

DE24007 DTS Zero Trust

State of Arizona – DES

Change Request

Date of ITAC: June 19, 2024



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Agency Vision
A Thriving Arizona

Agency Mission

To strengthen individuals, families and communities for a better quality of life



Project Team Introduction

Roles Present at ITAC

- Mark Darmer - DES Chief Information Officer
- Dan Wilkins - DES Chief Information Security Officer
- Clay Sikes - DES Deputy Chief Information Officer
- Steven Ayres - DES Information Security Engineer
- Debbi Foley - DES Senior Operations Program Manager

Project Introduction

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

On Sept 20, 2023 ADOA ASET approved the original project investment justification (PIJ) to procure the Zero Trust Access Model solution.

This solution:

- Implementation of this zero trust strategy will provide enhanced security to protect agency resources.
- Network architecture micro-segmentation to support modern security solutions and layered defence model.
- Improves the agency's ability to mitigate malicious activity by adding a layer of protection against zero-day threats and Advanced Persistent Threats (APTs) through in-line and near real time Sandbox analysis.

The original PIJ spanned Oct 2023 - Sept 2024 and had development costs of \$1,256,826.41

Project Change Request Overview








What in the PIJ is changing?:

- ✓ Timeline
 - End Date from September 30, 2024 to September 30, 2025
- Scope
 - Descoping ____ and/or Adding ____
- Budget
 - From \$____ to \$____









What initiated this change?:

- The delayed contract signing with c-store to do the assessment on our network. Additional Milestones were not available until after the contract was signed.

Original Project Timeline

Date	Oct 23	Dec 23	Feb 24	Apr 24	Jun 24	Sep 24
Kickoff meeting						
Assess current DES architecture						
Design system architecture based on best practices						
Configure systems to meet zero trust architecture requirements						
System health check						
Lessons learned						
Payment of Final Invoices						

Revised Project Timeline

Date	Mar 24	Jun 24	Sept 24	Nov 24	Jan 25	April 25	Sept 25
Kickoff meeting							
Install Zscaler tools							
Zero Trust Readiness Documentation review							
Zero Trust Maturity Assessment							
Zero Trust Maturity Roadmap							
Remediation							
Lessons Learned							
Payment of Final Invoices							

Revised Project Timeline

Identify any change in timeline and possible benefits:

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Sign SOW for Professional Services		100%	10/9/2023	10/13/2023	10/16/2023	2/28/2024
Kickoff Meeting with ZSCALER to install software		100%	10/16/2023	11/15/2023	1/17/2024	1/17/2024
NEW Zero Trust Readiness Documentation review conducted (~week 12)		0%			5/17/2024	8/9/2024
NEW - Zero Trust Maturity Assessment review conducted		0%			8/12/2024	11/12/2024
NEW Delivery of Strategic Zero Trust Maturity Roadmap		0%			11/15/2024	2/7/2025
Delivery of Signed Project Plan Based on Assessment from Professional Services Vendor		0%	11/16/2023	12/15/2023	2/15/2025	2/20/2025
Design system architecture based on best practices with Professional Services Vendor		0%	12/1/2023	12/15/2023	2/4/2025	2/29/25
Training from ZSCALER on Tools		100%	1/23/2024	1/23/2024	1/31/2024	3/8/2024

Revised Project Timeline

Identify any change in timeline and possible benefits:

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Install ZDX from XSCALER		100%	11/9/2023	2/15/2024	1/23/2024	1/23/2024
Payment for Software/Licensing		50%	11/9/2023	2/15/2024	6/30/2024	6/30/2024
Payment for Professional Services (Upfront)		100%	2/13/2024	2/28/2024	11/21/2023	11/21/2023
Install Browser Isolation from ZSCALER		100%	3/8/2024	3/8/2024	2/28/2024	3/29/2024
Kick off Meeting with Professional Services (avertium)		100%	3/6/2024	3/27/2024	4/19/2024	4/19/2024
Testing		0%	5/1/2024	5/31/2024	3/1/2025	5/31/2025
User Acceptance Testing (UAT)		0%	12/16/2023	6/23/2024	3/1/2025	5/31/2025
Configure systems to meet zero trust architectural requirements		0%	12/16/2023	6/23/2024	3/1/2025	5/31/2025

Revised Project Timeline

Identify any change in timeline and possible benefits:

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
System health check		0%	6/1/2024	6/30/2024	3/1/2025	5/31/2025
NEW - Roll out Zscaler to all of DES		0%			1/1/2025	6/30/2025
Lessons learned		0%	6/30/2024	9/30/2024	6/1/2025	6/10/2025
Payment for Professional Services (Upon Completion)		0%	9/1/2024	9/30/2024	6/1/2025	9/30/2025
Project Closeout Report		0%	9/1/2024	9/30/2024	9/1/2025	9/30/2025

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](#)

Appendix

Original Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	\$729,356.21	\$53,674.02	\$56,357.72	\$59,175.61	\$62,134.39	\$960,697.95
Software	\$527,470.20	\$0.00	\$0.00	\$0.00	\$0.00	\$527,470.20
License & Maintenance Fees	\$0.00	\$388,570.80	\$407,999.34	\$428,399.31	\$449,819.27	\$1,674,788.72
Total Development	\$1,256,826.41	\$0.00	\$0.00	\$0.00	\$0.00	\$1,256,826.41
Total Operational	\$0.00	\$442,244.82	\$464,357.06	\$487,574.91	\$511,953.66	\$1,906,130.45
Total						\$3,162,956.86