

DE23015 DTS ServiceNow

State of Arizona – Department of Economic Security

Project Investment Justification (PIJ)

ITAC April 19, 2023



DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Agency Vision

All Arizonans who qualify receive timely DES services and achieve their potential

Agency Mission

DES will ensure the strength and economic stability of Arizona by providing timely, temporary benefit assistance, and aid to vulnerable, qualifying Arizonans.



Team Introduction

Roles Present at ITAC

- Cari Allen - Enterprise Tools and Support Senior Manager
- Mark Darmer - DTS CIO
- Clayton Sikes - DTS Deputy CIO
- Deborah Foley - Operations Senior Program Manager
- Scott Morrow - Systems Engineer
- Allen Platt - Strategy and Governance Administrator

Project Introduction

Stated Operational/Business Issue

- Cherwell has several shortcomings
 - Difficulty of upgrading without performing a re-implementation (Current issues such as broken automations caused by the previous upgrade).
 - Performance issues, we have several complaints of slowness.
 - Support has been severely lacking with slow or unhelpful responses.

Benefit to the State Agency and Constituents

- ServiceNow will enable our organizations to improve operational efficiencies by streamlining and automating routine work tasks that include, Incident, Request, Change and Configuration Management. We will also be implementing a new Service Catalog and Configuration Management Database (CMDB) to manage all of our assets and improve our provisioning processes.
- ServiceNow will allow DTS to integrate as much of our overall service platform as we choose. Due to the large number of existing integrations already built, there would be no need to make any changes in the tools we currently choose not to.
- We are looking to implement the ITSM and HAMmodules.

Proposed Solution

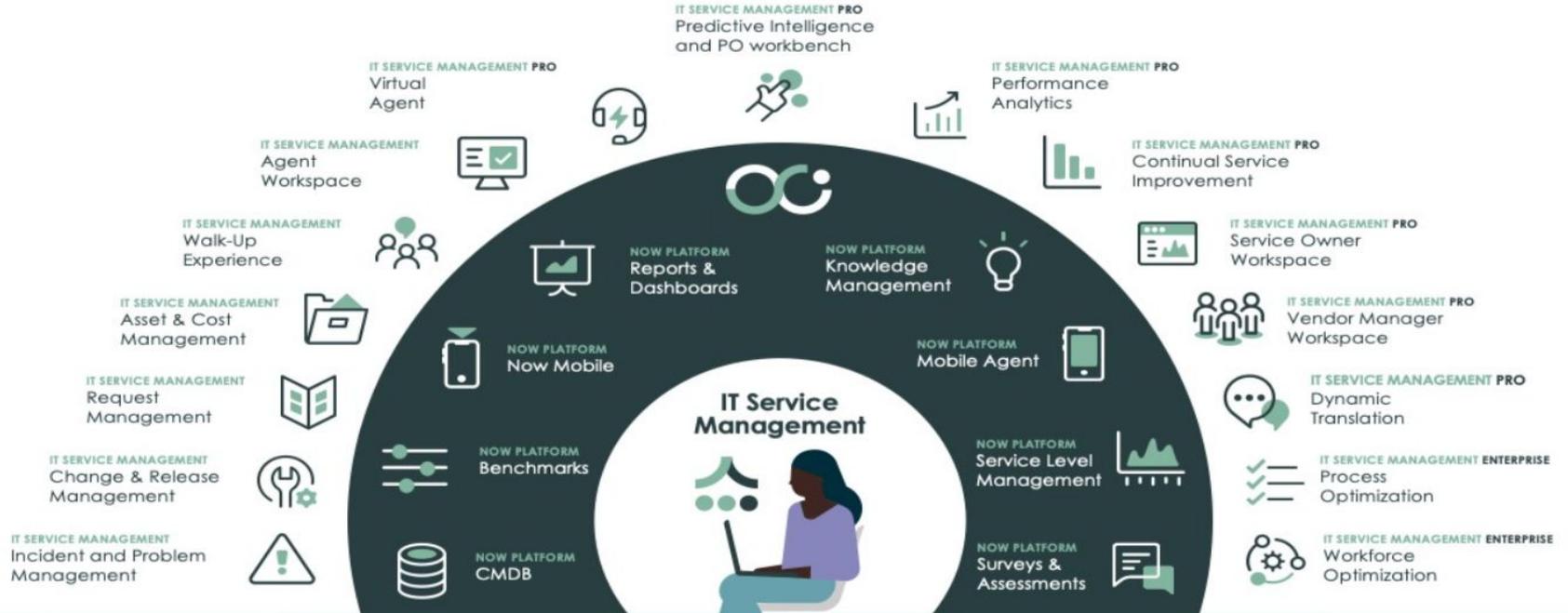
Due Diligence and Method of Procurement

ADOA performed research on softwares ServiceNow, Cherwell and Ivanti. ServiceNow is very robust and provides an easy to use solution for our requirements. Other companies also are using this solution like AZnet, Maricopa County. In addition other state agencies like AHCCCS have been researching this software and are in the process of purchasing it. ADOA has already purchased ServiceNow.

Technology

ServiceNow is cloud based hosted in ServiceNow Gov Cloud . It is a SAS solution for automating IT management workflows. It will allow us to do IT service Management along with Hardware Asset management replacing Cherwell. It also have add on modules that can be added at a later date for other functions like HR or Procurement.

ServiceNow ITSM



Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Requirements
2. Contract Oversight
3. User Acceptance Testing
4. Review and Acceptance of Milestone Deliverables

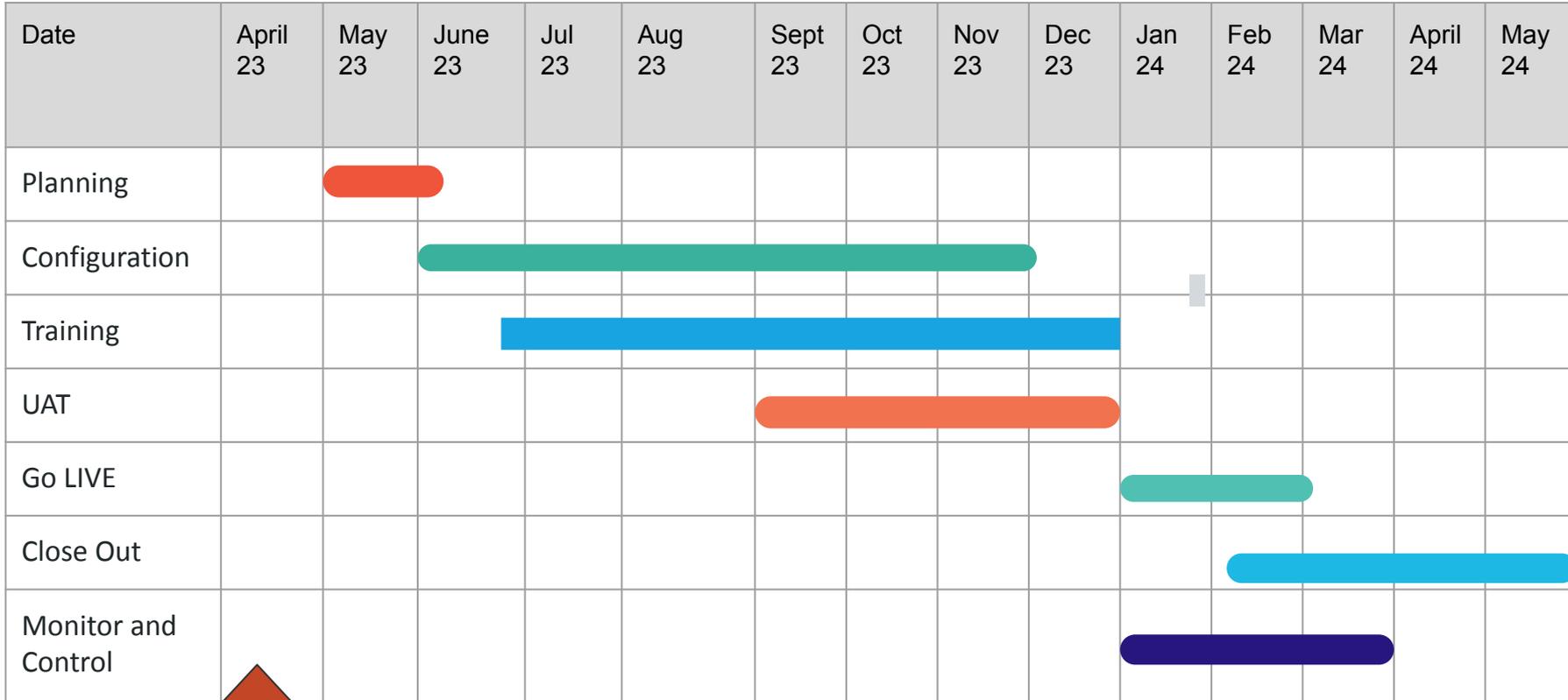
Shared

1. Project Management
2. Training
3. Configuration

Vendor/Contractor

1. Set up ServiceNow base
2. Hosting
3. Support

Project Timeline (if applicable)



Financial Impact (If Applicable)

Breakdown of Financial Impact

Project Development Funding	
Base Budget - Available	\$1,145,457.45
Base Budget - To Be Requested	0
Other Non-Appropriated - Available	\$3,323,231.41
Other Non-Appropriated - To Be Requested	0
Other Appropriated - Available	\$44,346.46
Other Appropriated - To Be Requested	0
Federal - Available	\$2,833,526.98
Federal - To Be Requested	0

Total Development Project Funding	
Available Budget	\$ 2,213,357
To Be Requested Budget	0

Total Operational Funding - Project	
To Be Requested Budget	0

What Success Looks Like

- Upon completion of the ServiceNow project 100% of tickets will be opened in ServiceNow
- We will have successfully transitioned away from Chewell.
- DES will implement hardware asset management
- Improved ticket times

Q & A Session