

## Client:

The Arizona Department of Financial Institutions (AZDFI)

## Responsibility:

License, supervise and regulate state-chartered financial institutions and enterprises

“[Arizona Department of Financial Institutions] appreciates the ability [of MSS] to stay on schedule while being sensitive to other priorities of the agency during the assessment process.”

AZDFI, Chief Financial Officer



## The Client

The Arizona Department of Financial Institutions (AZDFI) is a state agency created to safeguard public welfare by protecting the financial assets of its citizens. They had a challenge in front of them; update their legacy system to improve their workflow to provide improved functionality around financial licensing. Because the agency is responsible for the licensing supervision and regulation of state-chartered financial institutions and enterprises, a modern, user-friendly system was vital to their growth as a competitive agency.



## The Challenge

AZDFI wished to transfer their legacy system into a faster, more efficient eLicensing system. This meant hiring an implementer who would work towards their paperless objective. However, the decommissioning and implementation process faced some delays causing the project to stall. As a result, AZDFI needed to ensure the original business requirements still matched their current needs and objectives. At this point, **MSS Business Transformation Advisory (MSSBTA)** was engaged to assess the project and determine how to get it back on track.



## Our Solution

AZDFI requested MSSBTA organize the original project. So, we established a clear project status reporting structure, verified the project's goals and objectives, and finalized the project work plan. Then, AZDFI requested documentation of current state project performance, including:

- Requirements
- Governance
- Deliverables
- Risks
- Issues
- Staffing, and
- Project recovery plans

# AZDFI Invests in MSSBTA for Successful Digital Transformation

## Deliverables

- Leadership
- Governance
- Accountability
- Current State Analysis

We immediately conducted a high-level objectives assessment that reflected AZDFI's Current State. MSS assessed the project by evaluating program structure, IT risks, governance, adoption and deployment strategy, communications, training plans and readiness risks. We examined if the business requirements of the original project plan aligned with AZDFI's current needs. Additionally, we considered if the vendor was capable of supporting the implementation with limited liability. Through these deep-dive audits, we helped the agency determine if their current path and structure would help them be successful, or if they needed to re-evaluate their course of action.



## The Results

MSSBTA analyzed the existing system and compared the current and future state requirements. The existing parameters of the implementation project did not cover all of the parts and pieces needed to support the agency's future state vision. MSSBTA recommended investing time to explore other implementation options.

Informed by MSSBTA's high-level assessment, AZDFI was confident to move forward toward a fully executed and successful digital transformation.