911 Inform Compliance

State of Arizona – ADOA - ASET

Change Request

Project # AD22011

June 14, 2024

ARIZONA
DEPARTMENT OF ADMINISTRATION
9-1-1 PROGRAM

Agency Vision
Engage effective systems, programs and
funding to provide successful 9-1-1
operations for the State of Arizona

Project Team Introduction

Roles Present at ITAC

- Taylor Chenery - *Project Coordinator*

- Vedang Thakur - *Project Manager*

- Steven Jenkins - AZNet Director - *Service Owner*

- Paul Koppen - Infrastructure Architect - *Technical Lead*

- Shalonda Pruitt - *Project Coordinator*

- Suzan Tasvibi - ADOA Chief Operating Officer - *Sponsor*

Project Introduction

Date/high-level overview of the approved original project investment justification (PIJ):

On *8/19/2022,* ADOA ASET approved the original project investment justification (PIJ) to procure the *911inform Location Discovery* solution

This solution:
- Brings the State into federal compliance with Kari's Law and The Ray Baum's Act
- Enhances situational awareness of 911 calls and creates clearer communication
- Reduces emergency responder response times
- Providing a GeoFence coverage area for citizen cellular 911 calls at 27 locations
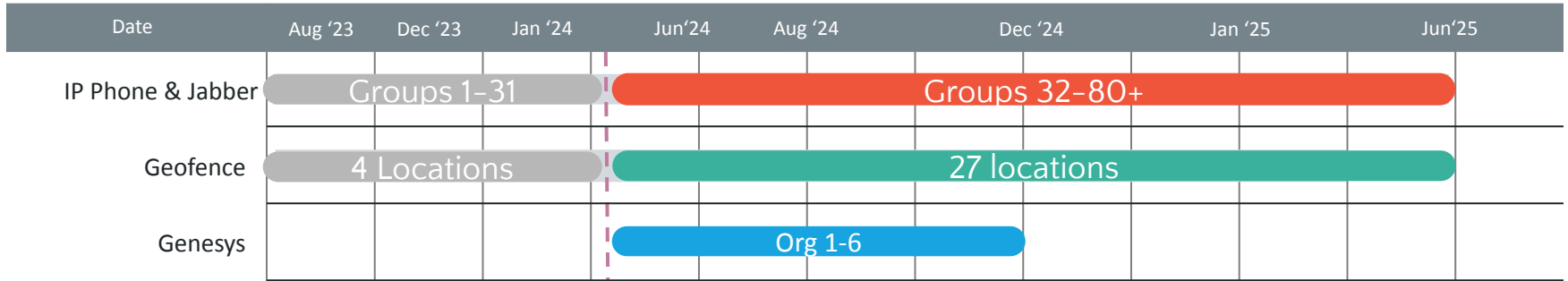
Project Change Request Overview

ARIZONA
DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

What in the PIJ is changing?:

✓ Timeline
- ○ From 6/30/2024 to 8/30/2025

✓ Scope
- ○ Increase in additional geofence locations from 24 to 31

What initiated this change?:

- Lack of participating agency urgency
- Project data management (Accurate floor plans, building callback numbers, emergency onsite notification staff, accurate dispatchable locations, addresses in rural areas)
- 911 Inform PM support till June 2024. Need to transition from 911 Inform PM support towards a IMACD Process for future Go-Lives
- Data integrity of servicenow is NOT being maintained by the agencies
- Reworking of voice subnet needed to support multiple building levels

Revised Project Timeline

Date	Aug '23	Dec '23	Jan '24	Jun'24	Aug '24	Dec '24	Jan '25	Jun'25
IP Phone & Jabber	Groups 1–31			Groups 32–80+				
Geofence	4 Locations			27 locations				
Genesys				Org 1-6				

Currently Live: Groups 1-31 (140 sites with 4704 devices and 4 geofence locations)
Remaining Sites: 461

Revised Project Milestones

Milestone Name	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Floor plan - Full Implementation	95%	12/12/2022	06/30/2024	10/3/2022	06/30/2025
Initiation & Assessment Assessment of Policy/Process Design	80%	09/12/2022	06/30/2024	09/12/2022	06/30/2025
Data Gathering - Building Callbacks	86%	10/19/2022	06/30/2024	10/19/2022	06/30/2025
Data Gathering - Collect ALL Verification of User Assigned Phone numbers	60%	11/1/2022	06/30/2024	11/1/2022	06/30/2025
Genesys Deployment	11%	10/2/2023	06/30/2024	05/28/2024	06/30/2025
Geofence Deployment	17%	6/15/2023	06/30/2024	6/15/2023	06/30/2025
Define & Execute training plan communication plan, user training and user registration	95%	11/14/2022	06/30/2024	3/1/2023	06/30/2025
Data Gathering - Gather ALL Agency Floor plans (required prior to Full Implementation	80%	9/12/2022	06/30/2024	9/26/2022	06/30/2025
IP Phone & Jabber Deployment	21%	12/1/2022	06/30/2024	6/15/2023	06/30/2025

Q & A
Session

Recommended Conditions

ADOA-ASET Conditions

1. 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.

2. 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.

3. Prior to system production environment launch or 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.

ITAC Voting Options

What ITAC May Consider In Review Whether:

a. The proposed solution addresses the stated problem or situation;

b. The budget unit is competent to carry out the project successfully;

c. Sufficient sponsorship and support by budget unit leadership exists;

d. Cost estimates provided are accurate;

e. The proposed project aligns with the budget unit's Strategic IT Plan; and

f. The proposed solution complies with statewide IT standards.

ITAC Motions:

a. Move to Approve

b. Move to Approve with Conditions As Presented

c. Move to Approve with Conditions

    i.   Committee May Modify or

    ii. Add Conditions

d. Move To Deny or temporarily suspend development activities

Relevant Statutes and Rules

Per A.R.S. § 18-101 – Per Administrative Code R2-18-101