

DE23022

DAAS Central Employment Registry

State of Arizona – DES

Project Investment Justification (PIJ)

Date of ITAC: August 16, 2023



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

- ADES
 - Mark Darmer, CIO
 - Stephanie Dowdell, Project Manager
 - Manuel Ortega, DTS Solution Architect
- ADCS
 - Alex Ong, Acting Deputy Director of Administration
- Accenture
 - Chad Smith, Products & Platforms – Public Service
- AZ DPS
 - Major E. Frank Griego Jr., Chief of Staff, Technical Services Division

Project Introduction

Stated Operational/Business Issue

- Employers who hire staff that interact with vulnerable adults or children are required to manually check multiple sources of information for background checks: DPS Fingerprint Clearance Card status, DCS Registry, and DES/APS Registry.
- Employers do not receive notifications if a current employee is newly placed on these registries, creating the risk that a current employee might have a potentially disqualifying situation that is not known to their employer.

Benefit to the State Agency and Constituents

- This will reduce risks of employers/organizations missing checks of required data sources and will reduce administrative time required to request and complete initial background checks.
- It will reduce current manual monitoring processes for new incidents involving a current employee and increase visibility to incidents requiring review.
- It will provide efficiencies for DCS through automation of the request process for registry checks, automated notifications to employers, and automated reporting.

Proposed Solution

Overview of Proposed Solution

This project will implement a new portal linked to the existing DPS Public Services Portal (PSP) that provides individuals, employers and agencies with Fingerprint clearance card services. It will include:

- Providing access to data from one location for the following sources:
 - AZDPS Fingerprint Clearance Card status
 - ADES Adult Protective Services (APS) Registry
 - Arizona Department of Child Safety (ADCS) Registry
 - A link to the Arizona Department of Health Services (ADHS) AZ Care Check website
- Adding processes to share the DPS PSP accounts to support requests for APS and DCS registry checks:
 - Individual applicant/employee accounts
 - Employer/Agency accounts
- Adding new account types to the linked portal and processes for the following:
 - Prospective Caregivers to request APS registry checks and DCS registry checks)
 - DCS Office of Licensing & Regulation (OLR) to process DCS registry checks
- Adding processes to receive notifications if an individual/employee is newly placed on the APS or DCS registries.

Proposed Solution

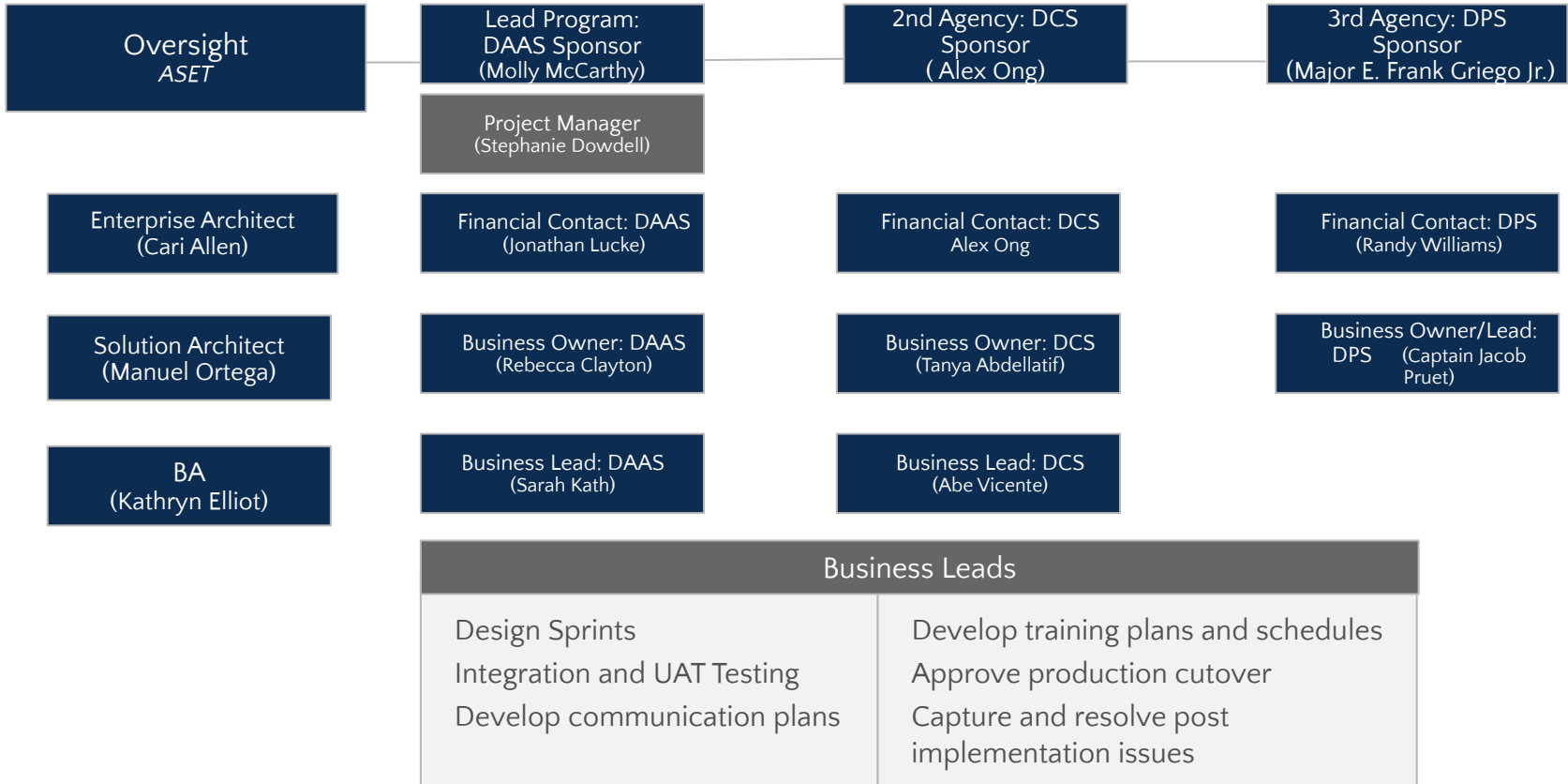
Due Diligence and Method of Procurement

The PSP was developed by Accenture under the Arizona Department of Administration Web Portal and Enterprise Services Platform, ADSP018-216085. A new Task Order developed under this contract for Accenture to reuse the features and services provided through the DPS PSP to support a Central Employment Registry.

Technology

- SaaS solution hosted in vendor AWS GovCloud space
- Accenture Reach Platform.
- API between DPS PSP and Central Employment Registry
- Cloud Services
 - PaaS Services
 - Network and Infrastructure
 - DevSecOps
- Other Interfaces
 - DCS Guardian Registry (API)
 - DCS On-Base (API)
 - DES-APS Registry (file transfer of public information)

Program Structure



Project Responsibilities

Identify Proposed Solutions Responsibilities

Agencies

1. Approve design sprint products (DES/DCS), approve design for PSP related and shared features (DPS)
2. Develop Guardian & OnBase API's (DCS), develop file transfer for APS registry (DES)
3. Conduct integration testing (DCS)
4. Approve production cutover (DES/DCS/DPS)
5. Capture production issues (DES/DCS)












Shared

1. Develop and Review User Stories (DES/DCS/Vendor, DPS review)
2. Testing (DES/DCS/Vendor)
 - Develop Test Plans
 - Execute Tests
3. Production Implementation (All agencies/Vendor)
4. Provide implementation and post implementation support (DES/DCS/Vendor)

Vendor/Contractor

1. Project initiation and planning
2. Facilitate Design sprints
3. Facilitate Development sprints
4. Support testing
5. Production cutover
6. Host/maintain

Project Timeline

Project Timeline						
Date	August	Sept - Oct	Nov - Dec	Jan - Feb	March	April
SOW Execution, Project Initiation, Planning & Discovery						
Design Sprints						
Build Sprints						
Integration, Security, Performance Testing & UAT						
Implementation and Training						
Post Implementation						

Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	\$2,375,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,375,000.00
License & Maintenance Fees	\$760,200.00	\$1,232,610.00	\$1,232,610.00	\$1,232,610.00	\$1,232,610.00	\$5,690,640.00
Total Development	\$3,135,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,135,200.00
Total Operational	\$0.00	\$1,232,610.00	\$1,232,610.00	\$1,232,610.00	\$1,232,610.00	\$4,930,440.00
Total						\$8,065,640.00

What Success Looks Like

Change Management

- a. Project Milestones
 - a. Communication plan (development and execution)
 - b. Training plan (schedule, materials, operational procedures, execute plan)
 - c. Post implementation support and project closure

Measures of Success

- a. Automated matches to APS registry for 100% in scope accounts attained within 30 days of implementation.
- b. Automated routing of 100% in scope DCS registry checks attained within 30 days of implementation.
- c. Decrease the average processing time for DCS registry checks from 3 business days to 2 business days within 90 days of implementation.
- d. Automated rechecks of DCS and APS registries occur *at least* annually. (Today, rechecks are required annually and completed through manual processes.)

Q & A Session

Recommended Conditions

ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.
2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on October 15, 2023.
3. Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.