

# Agency 5-Year Plan

**Issue 1** Modernize the Board's Information Technology system for efficiency, accuracy, simplification for ease of use, security compliance and compatibility with stakeholder systems.

**Description:** The Board is currently using a custom application utilizing software that is no longer supported by Microsoft. A newer application has been written in a .NET web based format which is currently supported by Microsoft. The newer application requires enhancements for ease of use and security compliance. The older application, FoxPro, has many user interface features which lend to more efficient operations than the web based application. Enhancements to the .NET application are ongoing and much progress has been made to achieve a high level of confidence that will be a future cost saving operation. The .NET application will meet current IT security compliance.

**Solutions:**

1.1 Funding for the enhancements to the .NET application is not an issue at this phase of the project. The Board is currently having reduced expenditures due to the reduced amount of appeals. Board resources will be redirected to absorb initial costs of analysis, exploratories and initial enhancements.

**Issue 2** Information Security must be upgraded.

**Description:** This agency will upgrade and update all hardware and software to the latest technology required to implement the State's Information Security plans.

**Solutions:**

1.1 The Board will utilize all state ASET available assets and resources to become compliant with all information security requirements.

**Issue 3** Create and maintain a permanent hearing room in the capital Annex building at 400 W. Congress, Tucson, AZ.

**Description:** This project resulted from the opportunity to obtain space at the location where all appeals in Pima County take place. Prior to having a permanent room the Board was only able to obtain hearing rooms from other agencies at the times those rooms were not being used by the that agency. This was a logistics burden and created a dependency for use of personnel from a gratuitous agency to set up the rooms for hearings and returning files back to Phoenix.

**Solutions:**

Use of vacancy savings and operational savings allows for the funding of this project without requiring a request for supplementing funds. The project will be enhanced over a two-year period. The room will be furnished, over time, with items obtained from Arizona's Surplus Property.

## Resource Assumptions

|                                       | FY2020 Estimate | FY2021 Estimate | FY2022 Estimate |
|---------------------------------------|-----------------|-----------------|-----------------|
| <b>Full-Time Equivalent Positions</b> | 7.0             | 7.0             | 7.0             |
| <b>General Fund</b>                   | 645,000.0       | 645,000.0       | 645,000.0       |
| <b>Other Appropriated Funds</b>       | 0.0             | 0.0             | 0.0             |
| <b>Non-Appropriated Funds</b>         | 0.0             | 0.0             | 0.0             |
| <b>Federal Funds</b>                  | 0.0             | 0.0             | 0.0             |