

Project Investment Justification

Tririga Upgrade

DT230010

Department of Transportation

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1. GENERAL INFORMATION

PIJ ID: DT230010

PIJ Name: Tririga Upgrade

Account: Department of Transportation

Business Unit Requesting: Administrative Services Division (ASD)

Sponsor: Sonya Herrera

Sponsor Title: Division Director for ASD

Sponsor Email: sherrera@azdot.gov

Sponsor Phone: (602) 712-7745

2. MEETING PRE-WORK

2.1 What is the operational issue or business need that the Agency is trying to solve? (i.e....current process is manual, which increases resource time/costs to the State/Agency, and leads to errors...):

TRIRIGA is an integrated workspace management system (IWMS) that was chosen by ADOA as an enterprise solution in 2015. It is currently integrated with the Arizona Financial Information System (AFIS) and the Arizona Procurement Portal (APP). ADOA currently administers the application with the Department of Transportation (DTA), Department of Economic Security (DEA) and the Department of Public Safety (PSA) being the current users.

ADOA is no longer moving forward with administering Tririga and as a result did not include Tririga support in the AFIS 4.0 upgrade that was approved by the legislature in FY 2021. Therefore, ADOA will be discontinuing the support for Tririga in July 2023.

DTA, DEA and PSA would like to continue to use Tririga as the IWMS solution designed to integrate multiple facets of each agency's business. DTA/ASD would like to update Tririga to the latest version, as our current version is no longer supported by the vendor. This upgrade will provide seamless integration with multiple, currently used Arizona State Business systems.

2.2 How will solving this issue or addressing this need benefit the State or the Agency?

The proposed solution will provide continued support for Tririga and integrated systems for ongoing uses. Working with TRIRIGA will enable DTA/ASD to provide a single source of truth for analysis of facilities. It will assist in supporting forecasting, capital project management, building renewal funding/project management, overhead cost, maintenance process control, standardized data management, repository for CAD and Revit documents and business processes across both capital projects and facilities.

Via this technology, we will be able to provide graphics of location, assets and resources. DTA/ASD will increase its performance capability to provide reporting and multiple scenarios to create long-term budgeting goals for renovations or moves spread out over several fiscal years, along with compiling what-if scenarios, predictive modeling and create fiscal year progression plans, to become more efficient.

Through centralized information, DTA/ASD will have more data visibility and may eliminate data silos. The team can respond quickly to requests because information is accessible through a single system. Based on data, the team can reconfigure spaces as needed. The Tririga upgrade will deliver a robust system with enhanced tools that DTA currently does not have, but could benefit from. This will provide the ability to have an Integrated Workplace Management Solution that includes modules that encompass operational, financial, and environmental

performance.

2.3 Describe the proposed solution to this business need.

DTA/ASD in partnership with DEA and PSA, would like to continue to use Tririga as an Integrated Workspace Management System (IWMS). DTA/ASD would like to be the administrator and partner with the agencies in the new upgraded version of Tririga. DTA/ASD, DEA and PSA requested funding to upgrade which was approved by the Governor and Legislation for fiscal year 2023 to the latest version of Tririga. The current version of Tririga is maintained by ADOA, no longer supported by the vendor and currently five versions behind. DTA will enter into an ISA with DEA and PSA agencies for their share of the costs.

Objectives:

1. To update Tririga to the most current version, so IBM will support their software.
2. Transition from an on-Prem solution to a SaaS solution in alignment with ITG's IT Governance and Standards of Cloud 1st strategy (SaaS).

2.4 Has the existing technology environment, into which the proposed solution will be implemented, been documented?

Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

2.5 Have the business requirements been gathered, along with any technology requirements that have been identified?

Yes

2.5a Please explain below why the requirements are not available.

3. PRE-PIJ/ASSESSMENT

3.1 Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?

No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?

No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

4. PROJECT

4.1 Does your agency have a formal project methodology in place?

Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).

ADOT ITG Project Manager - responsible for the budget, procurement, and coordination of the project

Sponsor - responsible for the approval of the project deliverables and issue resolution

Vendor - responsible for onboarding/implementation, configuration and training

4.3 Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?

Yes

4.3a If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information.

4.4 Is the proposed procurement the result of an RFP solicitation process?

No

4.5 Is this project referenced in your agency's Strategic IT Plan?

Yes

5. SCHEDULE

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?

Yes

5.2 Provide an estimated start and finish date for implementing the proposed solution.

Est. Implementation Start Date

Est. Implementation End Date

10/19/2022 12:00:00 AM

7/31/2023 12:00:00 AM

5.3 How were the start and end dates determined?

Based on funding

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

Milestone / Task	Estimated Start Date	Estimated Finish Date
Technical Solution Delivery	10/19/22	06/30/23

Management		
Application Upgrade and validation	11/01/22	04/28/23
SSP Document completed/submitted	11/01/22	03/31/23
Database Conversion	04/03/23	04/28/23
Production Environment cutover	04/03/23	04/28/23
Training	04/03/23	06/30/23
Post Production Support	04/03/23	06/30/23
Post Upgrade Data Management	04/03/23	06/30/23
Closing	07/03/23	07/31/23

5.4 Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?

Yes

5.5 Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?

No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

6. IMPACT

6.1 Are there any known resource availability conflicts that could impact the project?

No

6.1a Have the identified conflicts been taken into account in the project plan?

6.2 Does your schedule have dependencies on any other projects or procurements?

No

6.2a Please identify the projects or procurements.

6.3 Will the implementation involve major end user view or functionality changes?

No

6.4 Will the proposed solution result in a change to a public-facing application or system?

No

7. BUDGET

7.1 Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g. hardware, initial software licenses, training, taxes, P&OS, etc.?

Yes

7.2 Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?

Yes

7.3 Have all required funding sources for the project and ongoing support costs been identified?

Yes

7.4 Will the funding for this project expire on a specific date, regardless of project timelines?

Yes

7.5 Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?

No

8. TECHNOLOGY

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

The project is using a statewide enterprise solution

8.2 Will the technology and all required services be acquired off existing State contract(s)?

Yes

8.3 Will any software be acquired through the current State value-added reseller contract?

No

8.3a Describe how the software was selected below:

8.4 Does the project involve technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment?

No

8.5 Does your agency have experience with the vendor (if known)?

Yes

8.6 Does the vendor (if known) have professional experience with similar projects?

Yes

8.7 Does the project involve any coordination across multiple vendors?

No

8.8 Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?

Yes

8.9 Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?

No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

8.10 Will a migration/conversion step be required, i.e., data extract, transformation and load?

Yes

8.11 Is this replacing an existing solution?

No

8.11a Indicate below when the solution being replaced was originally acquired.

8.11b Describe the planned disposition of the existing technology below, e.g., surplused, retired, used as backup, used for another purpose:

8.12 Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

This software is currently being utilized by ADOT. An upgrade to the most current version will ensure that IBM will provide support. We are also transitioning from an on-Prem solution into a SaaS solution, in alignment with the IT Governance and Standards of Cloud 1st strategy (SaaS).

Vendor worked with ADOT to determine quantities reflected in the PIJ, utilizing ADOT Requirements.

8.13 Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

Yes

8.14 Does the proposed solution and associated costs include failover and disaster recovery contingencies?

Yes

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

8.15 Will the vendor need to configure the proposed solution for use by your agency?

Yes

8.15a Are the costs associated with that configuration included in the PIJ financials?

Yes

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?

Yes

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

No

8.16b Describe who will be customizing the solution below:

The Vendor (IBM)

8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

Yes

8.16d Please select the application development methodology that will be used:

Other

8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:

Less than 10%

8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?

Yes

8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or data/info found at aset.az.gov/resources/psp?

Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

8.18 Are there other high risk project issues that have not been identified as part of this PIJ?

No

8.18a Please explain all unidentified high risk project issues below:

9. SECURITY

9.1 Will the proposed solution be vendor-hosted?

Yes

9.1a Please select from the following vendor-hosted options:

Vendor's data center environment

9.1b Describe the rationale for selecting the vendor-hosted option below:

The software selected meets the ITG/State standard for software being a SaaS/cloud based solution.

9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?

Yes

9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?

Yes

9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?

No

9.1f Has the spreadsheet located at <https://aset.az.gov/arizona-baseline-security-controls-excel> already been completed by the vendor and approved by ASET-SPR?

No

9.2 Will the proposed solution be hosted on-premise in a state agency?

No

9.2a Where will the on-premise solution be located:

9.2b Were vendor-hosted options available and reviewed?

9.2c Describe the rationale for selecting an on-premise option below:

9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

9.3 Will any PII, PHI, CGIS, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?

Yes

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

Firewall, WAF, secure API with PKI based authentication, Okta integration

10. AREAS OF IMPACT

Application Systems

Database Systems

Software

Hardware

Hosted Solution (Cloud Implementation)

Vendor Hosted

Security

Telecommunications

Enterprise Solutions

Contract Services/Procurements

11. FINANCIALS

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
Software as a Service	Software	Development	1	1	\$204,871	\$204,871	860.00 %	\$17,619	\$222,490
Vendor Professional and Outside Services	Professional & Outside Services	Development	1	1	\$1,041,290	\$1,041,290	0.00 %	\$0	\$1,041,290
Software	License & Maintenance Fees	Operational	2	1	\$211,017	\$211,017	860.00 %	\$18,147	\$229,165
Software	License & Maintenance Fees	Operational	3	1	\$217,348	\$217,348	860.00 %	\$18,692	\$236,040
Software	License & Maintenance Fees	Operational	4	1	\$223,868	\$223,868	860.00 %	\$19,253	\$243,121
Software	License & Maintenance Fees	Operational	5	1	\$230,584	\$230,584	860.00 %	\$19,830	\$250,415

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
\$2,222,520	\$0	100%
APF (Available)	APF (To Be Req)	APF % of Project
\$0	\$0	0%
Other Appropriated (Available)	Other Appropriated (To Be Req)	Other Appropriated % of Project
\$0	\$0	0%
Federal (Available)	Federal (To Be Req)	Federal % of Project
\$0	\$0	0%
Other Non-Appropriated (Available)	Other Non-Appropriated (To Be Req)	Other Non-Appropriated % of Project
\$0	\$0	0%

Total Budget Available	Total Development Cost
\$2,222,520	\$1,263,780
Total Budget To Be Req	Total Operational Cost
\$0	\$958,740
Total Budget	Total Cost
\$2,222,520	\$2,222,520

12. PROJECT SUCCESS

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project (e.g. increased productivity, improved customer service, etc.)? (A minimum of one performance indicator must be specified)

Please provide the performance objective as a quantifiable metric for each performance indicator specified.

Note: The performance objective should provide the current performance level, the performance goal, and the time period within which that performance goal is intended to be achieved. You should have an auditable means to measure and take corrective action to address any deviations.

Example: Within 6 months of project completion, the agency would hope to increase "Neighborhood Beautification" program registration by 20% (3,986 registrants) from the current registration count of 19,930 active

participants.

Performance Indicators

Upon implementation, the following will be functioning and in use:

- Processing Work orders
- Preventative Maintenance
- All Buildings and floors are linked to proper agency
- Building Conditions
- Successful crosswalk of old data
- Building Conditions
- Integrations
- Cost Allocation
- Setup and deactivate employees
- Reporting

13. CONDITIONS

Conditions for Approval

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.

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 December 15, 2023.

Prior to 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.

14. OVERSIGHT SUMMARY

Project Background

The Department of Transportation has been creating a transportation system for Arizona that improves the quality of life. To provide a safe, efficient, cost-effective transportation system. The Arizona Department of Transportation (ADOT) has jurisdiction over state roads, state airports, and the registration of motor vehicles and aircraft.

TRIRIGA is an integrated workspace management system (IWMS) that was chosen by ADOA as an enterprise solution in 2015. It is currently integrated with the Arizona Financial Information System (AFIS) and the Arizona Procurement Portal (APP). ADOA currently administers the application with the Department of Transportation (ADOT), Department of Economic Security (DES) and the Department of Public Safety (DPS) being the current users.

ADOA is no longer moving forward with administering Tririga and as a result did not include Tririga support in the AFIS 4.0 upgrade that was approved by the legislature in FY 2021. Therefore, ADOA will be discontinuing the support for Tririga in July 2023.

ADOT, DES and DPS would like to continue to use Tririga as the IWMS solution designed to integrate multiple facets of each agency's business. ADOT would like to update Tririga to the latest version, as our current version is no longer supported by the vendor. This upgrade will provide seamless integration with multiple, currently used Arizona State Business systems.

The proposed solution addresses the stated problem. The proposed project aligns with the budget unit's Strategic IT Plan; and the proposed solution complies with statewide IT standards.

Business Justification

The upgraded Tririga Solution will provide a SaaS solution (from an on-premise solution), in alignment with the IT Governance and Standards of Cloud 1st strategy (SaaS).

The new Tririga software will provide technology upgrades, since our last upgrade was over 4 years ago. The new platform will increase productivity and eliminate waste.

The Agency's key functions of maintaining and expanding Arizona's critical public assets and infrastructure, improving processes, driving innovative IT solutions, and optimizing physical assets will be met.

Development of a facilities management plan that optimizes ADOT's physical footprint and supports ADOT's Work from Anywhere Program.

The proposed solution will provide continued support for Tririga and integrated systems for ongoing uses. Working with TRIRIGA will enable ADOT to provide a single source of truth for analysis of facilities. It will assist in supporting forecasting, capital project management, building renewal funding/project management, overhead cost, maintenance process control, standardized data management, repository for CAD and Revit documents and business processes across both capital projects and facilities.

This technology will enable us to provide graphics of location, assets and resources. ADOT will increase its performance capability to provide reporting and multiple scenarios to create long-term budgeting goals for renovations or moves spread out over several fiscal years, along with compiling what-if scenarios, predictive modeling and creating fiscal year progression plans, to become more efficient.

There is sufficient sponsorship and support by budget unit leadership, ADOA-ASET spoke with the project sponsor as well as the PIJ submitter.

Implementation Plan

The solution will be hosted at the vendor's data center environment and FedRAMP Authorized. The software as a service platform will be operated/hosted within IBMs managed datacenter.

Agency:

Requirements Definition

Data Validation

End User Testing and Training

Administrating Tririga for DPS and DES

Supporting systems integrations

Shared:

Ensure Security Requirements are met

Documentation of System Use

Project Management

Vendor/Contractor:

Application Upgrade and Validation
Training
Production Environment Cutover
Database Conversion

The PM will be Wayne Dickert

ADOA-ASET believes that the business unit is competent to carry out the project successfully; and supported by sponsorship and budget unit leadership.

Vendor Selection

This is an enterprise solution that was transferred from ADOA to ADOT. We will continue to use the same software and vendor, upgrading to the current version and going to a SaaS solution.

Budget or Funding Considerations

The project development and implementation are accounted for in the following manner:

Base Budget (Available) = 100%	\$ 2,222,520.27
Federal (Available) = %	\$
Total Project:	\$ 2,222,520.27

Available in the agency's FY23 budget.

15. PIJ REVIEW CHECKLIST

Agency Project Sponsor
Sonya Herrera

Agency CIO (or Designee)
Steve West

Agency ISO (or designee)
Thomas Brahnam

OSPB Representative

ASET Engagement Manager

ASET SPR Representative
Emily Gross

Agency SPO Representative

Agency CFO
Kristine Ward