

Technology Services Board – Project Update

Agency: Department of Licensing (DOL)

Project: POLARIS – Professional Online Licensing and Regulatory Information System

Description: The Professional Online Licensing and Regulatory Information System Project (formerly known as Business and Technology Modernization Rollout 3 (BTM R3)) is a continuation of the DOL’s Business and Technology Modernization initiative. DOL launched Rollout 1 of DRIVES for vehicles in December of 2016 and Rollout 2 of DRIVES for drive licenses in September of 2018. POLARIS Release 1 went live in November 2019. At completion, POLARIS replaces the legacy business and professional licensing and regulatory systems with a Salesforce/BasicGov Platform-as-a-Service (PAAS) solution, hosted by Salesforce and supported by Deloitte. POLARIS improves the business climate by facilitating easier access for consumers and licensees, and provides DOL staff and licensees with an easy to use, cost-effective, reliable and sustainable system.

Purpose of attending 01/09/2020 TSB Subcommittee:

- DOL will provide a project update to the TSB Subcommittee on the status of the successful deployment of Release 1 (42 license types, 25 endorsements, and approximately 120,000 licensees). This will include lessons learned.
- DOL will provide an update on plans for Release 2 (78 license types, 67 endorsements, and approximately 235,000 licensee) including key project issues and risks.
- External Quality assurance to provide view of status and risks.

Project Schedule
Baseline Project End Date 6/30/2020
Amended Project End Date 11/30/2020

Current Assessments
OCIO = Yellow
Quality Assurance = Yellow

Project Budget	
Baseline Budget	\$14,971,000
Amended/Approved Budget	\$17,712,516
NOTE: Seeking additional spending authority (\$800K unspent last biennium) to meet objectives	
Actual expenditure to date (12/15/2019)	\$6,533,231

Timeline	Key Event/Action
August 2018	Project began Procurement Process
February 4, 2019	Signed contract with Deloitte to implement a Platform-as-a-Service (PAAS) using Salesforce and BasicGov as the platform.
November 4, 2019	Went live with Release 1 (42 license types, 25 endorsements and approximately 120,000 licensees)
February 2, 2020	Complete Stabilization of Release 1
April 2, 2020	Configuration/Development for Release 2 Complete

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May 1, 2020	System Integration Testing Complete
June 1, 2020	User Acceptance Testing Complete
June 26, 2020	Training Complete
June 29, 2020	Go-Live for Release 2 professions (78 license type, 67 endorsements, and approximately 235,000 licensees)
July 20, 2020	Hypercare Complete
September 27, 2020	Stabilization Release 2 Complete
November 30, 2020	Project Closeout Complete