ADOA–ASET
Arizona Strategic Enterprise Technology

Project Investment Justification

Version 01.02

A Statewide Standard Document for Information Technology Projects

Project Title:

Replacement DPS Fleet Management information System

Agency Name:	Department of Public Safety
Date:	May 6, 2015
Agency Contact Name:	Richard Sweepe
Agency Contact Phone:	
Agency Contact Email:	

Hover for Instructions

I.   Management Summary*

A thorough review of the current Fleet Management Information System utilized at DPS identified several flaws. These flaws prevent staff from using and tracking essential data in order to make the best business decisions for DPS.   Therefore, the Department of Public Safety will be purchasing Asset Works Fleet Focus software system to replace the current Fleetwave system.

II.   Project Investment Justification (PIJ) Type*

☐ **Yes** | **x** | **No**   Is this document being provided for a Pre-PIJ / Assessment phase?

If Yes,

Identify any cost to be incurred during the Assessment phase.	$0.00
Based on research done to date, provide a high-level estimate or range of development costs anticipated for the full PIJ.	$0.00

Explain:

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

III.   Business Case

A.   Business Problem*

 A thorough review of the current Fleet Management Information System utilized at DPS identified critical flaws in the current installation and technological basis of the software. The existing Chevin "Fleetwave" software installation is based on DB2 database software. Chevin has abandoned use of DB2 and is no longer supporting the product.   Updates to the existing software installation are not available. Any upgrades to our current software would require the purchase of new hardware and software. Additional flaws of note include a lack of robust action, reason, and correction codes for maintenance activities. Lack of these codes prevents DPS personnel from obtaining accurate and timely data regarding fleet management. The software has no truly usable vehicle replacement planning modules, warranty tracking, and most disturbingly, our current fleet system does not log internal labor. This means DPS is not capturing the true cost of operating the fleet, or obtaining full reimbursement on internal labor when possible – IE – Gang and Immigration Intelligence Team Enforcement Mission (GIITEM) grant reimbursements. The existing software, and business practice its installation was based on, leaves DPS with an utter lack of timely and accurate fleet data.

B.   Proposed Business Solution*

DPS needs two primary ingredients to serve the citizens – an officer and a vehicle.   The majority of the DPS budget is dedicated to these two components, and it is imperative to have the appropriate systems in place to ensure both human and capital assets are managed to the best of our ability. A successful fleet should record and measure itself. Then, the fleet management system should allow Fleet to engineer data into knowledge in order to improve current Fleet operations, find problems before they occur, and make better decisions for the future. A successful system should stay current in the latest technology,

evolving with best practices in the industry while providing a stable and solid foundation of functionality to meet DPS needs. This functionality should allow for integration with other DPS systems to leverage the largest amount of data possible to make better, data-driven budget decisions. Based on these requirements, DPS has chosen Fleet Focus.

C.   Quantified Benefits*

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

Explain:

Well planned and implemented Fleet Management Systems can achieve all of the checked benefits in Section C. Shortcomings in the current fleet management system, with its inability to capture internal labor costs, prevent the provision of some quantified benefits. However, industry best practice shows reduced maintenance and operations costs and increased vehicle in-service time through increased efficiencies, precise inventory management, and maximized preventative maintenance, warranty, and recall (safety) programs. Finally, a fully functioning system improves the timely auction of vehicles and management of equipment up for replacement, as well as the division's ability to fully recoup grant reimbursements on internally labor costs. DPS is spending money we do not need to spend every day. The Asset Works Fleet Focus fleet management information system will stop this waste, improving our overall business practices and maximizing each business unit's budget

IV.   Technology Approach

A.   Proposed Technology Solution*

AZDPS Fleet proposes purchasing the Fleet Focus solutions application available from AssetWorks through state contract with SHI. This application was specifically written to address the maintenance, inventory, asset management and trouble ticket management needs of a fleet organization. AZDPS will acquire the browser based application that may be accessed from desktop computers, mobile data computers used by the operational division, or from private wireless networks located in AZDPS Fleet locations. The support and maintenance line item will be reviewed on an annual basis.

B.   Technology Environment

Fleet's three service locations are on the AZDPS wide area network. This is a criminal justice information compliant TCP/IP network. The environment consists of a client/server environment using primarily clients utilizing Microsoft Windows Version 7 clients and a combination of Microsoft and Unix servers and an IBM mainframe computer hosting a wide variety of applications.

The proposed solution consists of a database server operating on Windows Server 2012 R2 and a database platform of Microsoft SQL 2012. The server requirement for this project is a Xeon Processor, 4GB RAM, 4 each SCSI Drives RAID 10. The network connecting clients and the server operates at 100Mpbs. AZDPS has determined that due to the minimal server size and small storage footprint there will be no need for additional server/storage space. The database, application, operating system and hardware platform are all technologies that DPS ITB personnel have skill in managing and fits well with our current technology environment.

C.   Selection Process

As a part of Fleet Management's new Strategic Plan, staff identified the selection and acquisition of a modern Fleet Management information System (FMIS) as critical to the success of Division and Department as a whole. In assessing Fleet's current position, it became clear operational challenges from flawed business practice and software automation were pervasive in fleet operations. Significant opportunities to improve fleet operations exist. Identifying these improvements and reducing the software acquisition cost became the basis of a set of requirements used to form specifications for the new FMIS. The specifications used were:

- A Best of Breed Fleet Management System with the ability to produce good business intelligence for the organization, including stakeholders and customers.
- Best of Breed makes it easier and more cost-effective to integrate with other systems.
- Permits simple and inexpensive flat-file integrations as well as robust, even real-time web services integrations
- Designed specifically for fleet management and meets specific criteria that would address the challenges of managing a statewide fleet, capturing the greatest degree of usable data.
- A browser based system offering web services allowing integrations with other systems including, fuel site, consumable inventory and capitol tracking.   This browser based system shall include a customer web-portal for requesting and reviewing service orders.   The system needs to be SQL server based.
- Training, implementation, and support provided by company employees, not contractors, including 24x7 phone support and a yearly training site visit.
- On-the-fly (ad-hoc) reporting that lets users produce complex reports and export them in a professionally formatted way to various file types (PDF, Excel, Word, etc.).
- Status codes on job lines to disseminate reason for repair, modification, accident, break down, damage or normal PM services.
- Reason codes for work order types to disseminate reasons for work order, i.e. scheduled work, unscheduled work, vehicle at vendor or waiting on invoice.
- A process for recall management for a large fleet
- Capable of generating notification e-mails to customers of upcoming maintenance, recalls and status of vehicles in the shop or vehicle ready notices without human intervention.

- Module to forecast replacement at least 5 years out.
- Ability to defer work to later date when units are in service and parts are ordered.
- Inventory management system which will satisfy auditors and be the inventory system of record for fleet parts.
- Ability to defer work to later date when units are in service and parts are ordered.
- Ability to run on a "tablet".
- Ability to transfer vehicles to other locations/divisions

After establishing the basic requirements/specifications for the FMIS, four software solutions were reviewed by and demonstrated to Fleet Personnel. After each solution was vetted against the requirements, 2 solutions meeting all requirements moved forward for additional review by AZDPS IT and Fleet personnel.

As a final review, staff reached out to other State agencies to inquire as to their choice of Fleet Software, in order to ascertain whether Fleet software could be uniform across State agencies – a potential economy of scale with an opportunity to bring uniformity to Fleet Services and data. It was discovered all other State agencies were utilizing the same Fleet software product (one of the final two selected) and an opportunity existed to reduce acquisition cost by utilizing software unit licensing available from ADOA. The Fleet Focus software met all requirements, matched other Arizona State Agencies, and had the lowest cost because of license trade.

D. Project Schedule*

Project Start Date: May 15, 2015 **Project End Date**: August 21, 2015

E. Project Milestones

Major Milestones	Start Date	Finish Date
Project Kickoff	05/18/2015	05/22/2015
Software Purchase and Installation	05/22/2015	06/05/2015
System Setup (Finalize workflow, data elements, configure modules	06/08/2015	06/26/2015
Acceptance Testing	07/06/2015	07/24/2015
Training	08/03/2015	08/14/2015
Go Live	08/17/2015	08/21/2015

F. Project Roles and Responsibilities

Project Management: DPS will oversee the project.
System setup: Acceptance Testing: AZDPS & AssetWorks
Training: AssetWorks

G. Project Manager Certification

☐ Project Management Professional (PMP) Certified

	State of Arizona Certified
x	Project Management Certification not required

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

Total Full-Time Employee Hours	160
Total Full-Time Employee Cost	$

V.   Risk Matrix, Areas of Impact, Itemized List, PIJ Financials

The system will be storing data in regards to covert license plates on law enforcement vehicles. The data will only be viewable from a DPS computer on the DPS intranet. The system is role based and only those with the appropriate prior approved roles will have the ability to view this data.

VI.   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	$0.00
Total Development Cost	VII. PIJ Financials tab	$188,159.50
Total Project Cost	VII. PIJ Financials tab	$385,006.50
FTE Hours	VI. Roles and Responsibilities	160

C.   Agency Approvals*

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

VII.   Optional Attachments

A.   *Vendor Quotes*

VIII.   Glossary

IX.   Additional Information

Links:

ADOA-ASET Website

ADOA-ASET Project Investment Justification Information Templates and Contacts

Email Addresses:

Strategic Oversight

ADOA-ASET_Webmaster@azdoa.gov