CHANGE REQUEST / AMENDMENT
PIJ ID AD18001 - Enterprise Email
Arizona Department of Administration

Amended Budget: **Areas Affected:**

Total Development Budget $ 667,753   End Date   Yes

<u>Total Operational Budget</u>   <u>$ 1,953,510</u>   Development Costs   Yes

Total Overall Budget $ 2,621,510   Scope   Yes

Original End Date: 6/30/18   Revised End Date: 6/30/18

Change Description:

On August 23, 2017 the enterprise email implementation Project Investment Justification (PIJ) was approved without conditions by ADOA-ASET. The project encompasses a planned multi-phased approach with Phase (0) serving to prove research and planning efforts prior to implementing subsequent phases 1, 2, & 3. At the September 13, 2017, ITAC meeting, this project was presented as an informational item in order to communicate to the Committee the State's implementation plan and intentions for phase (0).

This initiative is intended to provide a single enterprise communications platform allowing all state agencies the ability to share a common email, calendar, instant messaging, video conferencing, storage, and document repository utilizing Google Suite (enterprise email, instant messaging, calendar, Docs, Sheets, Slides, etc.), Okta (single sign-on), and optional products such as AODocs (document & workflow management), and others. This project's implementation plan includes a phased approach encompassing four total stages ranging from Phase (0) through Phase (3) with statewide email migration and implementation occurring through FY2019. The benefits to the State for taking an enterprise approach to email and collaboration include enhanced security, efficiency, and cost-transparency.

To date, Phase (0) progress has included a total of 1,397 user mailboxes/calendars/shared mailboxes migrated to the Google Enterprise Email platform. Details of Phase (0) migration progress includes:

Phase (0):
Group A - ADOA-ASET: 182 User Mailboxes, 41 Shared Mailboxes
Group B - Governor's Office, ADOA Division Champions, 24 Boards & Commissions relocated to 1740 West Adams: 428 User Mailboxes, 124 Shared Mailboxes
Group C - ADOA remaining divisions, Registrar of Contractors: 442 User Mailboxes, 180 Shared mailboxes
Total Migrated for Phase (0) = 1,397

With this amendment, ADOA-ASET seeks ITAC approval to extend the Phase (0) work to include migration of agencies who are facing a near-term Microsoft or other email platform contract or support expiration - at a minimum this includes the remaining agencies who subscribe to ADOA-ASET's email service who have not yet been migrated (16 organizations / approximately 500 users). The extended Phase (0) efforts will also include necessary discovery and planning work with the Arizona Department of Corrections, Arizona Department of Health Services and a limited set of smaller agencies that have requested to move forward. This discovery effort will allow for a broader sampling of use cases which will assist the project team to budget, strategically plan, and execute on implementation efforts for the remainder of the project.

Once Phase (0) efforts are complete and implementation data analyzed, ADOA-ASET plans to proceed with Phases 1-3 of the enterprise email platform implementation with subsequent phase approvals to be reviewed and authorized by ITAC prior to implementation of each Phase respectively. A phased project timeline along with the ITAC meeting discussion and presentation will provide additional details and estimated dates regarding next steps.

CHANGE REQUEST / AMENDMENT

PIJ ID AD18001 - Enterprise Email

Arizona Department of Administration

Amended Financials Detail: Non-APF Funding Source (AODocs is an optional service offering)

FY	PIJ Category	Development	Operational	Description
2018	P&OS	$130,000	$0	User Migration to Google by Sada (Phase 0 & 1 est.)
2019	P&OS	$TBD	$0	User Migration to Google by Sada (Phase 2 est.)
2020	P&OS	$TBD	$0	User Migration to Google by Sada (Phase 3 est.)
2018	L&M Fees	$0	$0	Google Suite Licensing Cost (Yrs 1-2 $0.00 Cost)
2019	L&M Fees	$0	$0	Google Suite Licensing Cost (Yrs 1-2 $0.00 Cost)
2020	L&M Fees	$0	$369,590	Google Suite Licensing Cost
2021	L&M Fees	$0	$369,590	Google Suite Licensing Cost
2022	L&M Fees	$0	$369,590	Google Suite Licensing Cost
2018	L&M Fees	$389,910	$0	Single Sign On OKTA Initial Implementation
2019	L&M Fees	$0	$63,343	Single Sign On OKTA
2020	L&M Fees	$0	$63,343	Single Sign On OKTA
2021	L&M Fees	$0	$63,343	Single Sign On OKTA
2022	L&M Fees	$0	$63,343	Single Sign On OKTA
2018	L&M Fees	$147,843	$0	Doc Mngmt AODocs Initial Lic. Fee, Based on 7,500 users
2019	L&M Fees	$0	$147,843	Doc Mngmt AODocs yr 2-5 (per-user per adoption rate $17-$58.50)
2020	L&M Fees	$0	$147,843	Doc Mngmt AODocs yr 2-5 (per-user per adoption rate $17-$58.50)
2021	L&M Fees	$0	$147,843	Doc Mngmt AODocs yr 2-5 (per-user per adoption rate $17-$58.50)
2022	L&M Fees	$0	$147,843	Doc Mngmt AODocs yr 2-5 (per-user per adoption rate $17-$58.50)

Original PIJ Financials *(Phase 0)*

Five Year Life-Cycle Summary						
Cost Description	*FY2018*	*FY2019*	*FY2020*	*FY2021*	*FY2022*	*Total*
Development Costs	$115,676	$0	$0	$0	$0	$115,676
Operational Costs	$0	$71,676	$197,109	$197,109	$197,109	$663,003
Total Project Costs	$115,676	$71,676	$197,109	$197,109	$197,109	$778,679

New Amended PIJ Financials *(Phase 0)*

Five Year Life-Cycle Summary						
Cost Description	*FY2018*	*FY2019*	*FY2020*	*FY2021*	*FY2022*	*Total*
Development Costs	$667,753*	$0	$0	$0	$0	$667,753
Operational Costs	$0	$211,185	$580,775	$580,775	$580,775	$1,953,510
Total Project Costs	$667,753	$211,185	$580,775	$580,775	$580,775	$2,621,263

* *Note on FY18 Development Budget:*

- *OKTA costs - Year one development costs of $389,910 associated with this amendment encompass a new single-sign-on (SSO) solution called Okta. OKTA is an Enterprise grade SSO solution that was selected to replace the IamCloud SSO solution that has been used with ADOA's Microsoft Office365 (O365) deployment. Due to service quality issues and improved pricing ADOA planned to replace IamCloud regardless of the Google project but given the timing of Phase (0) and the expiration of ADOA's O365 licensing it did not make sense to migrate O365 to OKTA, but rather start fresh by deploying OKTA with Google. ADOA plans to leverage the OKTA solution to support other Statewide enterprise applications such as HRIS, Workplace, Source to Pay, AFIS, Adobe, Salesforce, and other cloud services like Azure and AWS.*

- *Personnel Expansion - The organizational units and personnel counts included in the Phase (0) expansion financial estimates include:*
  - *ADOA, Governor's Office, Boards moved to 1740 West Adams - 1397 (already migrated)*
  - *ADOA tenant customers affected by ADOA's MS contract expiration - 507 users*
  - *Non-ADOA customers who have requested to migrate to Google - 1228*
  - *PIJ calculations based on user quantity of 3250, which allows for variances in the accuracy of data provided by agencies*

Project Plan / Roadmap: