



ADOA - ASET

Arizona Strategic Enterprise Technology

Project Investment Justification

Version 01.01

A Statewide Standard Document for Information Technology Projects

Project Title:

Information Technology Infrastructure Strategic Migration (IT-ISM)

Agency Name:	<i>Arizona Department of Liquor Licensing and Control</i>
Date:	<i>10/22/2014</i>
Agency Contact Name:	Michael Feliberty
Agency Contact Phone:	
Agency Contact Email:	

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I. Management Summary*

In 2008, the Arizona Department Liquor License and Control (DLLC) information technology resources implemented a virtual machine environment to host e-mail, printing, LCS and Imaging applications, and file sharing to allow users in the department's administration, finance, auditing, licensing, investigations, and compliance areas to keep files and manage communication.

DLLC wants to move away from managing this architecture with in house resource and focus on the IT resources direct business application support.

DLLC proposes a migration from the current virtual machines, used for domain controller, printing, LCS and Imaging applications, and file sharing, to the Arizona Department of Administration's State Data Center hosted virtual machine environment. In addition, DLLC proposes a migration from an on premise Exchange system to a Microsoft Office365 hosted e-mail solution.

This project includes a variety of deliverables that will significantly upgrade DLLC's ability to ensure a modern technology infrastructure is in place to service their constituency and will allow the agency to focus on the core business applications.

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:

DLLC has developed a scope of work for contracted resources through ADOA designated migration vendor to migrate the current Exchange environment over to Microsoft Office 365. DLLC has also worked with ADOA to provide an estimate for professional services to migrate the legacy virtual machines over to the ADOA Virtual Machine Environment. Furthermore, DLLC also has quotes from ADOA for migrating the existing network firewalls and IP address to ADOA for network management and firewall/VPN services.

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

III. Business Case

A. Business Problem*

Like many departments, DLLC uses Microsoft Office and Microsoft Exchange on an internal server that is supported by a single internal IT resource. Documents are shared on a file share on the internal server. The majority of employees work at a single location with the public.

In 2013, DLLC employees began to notice a marked increase in e-mail downtime and server failures. DLLC has found that its IT support team has required extra aid from other State resources who are not always instantly available – meaning sometimes users would have to wait for hours for the problem to be settled then they could access e-mail and shared documents.

The biggest technical problems facing DLLC today include:

Increased reliance on e-mail is more difficult to manage: maintaining email functionality, data retention, and protection against spam, phishing, viruses, worms, spyware and other threats.

DNS services are increasingly complex: DNS records configuration and management, administering multiple domains, vulnerabilities from DNS attacks.

Server and software patch management is time consuming: consistent, regular OS patching to minimize exposure/vulnerabilities, controlling and managing software and security updates.

Storage, data backup and data recovery requirements are growing: continuous data protection, incremental backup, off-site data management, and database and application backup and recovery (SQL, Exchange, and LCS).

Network and security management requiring more attention—and skilled resources: firewall configuration, scanning for malware, bandwidth and port monitoring to assess ongoing risks.

Physical Server Environment is at End of Life: protecting against loss of hardware, downtime, reboots, service failures, power outages, and other disruptions.

B. Proposed Business Solution*

DLLC's proposed business solution will move the current IT technology infrastructure outside of DLLC's internal offices to a hosted environment at the ADOA Datacenter for all applications other than e-mail which will be at Microsoft Office365.

DLLC has developed a scope of work for ADOA assigned resources to migrate all of DLLC virtual machines, firewalls, and VPN and domain controllers over to ADOA.

DLLC has developed a scope of work for ADOA designated vendor to aid in the Exchange Migration from DLLC environments over to Microsoft Office 365.

The DLLC's project teams will be working heavily with ADOA and ADOA's migration vendor to take all of DLLC IT infrastructure migrated over to ADOA and Microsoft Office365. The new functionality will require a formal implementation process and testing approach with direct end-user involvement to assure adoption.

Thus, DLLC will be able to redistribute the existing IT operational support workloads over to ADOA and Microsoft.

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:

DLLC has identified the proposed project will heighten the current information technology infrastructure and allow the DLLC's resources to provide better client service by focusing on DLLC's business application and reporting demands. Furthermore, DLLC will be capable to redirect the current technology resources to the new Licensing and Document Management System implementation.

IV. Technology Approach

A. Proposed Technology Solution*

DLLC proposes a migration of existing key virtual machines from existing legacy equipment to the ADOA VMware infrastructure and e-mail being hosted using Microsoft Office365. Outlined below are the proposed technology solution objectives.

- DLLC will utilize ADOA hosted VMware infrastructure for legacy applications LCS and Document Imaging.
- DLLC will contract with ADOA to perform backup and recovery services for these hosted environments.
- DLLC will contract with AZNet for Network, Firewall and VPN services (not included in this PIJ per AZNet).
- DLLC will join the ADOA Active Directory
- DLLC will purchase G3 Office 365 licenses directly from SHI
- DLLC will receive an "Office 365 Welcome and Provisioning" email. This email will give them two options. DLLC will assign the licenses to ADOA –ASET tenant.
- For Federation Services, DLLC will purchase the IAM Cloud licenses directly from SHI. ADOA-ASET will work with IAM Cloud and manage the relationship with Microsoft Office 365.

In order for DLLC to use ADOA Virtual Machine Environment, DLLC must use state assigned network IP addresses. DLLC will engage AZNet and ADOA Network Services to migrate DLLC's existing network IP addresses to a series of state managed network IP address ranges.

ADOA shall back up and maintain the Virtual Machine environment for the Domain Controller Virtual, File and Print Server Virtual Machine, Legacy Licensing Control System (LCS), Legacy Document Management System . DLLC will no longer be performing the backup and physical machine maintenance.

ADOA will migrate the legacy-designated virtual machines from DLLC's environment to the ADOA hosted environment.

Utilize Microsoft Office365 for all emails and Microsoft Office thus the platform maintenance and backup, and Exchange administration is being performed by Microsoft and supplemental

support through ADOA. DLLC will engage with the ADOA designated migration vendor to perform the migration from DLLC e-mail environment to the hosted Microsoft Office365 environment.

B. Technology Environment

DLLC has selected to run the existing technology infrastructure in an externally managed and hosted solution model. This technology environment shift allows DLLC to shift key technologies from being managed by DLLC staff using an outdated infrastructure to an up-to-date managed hosted environment. The key technologies shift will be the following.

ADOA resources will provide technicians to migrate DLLC from the on premise virtual machines, backup, network connections to ADOA managed network, backup and hosted virtual machine environment. The ADOA designated migration vendor will be responsible to migrate DLLC Exchange environment from being on premise to be hosted at Microsoft Office365.

C. Selection Process

DLLC followed the following selection process:

1. DLLC identified key technologies that need to be migrated from the existing infrastructure.
2. DLLC meet with ADOA regarding the project to obtain price quotes for all identified services and tasks.
3. DLLC reviewed quotes from SHI for Office365 hosting.
4. DLLC received written estimates from qualified vendors for migrating from DLLC Exchange Server to Office365.
5. DLLC's steering committee evaluated the following options based on the overall approach. See Attachment with the following options.

Option 1: DOA Shared Services

Option 2: DOA Physical Hosting

Option 3: DOA Virtualization Services

Option 4: Microsoft Exchange Hosting and DOA Hosting for Domain Controller, File and Print Server, LCS and Imaging

Option 5: Microsoft Exchange Hosting and Microsoft AZURE Hosting for Domain Controller, File and Print Server, LCS and Imaging

6. DLLC then proceeded to select Option 4: Microsoft exchange Hosting and DOA Host for Domain Controller, File and Print Server, LCS and Imaging.

V. Project Approach

A. Project Schedule*

Project Start Date: 10/22/2014 **Project End Date:** 1/15/2015

B. Project Milestones

Major Milestones	Start Date	Finish Date
PIJ Submission	10/22/2014	10/22/2014
PIJ Approval	10/22/2014	10/31/2014
Kick Off Project - Internal	10/31/2014	11/2/2014
ADOA Resource Assigned	11/2/2014	11/9/2014
Finalize Network Migration from DLLC Internal Network to AZNET (Phase 1)	11/9/2014	11/24/2014
Update All DLLC Virtual Machines with all IP addresses (Phase 1)	11/24/2014	11/26/2014
Confirm Network Services-IP Address, Firewall and VPN (Phase 1)	11/26/2014	11/29/2014
Draft SOW for Knowledgestaff Migrate Exchange to Office 365 (Phase 1)	11/29/2014	12/4/2014
Release Request to Knowledge Staff Web Site (Phase 1)	12/4/2014	12/9/2014
Plan Virtual Machine Migration from DLLC to ADOA (Phase 1)	12/9/2014	12/14/2014
Migrate Virtual Machine from DLLC Office in ADOA Data Center (Phase 1)	12/14/2014	12/28/2014
Finalize Backup and Recovery services from ADOA with SLA (Phase 1)	12/28/2014	1/27/2015
Subscribe to Microsoft Exchange 365 services (Phase 1)	11/25/2014	12/5/2014
Subscribe to IAMCloud for Federation Identity Services (Phase 1)	12/5/2014	12/7/2014
DLLC assigns the licenses to ADOA –ASET tenant (Phase 2)	12/7/2014	12/9/2014
Vendor Selection (Phase 2)	12/9/2014	12/16/2014
Kick Off Exchange Migration to Office 365 (Phase 2)	12/16/2014	1/15/2015
Kick Off Active Directory Migration (Phase 2)	12/16/2014	1/15/2015
Migrate DLLC Active Directory to ADOA Federated Identity Services with IAMCloud (Phase 2)	1/15/2015	1/15/2015
Migrate Test DLLC Accounts to Office 365 (Phase 2)	1/15/2015	1/15/2015
Complete Exchange Migration and Desktop Configuration with Active Directory (Phase 2)	1/15/2015	1/15/2015

VI. Roles and Responsibilities

A. Project Roles and Responsibilities

Role / Title	Duties	Name
Executive Project Sponsor	<ul style="list-style-type: none"> Final decision maker; Provide oversight and guidance; Provide leadership and support; Ensure Department of DLLC personnel available for project work; Serve as final escalation point for project issues & decisions; Communicate project status to AZ-Set organization executives; Review and approve project deliverables; Review project status on a weekly basis. 	Alan Everett, Director of DLLC
		Pearlette J. Ramos, Assistant Director of Administration/In-House Counsel
Project Steering Committee	<ul style="list-style-type: none"> Approve project deliverables; Review project status on a weekly basis; Serve as an escalation point for project issues & decisions; Escalate Issues to Project Sponsors as appropriate; Ensure participation of staff subject matter experts in a timely and consistent basis. 	Pearlette J. Ramos, Assistant Director of Administration/In-House Counsel
		Connie Wagner, Manager DLLC
Project Champion	<ul style="list-style-type: none"> Act as the project's primary business contact. 	Mike Feliberty, Manager, Information Technology Connie Wagner, Manager DLLC
Project Oversight	<ul style="list-style-type: none"> Review project deliverables; Provide guidance to the project team; Monitor DLLC project manager and DLLC project staff. 	Alan Everett, Director of DLLC ADOA-ASET Program Oversight Manager
Project Management	<ul style="list-style-type: none"> Facilitate the development of the project management plan, including the project scope statement, deliverables, time management schedule, cost, communication, change management, and risk management plans. 	Eric Tingom, Consultant

<p>Power User</p>	<ul style="list-style-type: none"> • Prepare and present project status reports, including progress measurement and project forecasting, to the Executive Sponsors and the Project Steering Committee; • Facilitate and develop in conjunction with the project team the project activity definitions, including resource estimates, activity sequencing and time durations, in order to better manage the day-to-day project tasks; • Coordinate project communication, based upon the established communication plan; • Manage project resources, to ensure timely and schedule management objectives are met and competing priorities are addressed; • Ensure all deliverables are reviewed, validated and approved; • Manage and monitor the project budget and implement cost control measures; • Escalate influencing factors and identified project issues, including recommendations for corrective actions, in a timely manner to the Project Team and DLLC staff management 	
	<ul style="list-style-type: none"> • Assist with testing application changes; • Assist in documenting detailed new system procedures for staff; • Review project deliverables 	<p>Cindy Bejar, DLLC - Licensing Connie Wagner, DLLC - Licensing Mike Feliberty, DLLC Technical Wes Kuhl, DLLC - Investigations Nate Snyder, DLLC - Audit Mannie Escudero, DLLC - Compliance Denise Bale, DLLC - Liquor Board Marlene Buffa, DLLC Technical Rita Niner, DLLC - Financial Records Lee Hill, DLLC – Online/Public Records</p>
<p>IT Legacy System Support</p>	<ul style="list-style-type: none"> • Provide technical expertise to the project team; • Review, validate and approve project deliverables; • Coordinate with other technical staff; • Assist in the development of technical documentation and deliverables. 	<p>Mike Feliberty, I.T. (Primary) Marlene Buffa, DLLC Technical (Backup)</p>
<p>Exchange to Office 365 Conversion</p>	<ul style="list-style-type: none"> • Perform the e-mail migration from Exchange to Microsoft Office365; • Performs design, initial administration, and quality assurance (QA) work; • Participate in the development of technical documentation and deliverables; • Help determine technical impacts of external system implementations; • Review project deliverables; • Assist in the implementation of any technology migrations; • Provide technical expertise in specific areas of knowledge. 	<p>External, Consultant Statera</p>
<p>Technicians Network Firewall Desktop Support Virtual Machine Backup</p>	<ul style="list-style-type: none"> • Performs the migration and testing of the virtual servers. This includes networking pre- work and the importing of the guests to the ADOA SDC virtual infrastructure. • Performs network connectivity to servers that will be relocated in ADOA SDC to DLLC and public networks. • Performs desktop support to verify proper IP addresses are on each workstation and printer assignments are complete. • Performs design, coding, and quality assurance (QA) work; • Participate in the development of technical documentation and deliverables; • Help determine technical impacts of external system implementations; • Review project deliverables; • Assist in the implementation of any technology migrations; • Provide technical expertise in specific areas of knowledge 	<p>ADOA, Consultant</p>

B. Project Manager Certification

- Project Management Professional (PMP) Certified
- State of Arizona Certified
- Project Management Certification not required
- (Resource identified is a member of PMI has number of hours to qualify. Just has not taken the exam)

C. Full-time Employee (FTE) Project Hours

Total Full-Time Employee Hours	500
Total Full-Time Employee Cost	\$

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	\$25,710.00
Total Project Cost	VII. PIJ Financials tab	\$242,171.95
FTE Hours	VI. Roles and Responsibilities	500

Agency Approvals*

Contact	Printed Name	Signature	Email and Phone
Project Manager:	Eric Tingom		
Agency Security Officer (CISO):	Michael Feliberty		
Agency CIO:	Michael Feliberty		
Project Sponsor:	Pearlette J. Ramos		
Agency Director:	Alan Everett		

IX. Optional Attachments

A. *Vendor Quotes*

X. Glossary

XI. Additional Information

Links:

[ADOA-ASET Website](#)

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

Email Addresses:

[Strategic Oversight](#)

ADOA-ASET_Webmaster@azdoa.gov