



ADOA - ASET

Arizona Strategic Enterprise Technology

Project Investment Justification

Version 01.03

A Statewide Standard Document for Information Technology Projects

Project Title:

ACA Proactive Network Performance Monitoring

Agency Name:	Department of Economic Security (DES)
Date:	December 2014
Agency Contact Name:	Kim Hartleroad
Agency Contact Phone:	
Agency Contact Email:	

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I. Management Summary*

The Affordable Care Act (ACA) project software solution consists of a vendor Social Interest Solutions (SIS) written and supported web application called Health-e-Arizona Plus (HEAplus). HEAplus fulfills the eligibility determination and benefits issuance business needs for the Arizona Health Care Cost Containment System (AHCCCS) and the Department of Economic Security (DES) Family Assistance Administration of the Division of Benefits & Medical Eligibility (FAA-DBME) State of Arizona agencies. The programs jointly administered by AHCCCS and DES include Medicaid (MA), expanded Medicaid, ACA, Supplemental Nutrition Assistance Program (SNAP) and the Temporary Assistance for Needy Families Cash Assistance (TANF CA) program.

The DES FAA-DBME division has a business need for the rapid discovery and remediation of any network throughput issue including HEAplus system availability, document transport, or data interfaces. The network includes an internal Local Area Network (LAN) within a FAA remote office location, the telecommunication bandwidth out of the FAA remote office to the DES DTS Data Center, the DES DTS UCS system that supports CITRIX, then from the DES data center to the HEAplus vendor (SIS) Data Center and back through either the public internet bandwidth provided to DES DTS by ADOA or the dedicated secured circuit between the DES and HEAplus vendor (SIS) Data Center (see attached high-level network overview below).

A holistic enterprise level network and throughput monitoring tool is needed for DES DTS to provide DES FAA-DBME an ongoing proactive solution. This proactive monitoring solution will include establishing thresholds related to relevant network throughput baselines as well as an alert delivery process that will quickly pinpoint any network throughput issue. While the implementation of this solution is focused on DES DTS Network monitoring in support of the HEAplus solution, it can be applied to other State Division solutions that are supported by the DES DTS Network.

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 number of DES FAA-DBME staff dependent on the HEAplus web-based software solution includes more than 2,000 deployed at more than 50 DES FAA division offices statewide.

HEAplus system availability or performance issues have occurred semi-regularly since its inception in October of 2013. The DES FAA-DBME staff turns to paper based data gathering methods to service participants at the statewide offices when the HEAplus solution is not available for more than 15 minutes.

Without a real-time proactive monitoring and alert solution, a prolonged timeline associated with troubleshooting HEAplus performance based issues persist due to the time it takes to gather and analyze reactively available point to point performance data.

B. Proposed Business Solution*

DES FAA-DBME and DES DTS propose a solution from FLUKE Networks called TruView which works with the OptiView solution to create a holistic network and throughput monitoring solution. This solution will initially be dedicated to the DES DTS network that supports the vendor supported web based HEAplus solution.

The FLUKE Networks TruView module will be installed at the DES DTS Data Center and securely connected to the DES network. The TruView module install and an additional OptiView devices will build the capability for DES-DTS to proactively monitor network activity and throughput performance from the 50 plus DES FAA-DBME statewide offices, to the DES Data Center, out to the HEAplus vendor (SIS) datacenter and back.

While point to point network data is reactively available today through existing vendor tools such as SolarWinds, the proposed solution will provide end-to-end threshold monitoring of the HEAplus dependent network. This end-to-end solution will allow the DES DTS Network Operating Center (NOC) and the Network Operations (NetOps) teams to more quickly pinpoint an issue and therefor allow for rapid and effective remediation of network performance issues specific to the DES FAA-DBME use of HEAplus.

C. Quantified Benefits*

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

Explain:

Service enhancement: DES-DTS will have the ability to proactively monitor network performance thresholds to more quickly discover and efficiently remediate network issues that impact the DES FAA-DBME staff use of the HEAplus web based software application.

Cost reduction: A single holistic solution will reduce cost on the potential number of point-to-point solutions and the number of FTEs who have working knowledge of each point-to-point solution. Additionally reducing the mean time to discovery and remediation of a network issue by implementing a holistic proactive network monitoring solution in support of the HEAplus vendor based web application will greatly reduce the FAA-DBME productivity cost by reducing time when the FAA-DBME staff are not at 100 percent productivity.

Problem avoidance: Active alert notification based on thresholds established by relevant network performance baseline measurements will quickly inform the DES DTS NOC and NetOps teams of potential network performance degradation.

Risk Avoidance: Quick discovery through threshold established alerts can reduce the critical time to mitigate a network performance issues before it becomes more widespread. Quick discovery and pinpoint root cause analysis will also provide for more efficient remediation when a system wide network performance issue does occur.

IV. Technology Approach

A. *Proposed Technology Solution**

The FLUKE Networks TruView solution includes a server install within the DES DTS infrastructure. The TruView server will be installed within the DES DTS infrastructure in a way that provides secure and specific network access to the DES network components that support the HEAplus vendor supported web based software application.

The TruView solution has data storage capability that can provide historical data review and reporting on all aspects that are monitored on the network for no less than 30 days. The FLUKE Networks OptiView solution is a separate computer device that will be installed on the network at the DES DTS data center or on a specific terminal at a DES FAA-DBME office location. The OptiView is intended to be a mobile connection to the monitored network in an effort to provide data gathering and local analysis that is less than 24 hours.

The solution best fits into the standard of implementing holistic enterprise level solutions. It differs from the currently available point-to-point solution such as SolarWinds in that it can monitor performance from end-to-end, allows for threshold monitoring and offer alerts when a threshold is compromised within any area of the network.

B. Technology Environment

The FLUKE Networks TruView solution will be installed in the DES DTS data center and directed to monitor all network components that support the HEAplus vendor (SIS) supported web based software application. It is compatible with the current DES-DTS infrastructure and network that supports the HEAplus web based software application.

The FLUKE Networks TruView will require configuration updates when the DES DTS data center is migrated to the new data center location.

C. Selection Process

DES-DTS currently has a FLUKE Networks OptiView device deployed and is familiar with the technology. The FLUKE Networks TruView solution works seamlessly with the OptiView devices to proactively monitor the network performance and throughput that is not available today.

V. Project Approach

A. Project Schedule*

Project Start Date: 1/5/2015 **Project End Date:** 8/28/2015

B. Project Milestones

Major Milestones	Start Date	Finish Date
FLUKE Network vendor PO and SOW finalized	1/5/15	2/6/15
Installation of FLUKE Network TruView server	2/9/15	3/13/15
Training for DES DTS Contractor	2/16/15	3/6/15
Configuration of TruView solution	3/9/15	4/10/15
Configuration of OptiView solution	3/30/15	4/10/15
Data gathering to establish baseline and establish thresholds	4/13/15	5/8/15
Define and create alert process based on established thresholds	5/1/15	5/29/15
Pilot alert process	6/1/15	6/12/15
Full deployment of FLUKE TruView and OptiView solution	6/15/2015	6/26/2015
Post Implementation Support	6/29/2015	8/28/2015

VI. Roles and Responsibilities

A. Project Roles and Responsibilities

Program/Portfolio Manager – identifies current projects, impacts, manages deliverables throughout discovery process

Business Systems Analyst – Interviews and document current technical interfaces and technologies

Business Analyst – Interviews and documents business processes and integration related to technical components

Network analyst/architect – Interviews and documents current and future network architecture

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

Total Full-Time Employee Hours	480
Total Full-Time Employee Cost	43,200

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 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.	X	
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.		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	\$0
Total Development Cost	VII. PIJ Financials tab	\$327,200
Total Project Cost	VII. PIJ Financials tab	\$671,200
FTE Hours	VI. Roles and Responsibilities	480

ACA PROACTIVE NETWORK PERFORMANCE MONITORING SOLUTION

C. Agency Approvals*

Contact	Printed Name	Signature	Email and Phone
Agency Information Security Officer:	Carl Carpenter		
Agency CIO:	Michael Dellner		
Project Sponsor:	Jim Hillyard		

IX. Optional Attachments

A. ACA Proactive Network Performance Monitoring ROI Model

X. Glossary

ACA – Affordable Care Act

AHCCCS – Arizona Health Care Cost Containment System

DES – Arizona Department of Economic Security

DES DTS – Arizona Department of Economic Security-Division of Technical Services

DES DTS-NetOps – Arizona Department of Economic Security-Division of Technical Services-Network Operations team

DES DTS-NOC – Arizona Department of Economic Security-Division of Technical Services-Network Operating Center

DES FAA-DBME – Arizona Department of Economic Security-Family Assistance Administration-Division of Benefits and Medical Eligibility

FLUKE Networks – Name of the vendor who provides and services the proposed ACA proactive network performance monitoring solution

HEAplus – Health-E-Arizona Plus. This is the vendor created and serviced web based application that is used by AHCCCS and DES FAA-DBME staff to service Arizona participants in the Medicaid, Expanded Medicaid, ACA, SNAP and TANF benefits programs.

MA – Medicaid Assistance and expanded Medicaid

SIS – Social Interest Solutions. This is the vendor who builds and services the web based application called HEAplus

SNAP – Supplemental Nutrition Assistance Program benefits

SolarWinds – A software solution that currently provides DES DTS with point-to-point network performance data gathering

TANF CA – Temporary Assistance for Needy Families Cash Assistance (TANF CA) program.

TruView – An enterprise level hardware and software solution that provides an end-to-end proactive network performance monitoring solution. This solution is provided by a vendor named FLUKE Networks.

OptiView – A mobile hardware and software solution that provides localized troubleshooting and network performance data gathering. This solution works seamlessly with the TruView solution and is provided by a vendor named FLUKE Networks.

XI. Additional Information

Links:

[ADOA-ASET Website](#)

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

Email Addresses:

[Strategic Oversight](#)

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