



ADOA - ASET

Arizona Strategic Enterprise Technology

Project Investment Justification

Version 01.02

A Statewide Standard Document for Information Technology Projects

Project Title: Office365 Cloud Implementation and Email Migration

Agency Name:	Department of Public Safety
Date:	7/28/2014
Agency Contact Name:	Gregg Hayes
Agency Contact Phone:	
Agency Contact Email:	

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I. Management Summary*

The Arizona Department of Public Safety (AZDPS) purchased 2000 Microsoft Office365 Client Access Licenses (CALs) as part of project PS14004. Now, AZDPS will implement the Office365 government cloud services and migrate the agency's email services, for all employees, from Lotus Notes housed in the DPS data center to Microsoft Exchange in the MS government cloud. In addition, MS Lync will be configured for use. Finally, OneDrive and Sharepoint will be implemented for a small test group.

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:

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

III. Business Case

A. Business Problem*

AZDPS currently uses Lotus Notes for email and houses/manages the servers in the DPS data-center. Qualified Lotus Notes administrators are difficult to find and retain. DPS has no disaster recovery (DR) site for Lotus Notes. Mail integration with current and planned applications is difficult or impossible to achieve. Our user base expresses their dissatisfaction with the product regularly, and with the purchase of Office365 in PS14004, Exchange licensing is bundled making the cost of maintaining Lotus Notes an unnecessary expense. In addition, AZDPS has no instant messaging/conferencing application in use.

B. Proposed Business Solution*

With the help of Catapult consulting, AZDPS will build an Office365 tenant for the agency. Through the use of ADFS and DirSync, we will give access to all of our employees and task force members who currently have Active Directory and Lotus Notes Accounts. Catapult and DPS will then migrate all of the active Lotus Notes mailboxes into the Office365 government cloud based Exchange Mail system and redirect the "AZDPS.gov" mail to the new Exchange servers. The Lotus Notes archive mailboxes will also be migrated as part of this project so that the Notes email servers and services can be retired. A Lotus Domino based application used for Universal Crime Reporting (UCR) will be migrated as a separate project, but the cost of maintaining that application, until it is migrated, is a fraction of the cost of maintaining 2000 Notes mailboxes.

As the ASET CISO is aware, AZDPS is in discussions with Microsoft to certify the Office365 government cloud option as Arizona Criminal Justice Information Systems (ACJIS) "compliant." This is not complete, however this solution is fully FedRAMP compliant, and therefore can be used for some parts of AZDPS infrastructure. AZDPS has chosen to enter into the Office365 cloud environment with Exchange as the first offering for the many reasons outlined above in section III, and because it can be done now whether the ACJIS certification passes or not. By DPS policy, ACJIS data cannot currently be emailed natively through Lotus Notes. If email is to be used to transmit criminal justice information (CJI), the data must first be encrypted using third party tools. Therefore, our employees are used to the idea of not using email for CJI. We can migrate to Exchange and Lync in the cloud, and when/if the ACJIS certification is passed, introduce other Office365 offerings such as OneDrive and Sharepoint to our users and allow CJI data to be stored there. In anticipation of that, we will create a test group to try OneDrive and Sharepoint, but require those users not to utilize these features to store CJI until the ACJIS certification process is complete.

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 is introduced because Microsoft Outlook/Exchange will replace Lotus iNotes. As discussed in section III, compatibility and integration with current and future applications is enhanced. Employees will also utilize a familiar email platform that they are used to from home use and/or other office environments.

Cost reduction is introduced because rather than paying for both Exchange CALs (as part of the O365 CAL and Lotus Notes licenses, we will eliminate the Notes Licenses as well as antivirus and SPAM blocking tools that we license yearly (these services are included as part of O365.) Server costs and backup solutions are also eliminated.

AZDPS' Lotus Notes servers are only in our Phoenix data center increasing risk in the event of a disaster. Risk is reduced because O365 has DR as part of its offering.

IV. Technology Approach

A. Proposed Technology Solution*

Microsoft Office365 cloud based Exchange and Lync solutions are known, proven, secure offerings that have been scrutinized and adopted by ASET. Further scrutiny of O365 is being applied by AZDPS to be sure that it meets the ACJIS requirements. In this project, only the email and IM/conferencing components will be utilized which, as stated, cannot contain unencrypted criminal justice information (CJI). Therefore the FedRAMP compliance meets AZDPS' needs for these services. Microsoft has recommended a partner who has strong Lotus Notes to Exchange and O365 experience

to make the migration a success. In addition, Transend Migrator licenses will be acquired through SHI on state contract, to assist in the email migration.

B. Technology Environment

AZDPS is a Windows desktop environment and utilizes Active Directory and MS Office. PCs are being upgraded to the latest version of MS Office as part of PS14004. Outlook Web Access (OWA) will be the primary email client introduced considering the mobile nature of our police workforce. Where needed and appropriate, the full Outlook desktop client will be utilized. Using OWA will reduce the transition time. Our employees currently use iNotes (the browser based Notes client.) Therefore, upon migration they simply will point to a new URL to get to OWA instead of iNotes.

C. Selection Process

AZDPS worked with Microsoft to find a qualified partner that had great experience with migrating customers to the Office365 cloud environment. As a special requirement, we needed a partner with strong experience migrating from Lotus Notes to Exchange. Catapult was selected because they met these needs and come highly recommended from various sources. Also, as part of a Microsoft Office365 promotion, Catapult’s Professional and Outside Services fee will be discounted by \$20,000 for this migration. (This \$20,000 is not included in the financials sections of this PIJ.) Catapult services will be procured through the existing Guidesoft/Knowledge Services state contract. The Transend Migrator tool was selected on recommendation by Catapult after a review of three migration tools (MigrationWiz, SkyKick and Transend). Transend was chosen in part, because the migration is done on-site, directly from our Lotus Notes servers to our O365 tenant. Many tools migrate data into their own cloud solution and then to O365 -- an unnecessary security risk. This tool will be purchased through SHI, a vendor on state contract.

V. Project Approach

A. Project Schedule*

Project Start Date: 9/1/14 **Project End Date:** 1/30/15

B. Project Milestones

Major Milestones	Start Date	Finish Date
Purchase Licenses of Migration Tool and background checks	9/1/14	9/30/14
Planning and review of environment Stage	10/1/14	10/15/14
Development and Configuration	10/15/14	11/7/14
Migration and Deployment	11/8/14	12/1/14
Monitoring and “clean-up”	12/1/14	12/30/14
Project close	1/1/15	1/30/15

VI. Roles and Responsibilities

A. Project Roles and Responsibilities

Gregg Hayes – Project Sponsor

Roger Baune – DPS Project Manager will coordinate DPS’ resources

Patrick Claes – Lead Engineer on project. Will work with Catapult to deploy and migrate.

Catapult – Will assign a PM and lead engineer.

David Sipos will lead the PC Support group to install/upgrade clients (see PS14004)

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	200
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	\$
Total Development Cost	VII. PIJ Financials tab	\$58,541.00
Total Project Cost	VII. PIJ Financials tab	\$58,541.00
FTE Hours	VI. Roles and Responsibilities	200

C. Agency Approvals*

Contact	Printed Name	Signature	Email and Phone
Project Manager:	Roger Baune		
Agency Information Security Officer:	Roger Baune		
Agency CIO:	Gregg Hayes		
Project Sponsor:	Gregg Hayes		

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](mailto:Webmaster@azdoa.gov)