



# ADOA-ASET

## Project Investment Justification

Version 01.01

A Statewide Standard Document for Information Technology Projects

### Project Title:

EOL/EOS IT Technology Refresh FY2015

Agency Name:	Arizona Department of Corrections
Date:	March 23, 2015
Agency Contact Name:	Laura Boden
Agency Contact Phone:	
Agency Contact Email:	

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## I. Management Summary\*

ADC has embraced the approach of a five year life-cycle replacement philosophy for all IT Technologies. This approach will help ensure that all technology at ADC is kept up-to-date and the funding for this plan is clearly established across multiple years.

## 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:

[Click here to enter text.](#)

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

## III. Business Case

### A. Business Problem\*

The Arizona Department of Corrections (ADC) State run and controlled facilities currently consist of several Central Office sites in Phoenix, 10 prison sites and parole offices throughout the state. ADC's aging infrastructure and legacy systems at our various facilities are in serious need of updating to support current and future agency growth. Many servers are nearing the end of life and a large number of them are older than five years. Many of the servers out in the field no longer have the required processor speeds, disk storage and capacity. The Data Center Core Switch is in its last year of support and the cost for going to the after market for parts and service is cost prohibitive. The Polycom RMX and CMA are also EOL/EOS and cannot be serviced after that if need be in the future.

ADC's annual technology refresh of equipment is in accordance with budget constraints and State standards. ADC currently has 9 HP Storage Servers that are End of Life (EOL) and End of Support (EOS). We can no longer receive support for those servers and we cannot purchase HP Care Packs for those servers. ADC also has 11 Windows 2003 servers still in production that needs to be replaced with Windows 2012R2 servers. Microsoft is ending their support of Windows 2003 on July 15<sup>th</sup>, 2015

ADC State run and controlled facilities currently consist of several Central Office sites in Phoenix, 10 prison sites throughout the state. Although computer related purchases require the approval of the Agency CIO, the frequency, make/model and software

packages purchased are more managed by each individual sites budget unit or management preference. This has resulted in a mix of computer models/makes and specifications. Following in this pattern is the mixture of varying assortment of monitors. Add to that the purchasing of unsupported and often incompatible applications. Also, workstations are supporting state and agency web-based application systems, such as Managing Accountability & Performance (MAP) - a state-wide automated employee performance system

**B. Proposed Business Solution\***

The ADC replacement for servers, storage, setup, and maintenance are part of the replacement/upgrade at ADC. The replacement/upgrade of IT equipment is based on available funding. ADC will replace outdated, incompatible, and non-supported IT equipment with current ASET and Industry standard practices.

The Data Center Core Switch is seven years old and beyond its End of Service, and the Polycom video conferencing equipment will be at its End of Service in August 2015 and will be replaced.

ADC's Computer and Software Replacement Plan (CSRP) for desktop computers/monitors and laptops is part of the "five- year life-cycle computer replacement/upgrade" approach implemented by the IT department. This phase of the five year life-cycle will replace computers/monitors, laptops and software in key areas assigned to our employees. It includes, but may not be limited to, workstations, general use computers, monitors or laptops shared in isolated areas to ensure replacement of outdated, incompatible, and non- supported software with current ASET and Industry standard practices and equipment.

**C. Quantified Benefits\***

<input checked="" type="checkbox"/>	Service enhancement
<input type="checkbox"/>	Increased revenue
<input type="checkbox"/>	Cost reduction
<input checked="" type="checkbox"/>	Problem avoidance
<input checked="" type="checkbox"/>	Risk avoidance

Explain:

Service enhancement

ADC's IT Strategic Plan targets up to 20% technology refresh of equipment annually including all switches, computers/monitors, laptops, Windows 2003 Servers and all HP Storage servers in accordance with budget constraints and State standards.

In accordance with State and Agency policy, the controlled purchase and distribution of servers, switches, computers/monitors, laptops and software

continues to ensure that all items attaching to the ADC network are compatible and as such decreases the possibility of equipment/software incompatibility.

Risk avoidance

By deploying software and hardware from reputable vendors, ADC is not running the risk of this project failing because of new and unproven technology. The replacement servers will eliminate the risk of catastrophic loss if the Windows 2003 were to remain in service and fail. Microsoft will no longer support this aging technology. Replacement of our Data Center Core Switch would decrease the risk of a network wide failure. Replacement of the Polycom RMX and CMA replaces aging video conferencing equipment that is at the end of service and an extended service agreement can be obtained.

#### IV. Technology Approach

**A. *Proposed Technology Solution\****

To do a one-to-one swap of end of support/end of life CISCO switches, Polycom RMX and CMA, HP computers/monitors, laptops, storage servers and Windows 2003 servers at the various locations with new.

**B. *Technology Environment***

The below listed equipment is replacing EOL/EOS and old technology *and is consistent with the current environment being supported by these replacements of hardware:*

**Storage Server Replacement Locations:** ASPC-Eyman, ASPC-Florence, ASPC-Safford, ASPC-Tucson, ASPC-Douglas, ASPC-Yuma, ASPC-Lewis, ASPC-Winslow, ASPC-Phoenix.

**Management Server Replacement Locations:** ASPC-Eyman, ASPC-Florence, ASPC-Safford, ASPC-Tucson, ASPC-Douglas, ASPC-Yuma, ASPC-Lewis, ASPC-Winslow, ASPC-PV, ASPC- Apache, ASPC-Globe.

**Polycom RMX and CMA Upgrade Location:** upgrade at Central Office.

**Core Switch Replacement Location:** Switch at Central Office.

**Health Services Laptop Replacement:** upgrade at Central Office.

**Training Department classroom Laptop Replacement:** upgrade at Central Office.

**Tower Computer and Monitor Replacement Locations:** ASPC-Eyman-30 PC's, ASPC-Florence-30 PC's, ASPC-Safford-30 PC's, ASPC-Tucson-30 PC's, ASPC-Yuma-30 PC's, ASPC-Lewis-30 PC's, ASPC-Winslow-30 PC's, ASPC-Perryville-30 PC's, Central Office-60 PC's.

**C. Selection Process**

ADC is familiar with HP's product line of servers and has used these vendors many times.

**V. Project Approach**

**A. Project Schedule\***

**Project Start Date:** 4/6/2015      **Project End Date:** 4/1/2016

**B. Project Milestones**

Major Milestones	Start Date	Finish Date
Place order	04/06/15	04/10/15
Receive order	04/13/15	05/15/15
Configure hardware	05/18/15	09/30/15
Install hardware	10/01/15	03/31/16
Go live	04/01/16	04/01/16

**VI. Roles and Responsibilities**

**A. Project Roles and Responsibilities**

Project Manager	Ensure success of project
Field Operations Manager	Ensures success of the equipment installation & configuration
IT Field Service Staff	Installation of equipment
Business Manager	Orders and receives equipment

ADC staff will manage the project and order, configure, and install the storage and management servers in each prison location. The vendor will install and configure the Polycom systems upgrade in the ADC central office.

**B. Project Manager Certification**

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

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

<b>STAFF MEMBER</b>	<b>HOURS</b>	<b>COMPUTATION</b>
Project Manager	75	One staff member 75 hours. (1x75= 75)
Business Manager	20	One staff member 20 hours. (1x20 =20)
Field Service Manager	660	One staff member. (1x60x11= 660)
Central Office Network Staff	660	One staff members each facility and C.O. 60 hours each staff member. (1x60x11 = 660)
IT Field Service Staff	1340	Two staff members each facility and C.O. 60 hours each staff member. (2x60x11 = 1320)
<b>TOTAL HOURS</b>	<b>2755</b>	

<b>Total Full-Time Employee Hours</b>	2755
<b>Total Full-Time Employee Cost</b>	\$

**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?	X	
2. Is this project referenced in your agency's Strategic IT Plan?	X	
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 <a href="http://aset.azdoa.gov/security/policies-standards-and-procedures">http://aset.azdoa.gov/security/policies-standards-and-procedures</a> , and applicable to this project? If <b>NO</b> , explain in detail in the "XI. Additional Information" section below.	X	
4. Will this project transmit, store, or process sensitive, confidential or Personally Identifiable Information (PII) data? If <b>YES</b> , in the "XI. Additional Information" section below, describe what security controls are being put in place to protect the data.		X
5. Is this project in compliance with the Arizona Revised Statutes (A.R.S.) and GRRC rules?	X	
6. Is this project in compliance with the statewide policy regarding the accessibility to equipment and information technology for citizens with disabilities?	X	

### 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	\$
Total Development Cost	VII. PIJ Financials tab	\$783,598.52
Total Project Cost	VII. PIJ Financials tab	\$783,598.52
FTE Hours	VI. Roles and Responsibilities	2735

### C. Agency Approvals\*

Contact	Printed Name	Signature	Email and Phone
Project Manager:	Laura Boden		
Agency Information Security Officer:	Randy Newman		
Agency CIO:	Michael P. Kearns		
Project Sponsor/ Division Director Administrative Services:	Michael P. Kearns		
Agency Director:			

**D. Vendor Quotes**

IX. Glossary

X. Additional Information

Links:

[ADOA-ASET Website](#)

[ADOA-ASET Project Investment Justification Information Templates and Contacts](#)

Email Addresses:

[Strategic Oversight](#)

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