks that required cross-agency effort to control and remediate. Throughout Phase II development, the Program will be keenly aware of these risks and seek to proactively mitigate.

- Synchronized development of an interconnected system across five agencies proved to be challenging.
  - Agile project management was very difficult for some agencies to adopt and embrace - scoping MVP, iterative releases, sprint tracking, etc were all individual challenges that needed to be tackled with each agency
  - Disconnected and disparate technology environments resulted in difficulties in development as well as testing and bug resolutions.
- Changes with other legislative prioritizes provided difficulty for overall roadmap planning of Phase I and Phase II development.
- Constraints with agency-partner contractors presented significant resource difficulties.

Project Change Request Overview

What in the PIJ is changing?:

- ✓ Budget - Phase II - Budget spend reduced from $15,614,291 to $6,500,000
- ✓ Scope - Phase II
    - ○ Descoping of all work planned for ACC
    - ○ Re-scoping work planned for DOR (replacement of features)
    - ○ Adding work planned for SOS
- ✓ Timeline - Project end date changing from June 30, 2023 to June 30, 2024

What initiated this change?:

- ● Budget - The budget has been reduced to align with the changes in timeline and scope.
- ● Scope - ACC and ADOR planned work was reduced as both agencies have conflicting legislature approved projects. ACC will replace their business registration platform (eCorp); and, DOR will replace its internal tax filing platform (AZTaxes). In lieu of planned features, DOR will be taking on a single-sign-on feature that connects B1S to AZTaxes. SOS has expanded their commitment to include the registration and maintenance of all partnerships, trade names and trademarks.
- ● Timeline - Phase II development will end by June 30, 2024.

Revised Project Scope

Identify any change in scope and possible benefits:

SOS Features
1. File annual report
2. Renew TM
3. Renew TN
4. Edit owners for TN
5. Edit owners for TM
6. Cancel TN
7. Cancel TM
8. Service of Process
9. **Add** DLLP & DLLLP registration
10. **Add** FLLP & FLLLP registration
11. **Add** Amendments to Partnerships

The Program will also be engaged in the maintenance of Phase I features and the onboarding of a new partner.

B1S Features
15. Journey wizard
16. Pro-active digital notifications
17. Standardized changes
18. Change PII (Name, address, email)

DOR Features
Replace SSO to AZTaxes
11. ~~Retrieve list of tax forms & documents~~
12. ~~File tax returns (TPT)~~
13. ~~Close tax license~~
14. ~~Get clearance cert.~~

ACC Features
19. ~~Form a Non-Profit Domestic Corporation~~
20. ~~Form a For-Profit Domestic Corporation~~
21. ~~Change Corp Statutory Agent or Principal~~
22. ~~Corp Affidavit of publication~~
23. ~~Corp Certificate of Compliance~~
24. ~~Corp Dissolution~~
25. ~~Change Corporation Officers, Directors, or Shareholders~~
27. ~~File Annual Report or request extension~~
28. ~~Statutory Agent Resignation (Corp)~~
29. ~~Amend or Restate Corporation Articles of Incorporation~~
30. ~~Expedite a Pending Document Request~~
31. ~~Cancel Pending Filing~~
32. ~~Request Database Extraction- Partial~~
33. ~~Request Database Extraction- Full~~
34. ~~Principal Search~~

Financial Impact

Change in Project Financials

JLBC Approved Project Spend for FY2024	$6,500,000

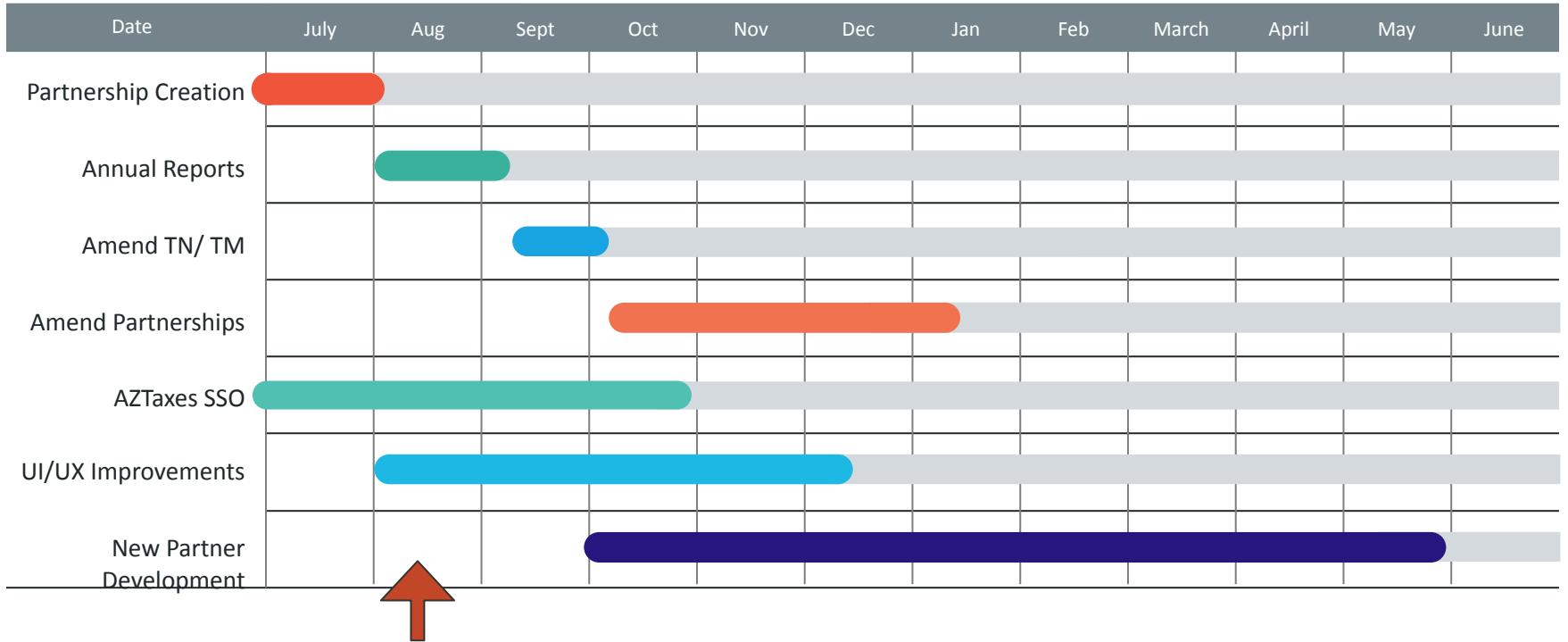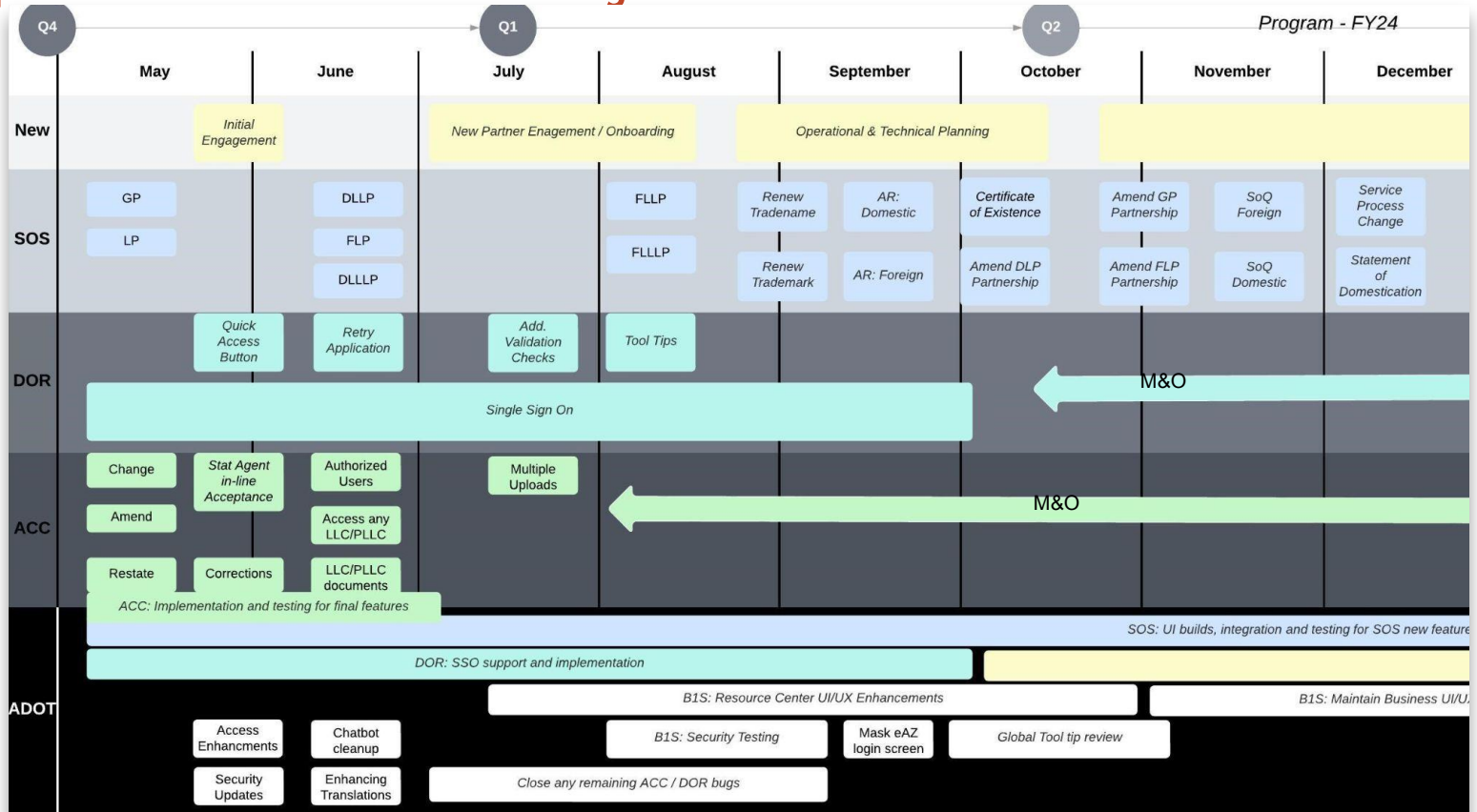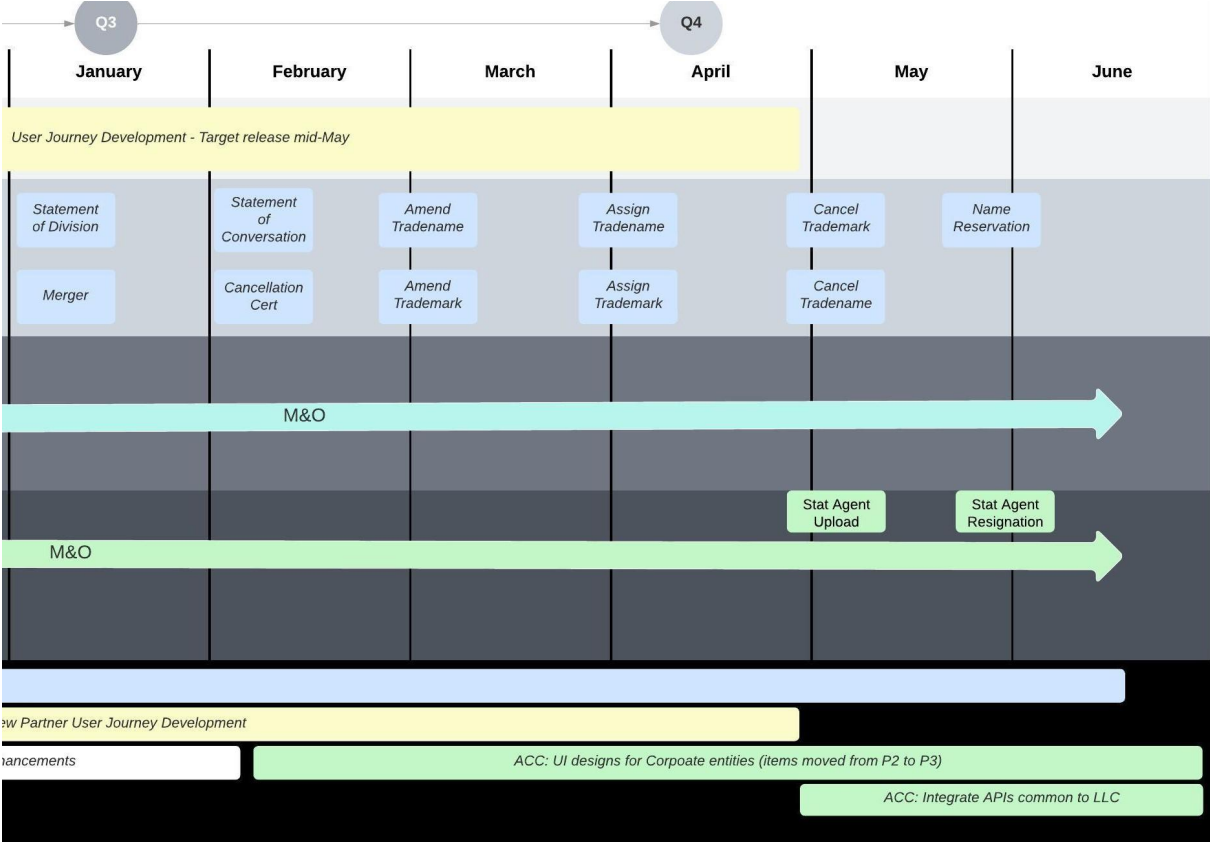|	
Professional Services - This category includes the resources necessary to develop Business One Stop, including IV&V, Designers, Developers, UI/UX developer, Testers, DevOps, Security expert, Senior Architect, DBA, Business Analyst, Business SME, Product owner.	$4,477,991
Program Management - This category includes the resources necessary to run the program, including a Program Manager, Project Manager, Business Analyst, part-time Financial Analyst and application development support.	$652,640
Maintenance - production support*, maintenance support*, feature enhancement, Help Center	$437,980
Infrastructure - Network, storage and disaster recovery costs.	$193,000
Software - 3rd party license costs, automated testing tools, traffic analytics tools, application performance analytics tools, bug tracking software, code repository tool	$39,340
Miscellaneous Costs- User engagement, marketing and branding, penetration testing, performance testing	$280,000
Total Projected Cost for FY 2024	$6,080,951

Update - High-level Phase II Project Timeline

Date	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Partnership Creation	████											
Annual Reports		███										
Amend TN/ TM			███									
Amend Partnerships				███████								
AZTaxes SSO	██████████											
UI/UX Improvements		███████████										
New Partner Development				██████████████████████								

Update - Detailed Project Timeline

Update - Detailed Project Timeline

Q & A
Session