DE24018 DTS MDM Master Data Management

State of Arizona – DES

Project Investment Justification

Date of ITAC: May 15, 2024

DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

<u>Agency Vision</u>
A Thriving Arizona

<u>Agency Mission</u>
To strengthen individuals, families and communities for a better quality of life

Project Team Introduction

Roles Present at ITAC

- Mark Darmer - Chief Information Officer

- Durga Pattela - Chief Technology Officer

- Ryan Riach - Deputy Digital Transformation Officer

- Subbu Uppuluri - Chief Data Officer

Project Introduction

Stated Operational/Business Issue

- ADES Divisions have applications and portals that have been built over a long period of time and operate in silos.
- ADES has traditionally taken a decentralized approach to information, and as a result, there is no effective central data management capability today.
- Data governance is largely limited to selecting data consumption tools or approving access to the databases. ADES does not have a formal data governance organization with top-level committees.
- ADES clients often find themselves repeatedly identifying their information while using various client-facing portals.
- ADES recent data assessment revealed that Client information is stored in 10 different systems with potential duplicates and not up to date details about the Clients.

Benefit to the State Agency and Constituents

- ADES intends to Master their Client domain data across the 10 Divisions and all the programs

- ADES intends to centralize the Data Management to overcome the Data Governance issues stemming from each division's specific requirements

- The MDM Client data will be available during the eligibility process so that ADES can deliver services sooner, more accurately eliminating avoidable service delays.

- This MDM information will be used for all client program enrollment and eligibility interactions (Client Portal)

Proposed Solution

Overview of Proposed Solution

An Operational Centralized Master Data Management solution is required with the proper data services and MDM Data Governance to manage the data and metadata. The ADES has chosen Informatica Intelligent Data Management Cloud Suite (IDMC) for both the MDM implementation and MDM Data Governance functionality available in the suite of tools. The chosen implementation partner demonstrated their expertise with Informatica's Intelligent Data Management Cloud Suite (IDMC) of tools for these two objectives. The partner also identified and provided solutions to remediate any gaps in processes and tools required to achieve the desired objectives.

- Operational Centralized Master Data Management
- MDM Data and API Data Service Governance
- MDM Data Governance
- MDM Data and Metadata Management

Proposed Solution

Due Diligence and Method of Procurement

Software Vendor: Informatica's Intelligent Data Management Cloud (IDMC) - is mostly a point and click solution that requires less custom code. The AZCares project has already utilized IDMC in their implementation. The development effort is considerably less which allows the solution to be implemented more quickly. Informatica Intelligent Data Management Cloud (IDMC) has been identified as a solution meeting the above stated requirements.

Professional Services Vendor: **SaamaBlueMetra** -This vendor's proposal met the MDM and Data Governance business needs. Their project plan for 10 different data sources allowed sufficient time for data extractions and integrations. Their project plan and resource effort estimates are in line with ADES expectations.

Technology

Informatica's Intelligent Data Management Cloud (IDMC) - is mostly a point and click solution that requires less custom code

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. DES manages the project and budget to ensure all project milestones are met
2. Network and Security
3. Virtual Machine creation for connectivity across informatica IDMC, FTP servers, Azure SQL database and Salesforce database.
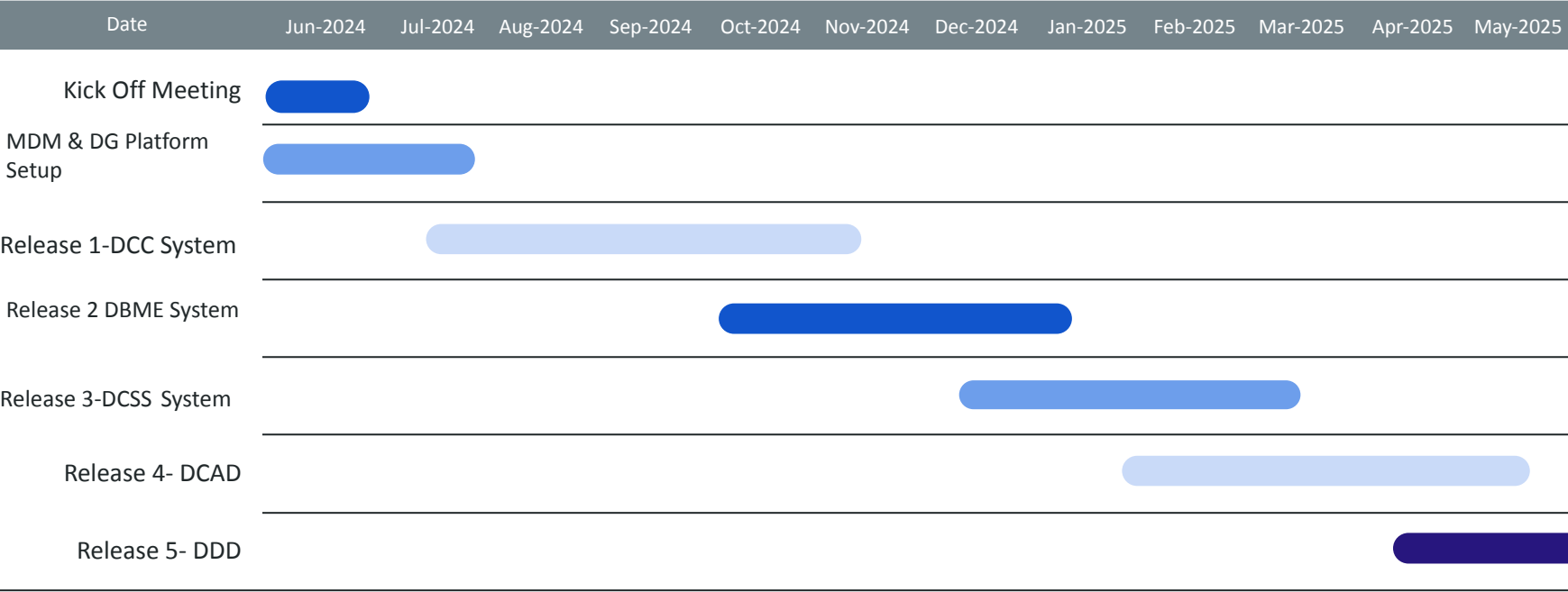
Shared

1. Identification of the MDM data attributes
2. Identification of Data Owners, Data Stewards and participation in the vendor training
3. Identification of support teams to actively participate in Wrap Up and Warranty training and activities.
4. Testing

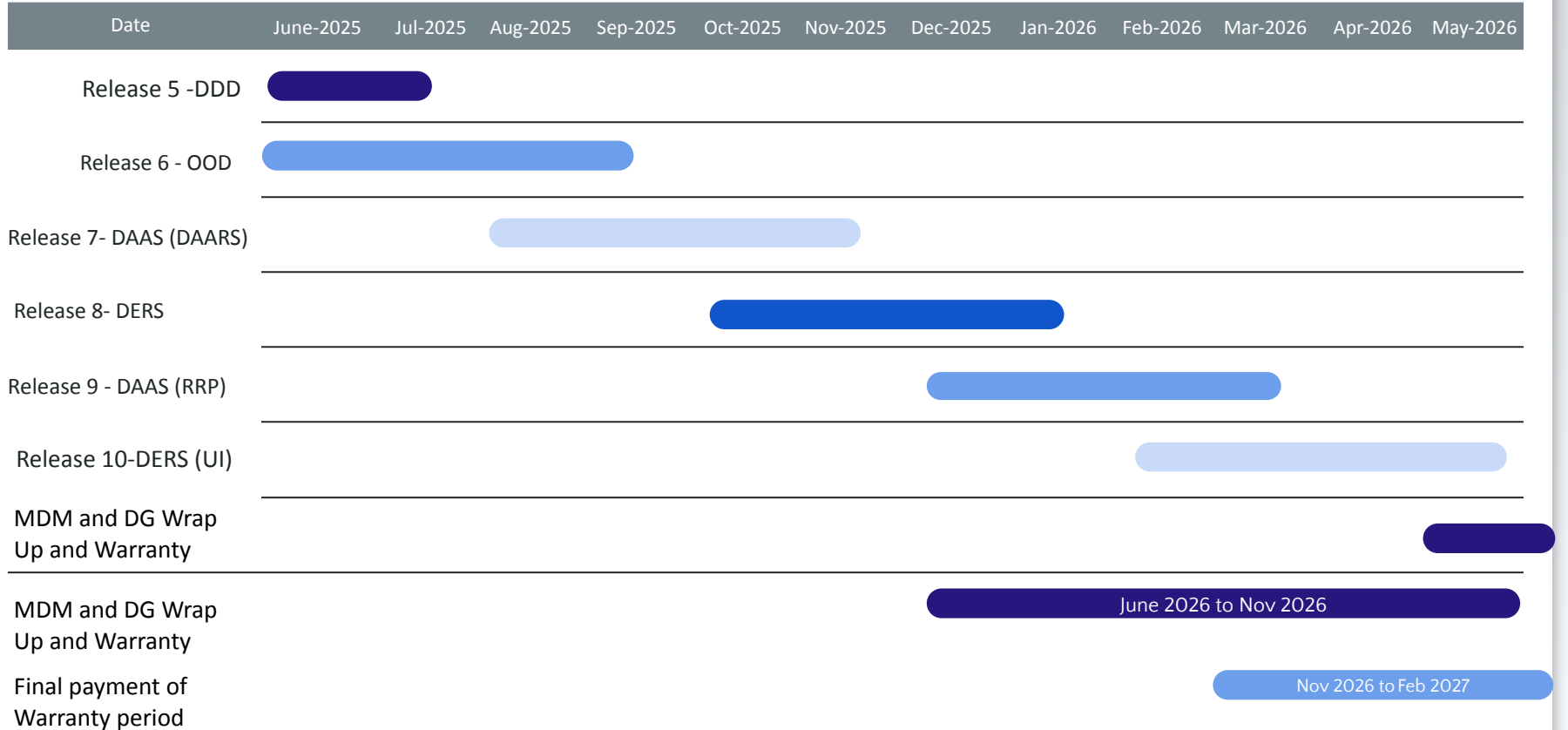### Vendor/Contractor

1. Configuring the job schedules and Informatica Secure Agent
2. API integrations, MDM rules configuration, and required connections
3. Establishing Data Governance needs of ADES.
4. Informatica Support team would be responsible for guiding and providing support and troubleshooting in the future
5. Periodic Project status reporting, Risk, Issue identification and mitigation

Project Timeline

Date	Jun-2024	Jul-2024	Aug-2024	Sep-2024	Oct-2024	Nov-2024	Dec-2024	Jan-2025	Feb-2025	Mar-2025	Apr-2025	May-2025

Kick Off Meeting

MDM & DG Platform Setup

Release 1-DCC System

Release 2 DBME System

Release 3-DCSS System

Release 4- DCAD

Release 5- DDD

Project Timeline

Date	June-2025	Jul-2025	Aug-2025	Sep-2025	Oct-2025	Nov-2025	Dec-2025	Jan-2026	Feb-2026	Mar-2026	Apr-2026	May-2026

Release 5 -DDD

Release 6 - OOD

Release 7- DAAS (DAARS)

Release 8- DERS

Release 9 - DAAS (RRP)

Release 10-DERS (UI)

MDM and DG Wrap Up and Warranty

MDM and DG Wrap Up and Warranty — June 2026 to Nov 2026

Final payment of Warranty period — Nov 2026 to Feb 2027

Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	$2,040,302.11	$1,631,156.27	$0.00	$0.00	$0.00	$3,671,458.38
License & Maintenance Fees	$718,132.96	$718,132.96	$718,132.96	$754,039.61	$791,741.59	$3,700,180.09
Total Development	$2,758,435.07	$1,631,156.27	$0.00	$0.00	$0.00	$4,389,591.34
Total Operational	$0.00	$718,132.96	$718,132.96	$754,039.61	$791,741.59	$2,982,047.13
Total						$7,371,638.47

What Success Looks Like

Change Management Success

a. Project Milestones

    a. Communications

    b. Training

    c. Other CM Actions

Measures of Success

- Existing unconsolidated records are approximately 5.5 Million. After completion of the project, we expect the consolidated Master Client records to be approximately 3 Million after implementation.
- Metadata catalog to manage the MDM Client data: After completion of the project, we expect that all mastered client data ~5000 attributes will be managed in a consolidated metadata catalog. After Implementation the Data Governance team will have full transparency to all the data in scope for Client MDM.
- Data governance organization for client data: After completion of the project, we will have a formal data governance organization that governs the data and metadata.
- Secure and Robust APIs: After completion of the project, we expect that 10 contributing applications and 33 consuming applications will interface with MDM via ~20 managed robust API's to govern the Client Records.

Q & A
Session

Recommended Conditions

ARIZONA
DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

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.

3. Prior to moving any State data into the vendor-hosted environment the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the vendor successfully completes one of the full Risk and Authorization Management - AZRAMP/State RAMP/FEDRAMP Program in order to access, transmit, process or store state data.

4. 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.

ITAC Voting Options

What ITAC May Consider In Review Whether:	ITAC Motions:

What ITAC May Consider In Review Whether:

a. The proposed solution addresses the stated problem or situation;

b. The budget unit is competent to carry out the project successfully;

c. Sufficient sponsorship and support by budget unit leadership exists;

d. Cost estimates provided are accurate;

e. The proposed project aligns with the budget unit's Strategic IT Plan; and

f. The proposed solution complies with statewide IT standards.

ITAC Motions:

a. Move to Approve

b. Move to Approve with Conditions As Presented

c. Move to Approve with Conditions

    i. Committee May Modify or

    ii. Add Conditions

d. Move To Deny

Relevant Statutes and Rules

Per A.R.S. § 18-101 - Per Administrative Code R2-18-101