



# ADOA-ASET

## Project Investment Justification

Version 01.01

A Statewide Standard Document for Information Technology Projects

### Project Title:

**2015 End User Equipment Replacement**

Agency Name:	Department of Economic Security
Date:	02/23/2015
Agency Contact Name:	Kim Hartleroad
Agency Contact Phone:	
Agency Contact Email:	

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## I. Management Summary\*

The Department of Economic Security (DES) is one of the largest and most complex agencies in state government with approximately 7,590 full-time employees (plus contractors) who provide an array of health, human services and unemployment benefits to the citizens of Arizona. Very few positions within the DES can function without end user automation equipment, such as personal computers (PCs), network computers (NCs), printers, and scanners, as they have become necessary tools to perform the daily functions of each position. Failure to provide adequate automation tools for employees can result in poor job performance and lost staff productivity; it can also result in the inability to deliver critical services and benefits to customers, which can result in financial penalties and/or lawsuits to the state. In addition to providing automation equipment for employees and contractors, the DES makes office automation equipment available to clients in resource rooms and many local office lobbies.

## 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.	\$0
Based on research done to date, provide a high-level estimate or range of development costs anticipated for the full PIJ.	\$0

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 DES does not have a centralized budget for the replacement of end user equipment or software. In the past, individual programs replaced equipment only as funding was available. Many programs operated with equipment that was well over five years old resulting in a technical environment that became increasingly inconsistent across the agency, becoming difficult and costly to maintain, and presented significant security risks.

**B. Proposed Business Solution\***

In Fiscal Year (FY) 2011, the DES developed a new strategy to replace end user equipment throughout the agency that was greater than five years old. Since then, the DES has been able to replace the oldest of the end user desktop devices.

With the equipment replacements proposed in this PIJ, the DES will fulfill its commitment to maintaining an end user environment that is five years old or less. In addition, the requested new hardware will address the business requirements defined by the programs.

The proposed replacement equipment will provide field personnel with products that will address their business needs and are supportive of productivity improvements. The new equipment and software will address federal and state data security requirements.

**Personal Computers:** The DES will replace aged workstations with new systems that will provide for the future defined needs of the Department. These systems will have sufficient memory and processing capabilities to meet the current and future process improvements being proposed by DES programs, including the ability to provide remote training opportunities that will reduce the need for travel. All new PCs will be equipped with Windows 7 Professional x64, which has been established as the agency’s Operating System standard. All PCs will support the encryption with state of the art security suites utilizing HP Client Security12 and Intel vPro7 management features to ensure secure data in accordance with federal requirements. The DES plans to surplus any PCs that are deemed end-of-life.

**Printers:** Printers will meet the production requirements of end users and field offices, while addressing federal data security requirements. Variations in expected utilization (page count) will be taken into consideration at the time of purchase. In some cases, multi-function devices (fax, print, and copy) may be purchased to replace old printers in large offices, as they offer more diverse functionality and are more cost-effective for some offices. All new printers will be purchased with encryption software for the hard drives and disk overwrite software to ensure the protection of confidential information both while in service and when moved to state surplus. A medium range printer has been used for the purpose of estimating costs.

**Scanners:** DES has utilized a series of Multifunction Printers in lieu of small profile scanner. These will be purchased with encryption software for the hard drives and disk overwrite software to ensure the protection of confidential information both while in service and when moved to state surplus.

**C. Quantified Benefits\***

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

Explain:

**Service enhancement** – Over the last 5 years we DES divisions have relied on use of portable devices that will replace PCs and provide greater mobility to caseworkers and field representatives. The Division of Developmental Disabilities plans to replace many PCs with tablet style laptops with all features normally found with a robust PC. These devices can be connected to the DES network upon the individual’s return to a physical office.

**Cost Reduction** - Gartner research has found that PC total cost of ownership is at its lowest for PCs kept for four years and that the absolute cost in year six is ten percent higher than in year four due to increased support costs. Maintaining an inventory of PCs at the five year mark will minimize support and maintenance efforts and reduce the overall cost of ownership.

The financial impacts of associated with potential security breaches is difficult to quantify. However, failure to protect confidential data could result in financial penalties to the state as provided for under the Health Insurance Portability and Accountability Act and other federal laws concerning the confidentiality of protected personal information.

**Risk Avoidance** - In addition, the DES is required by A.R.S. §44-7501 to notify customers in the event of a breach of confidential data, which could make the DES vulnerable to a lawsuit. Personal information can be better safeguarded by the increased security features of newer equipment and security software products.

## IV. Technology Approach

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

The DES has assessed the age of its end user equipment inventory in relation to current staffing levels and is seeking to replace equipment that will be greater than five years old by the end of the current calendar year. Examples of some of the items to be replaced are shown in the table below.

## Replacement Items

System Name	End of Life	End of Service	Replacement Equivalent	Replacements
Hewlett-Packard 8100 and 8200 Elite SFF	6/2012	6/2017	EliteDesk 800	827
Hewlett-Packard AY032AV (8100 Elite)	9/2011	9/2016	Revolve 810 G2 laptop	275
Hewlett-Packard HP EliteBook 8440p	6/2012	6/2017	Z book 17 Developer laptop	125
Hewlett-Packard HP Compaq Elite 8300 SFF	3/2014	3/2019	EliteDesk 800 G1 Tower	40
Hewlett-Packard HP Z220 CMT Workstation	6/2012	6/2017	Z230 Workstation	13
Hewlett-Packard HP EliteBook 8570p	6/2014	6/2019	HP Elitebook Folio 9480m	221
WYSE D90	6/2014	6/2019	Virtual Office HP t620 PLUS	340

### ***Selection Process***

This Project Investment Justification (PIJ) represents the continuation of the strategy to maintain an end user computing environment that is no greater than five years old. This strategy will mitigate potential security vulnerabilities, meet the changing business processing requirements of the programs, reduce the costs associated with the repair of aged equipment, and minimize operational downtime.

## V. Project Approach

### A. *Project Schedule\**

**Project Start Date:** 2/1/2015    **Project End Date:** 12/31/2017

### B. *Project Milestones*

<b>Major Milestones</b>	<b>Start Date</b>	<b>Finish Date</b>
Finalize information from each division assessing hardware Refresh needs	2/1/15	2/28/15
Procurement of Equipment	4/1/15	4/1/17
Deployment of Equipment	6/1/15	12/31/17

**VI. Roles and Responsibilities**

**A. Project Roles and Responsibilities**

<b>Project Role</b>	<b>Description</b>	<b>Responsibilities</b>	<b>Name</b>
Sponsor	Executive Administrator	Initiate project, obtain funding, champion project, team staffing	Michael Dellner, CIO
LAN Manager, Division of Technology Services	Desktop Support Manager	Provide guidance to Division LAN teams, approve hardware specifications	Phillip Jablonski, DTS
Division LAN Administrators and LAN Teams	Configuration and deployment; surplus process; inventory maintenance	Identify recipients and equipment configurations, deploy equipment, coordinate surplus	Varies by Division/Program

**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>Total Full-Time Employee Hours</b>	3,358
<b>Total Full-Time Employee Cost</b>	\$35,000

**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	\$3,538,484
Total Project Cost	VII. PIJ Financials tab	\$3,538,484
FTE Hours	VI. Roles and Responsibilities	3,358

### C. Agency Approvals\*

Contact	Printed Name	Signature	Email
Agency CIO:	Michael Dellner	Sent under another cover	
Chief Strategic Officer - DTS:	Linda Jewell	Sent under another cover	
Agency Chief Financial Officer - FSA:	Debra Peterson	Sent under another cover	
Agency CISO:	Carl Carpenter	Sent under another cover	
DTS Service Center Administrator:	D. Allen Platt	Sent under another cover	



<b>DTS LAN Management:</b>	Phillip Jablonski	Sent under another cover	
<b>Agency Director:</b>	Jim Hillyard (Interim)	Sent under another cover	

## IX. Optional Attachments

### **A. Vendor Quotes (*sent under another cover*)**

## X. Glossary

## XI. Additional Information

Links:

[ADOA-ASET Website](#)

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

Email Addresses:

[Strategic Oversight](#)

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