ADOA-ASET
Arizona Strategic Enterprise Technology

Project Investment Justification

Version 01.01

A Statewide Standard Document for Information Technology Projects

Project Title:

DES/DCS Transition: EA Microsoft software and setup - 2014

Agency Name:	**Department of Child Services (DCS)**
Date:	**06-18-2014**
Agency Contact Name:	**Ernest Baca**
Agency Contact Phone:	
Agency Contact Email:	

Hover for Instructions

I.   Management Summary*

The State of Arizona is in the process of creating an independent Department of Child Safety (DCS) that is separate and apart from DES. As the new department comes into being, both DES and DCS will work together in a period of transition. This transition will comprise the sharing of knowledge, agency records and a number of subject matter experts to allow the transition to be as seamless as possible. To accomplish this, the task at hand is to purchase cloud services and build a portion of DCS IT infrastructure that comprises its own email, database, active directory and development suites. This will enable DCS to work independently with stakeholders and others apart from DES, and position DCS to re-engineer its applications and independently meet its priorities.

II.   Project Investment Justification (PIJ) Type*

☐ **Yes** ☒ **No**   Is this document being provided for a Pre-PIJ / Assessment phase?

If Yes,

Identify any cost to be incurred during the Assessment phase.	$
Based on research done to date, provide a high-level estimate or range of development costs anticipated for the full PIJ.	

Explain:
6T

☐ **Yes** ☒ **No**   Will a Request for Proposal (RFP) be issued as part of the Pre-PIJ or PIJ?

A.   Business Problem*

The State of Arizona is in the process of creating an independent Department of Child Safety (DCS) that is separate from DES. In the transition of child welfare services leaving DES and becoming its own department, there is a need for technology and knowledge transfer. The new Department needs to purchase Information Technology (IT) software, licensing and maintenance as well as hardware and professional consulting services to build out infrastructure that will allow DCS to separate from DES owned solutions. This PIJ addresses moving MS Office, email, active directory, SQL Server, share drives, and user profiles and permissions under the control of the new Department. This PIJ addresses the purchase of a MS Enterprise Agreement to support and sustain existing programs and offices. The DCS plan will be to eventually break all IT ties from DES and operate independently. During this PIJ period ending November 24th, 2014, our plan is to have the Microsoft components in place and operational. This experience learned from performing the actions of this PIJ will build the basis for divesting other identified areas in the DCS IT plan. DCS is under time pressure to approve this so we can take advantage of special pricing from the vendor as well as transfer DCS staff to the new email system.

B.   Proposed Business Solution*

The Department of Child Safety is requesting fast track approval, in order to acquire services and licensing from the Microsoft Corporation to meet the critical need presented by the creation of a separate agency and to address the current need of child welfare in the state of Arizona. The items that are listed in the financial tables at the end of this document will facilitate the immediate software IT need of the newly established DCS in the areas of email, SQL databases, development tools and collaboration/office software. DCS is currently reviewing hardware footprint options for software that will not be part of the MS hosted Office 365 offering. The hardware solution request for those software products will be submitted via a separate PIJ.

C.   Quantified Benefits*

x	Service enhancement
	Increased revenue
	Cost reduction
	Problem avoidance
x	Risk avoidance

Explain:

Service Enhancement – The requested purchases will assist in laying the foundation for mission-critical application systems of the IT services of the new agency.
Risk Avoidance – The risk associated with insufficient IT upon startup of the new agency will be minimized with this initial purchase.

IV. Technology Approach

A. Proposed Technology Solution*

The DES plans to obtain software licensing, maintenance, and consulting services from Microsoft to setup office 365 and migrate 3000 DCS users to the new web platform. Vendor quotes showing the selected products are provided in this PIJ. DCS anticipates by October 2014 that will reach 3,000 employees, contacted staff, volunteers and providers. 3,000 units will cover this growth. If we over allocate any licenses in this EA agreement Microsoft will true up the difference at the end of the contract and charge DCS accordingly. DCS is proposing purchasing the following: Office 365 G3 plan: Hosted Exchange email account, hosted Lync Communicator, One Drive, which comes with 5 copies of MS office for each user| MS Visual Studio for SACWIS maintenance | SQL Server |Remote Access CALS | Forefront Security | Windows Server OS | MS System Center and installation/migration support services from Microsoft. See PIJ spreadsheet for unit counts and cost break outs.

The decision to use hosted MS Office 365 won't solve all DCS operational hardware needs. While DCS is currently in design conversations looking at possible options for our operational architecture for items like Active Directory and SQL Server, we are confident we will have reached a decision by July 21st, 2014.

By purchasing in bulk and if by June 30, 2014 MS has offered a 3% discount above its normal government pricing to DCS. It is unknown if DCS will still get this discount after June 30th.

DCS is planning CAL purchases as the need arises above the 3,000 startup. Current projects have DCS user count topping out at 3,500 if no efficiencies are realized. We anticipate once various DCS process improvements are in place that the total user count will be close to 3,000. The MS EA agreement will let DCS true up CALS at the end of the contract period.

B. Technology Environment

The technical environment will be determined through the selection of the items listed in this PIJ and their integration to the newly created DCS by the collaboration of the professional consultants and by DES and DCS FTEs assigned to the transitional duties. A risk assessment will be done for the proposed hardware solutions. The solution selected will be cost effective, have recovery, and provide a superb user experience. All reviewed software products are MS based, but if further review indicates a sufficient product from another vendor DCS will consider that vendor. The DCS SACWIS system CHILDS depends on MS Visual Studio for development, office for its court documents and SQL server for ancillary functions so that software is mandatory going forward as a new agency.

C. Selection Process

The DCS will procure the required products in compliance with current State contracts and purchasing policies.

V. Project Approach

A. *Project Schedule**

Project Start Date: 7/28/2014   **Project End Date**: 11/24/2014

B. *Project Milestones*

Major Milestones	Start Date	Finish Date
Complete and approve all licensing and maintenance agreements with Microsoft	07/28/2014	07/28/2014
Procure software and obtain license keys	07/28/2014	07/30/2014
Work with consulting to standup hardware	08/01/2014	11/24/2014
Install and Configure Software	08/18/2014	11/24/2014
Setup test accounts and test environment – Functional/Security	08/18/2014	08/31/2014
Migrate Users/Accounts/Computers/DBs to new environment	09/01/2014	11/24/2014

VI. Roles and Responsibilities

A. *Project Roles and Responsibilities*

Project Manager(s): Ona Nga P.M.P. (DCS) Lead / Dwayne Carter (DES) / Greg Poston (DES)
Network Managers: DeAnn Seneff (DES) / Dan Dixon/Sandra Burtt/ Adam Pena/ TBD (DCS)
Hardware setup: Adam Pena/Dan Dixon (DCS) / Consulting
Software Installs and configuration: MS Consulting
Account Identification and Methodologies: DCS Security Team
Failover Testing: Dan Dixon (DCS)
Help Desk: Ryan Mander (DCS)
Planning/Ordering: Ernest Baca (DCS) / Alex Ong (DCS) / Curtis Ballard (DCS)

B. *Project Manager Certification*

X	Project Management Professional (PMP) Certified
	State of Arizona Certified
	Project Management Certification not required

C. *Full-Time Employee (FTE) Project Hours*

Total Full-Time Employee Hours	9240
Total Full-Time Employee Cost	$323,400

VII.   Risk Matrix, Areas of Impact, Itemized List, PIJ Financials

VIII. Project Approvals

A. Agency CIO Review*

Key Management Information	Yes	No
1. Is this project for a mission-critical application system?	y	
2. Is this project referenced in your agency's Strategic IT Plan?		n
3. Is this project in compliance with all agency and State standards and policies for network, security, platform, software/application, and/or data/information as defined in http://aset.azdoa.gov/security/policies-standards-and-procedures, and applicable to this project? If **NO**, explain in detail in the "XI. Additional Information" section below.	y	
4. Will this project transmit, store, or process sensitive, confidential or Personally Identifiable Information (PII) data? If **YES,** in the "XI. Additional Information" section below, describe what security controls are being put in place to protect the data.	Y	
5. Is this project in compliance with the Arizona Revised Statutes (A.R.S.) and GRRC rules?	y	
6. Is this project in compliance with the statewide policy regarding the accessibility to equipment and information technology for citizens with disabilities?	y	

B. Project Values*

The following table should be populated with summary information from other sections of the PIJ.

Description	Section	Number or Cost
Assessment Cost (if applicable for Pre-PIJ)	II. PIJ Type - Pre-PIJ Assessment Cost	$0
Total Development Cost	VII. PIJ Financials tab	$1,384,359.91
Total Project Cost	VII. PIJ Financials tab	$4,750,676.46
FTE Hours	VI. Roles and Responsibilities	9240

C. Agency Approvals*

Contact	Printed Name	Signature	Email and Phone
Project Manager:	Dennis Espeland		
Agency Information Security Officer:	Maelyn Myers (Acting)		
Agency CIO:	Ernest Baca(Acting)		
Agency Director:	Charles Flanagan		

IX. Optional Attachments

A. Vendor Quotes

Hardware: See Risk Worksheet

X. Glossary

DCS – Department of Child Safety
DES – Department of Economic Security
Office 365 – MS Office, Hosted Exchange, hosted Lync, hosted SharePoint, and sky drive

XI. Additional Information

Additional Security:
Office 365 has agreements and service levels in place to protect sensitive PII data:
http://office.microsoft.com/en-us/office365-suite-help/use-office-365-to-help-comply-with-legal-regulatory-and-organizational-compliance-requirements-HA102817416.aspx

Includes the following features:
Information Rights Management
Data Loss Prevention
eDiscovery
Records Management
Information Management Policies
Transport Rules
Audit Logging

Links:

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Email Addresses:

Strategic Oversight

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