

ARIZONA

DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

Enterprise Email

January 15, 2020

Background and Closeout Summary

Governor Ducey

- Focused on running government at the speed of business
- Goal Council 5 created to provide a more efficient and accountable government to our citizens and taxpayers

Arizona Management System (AMS)

- Designed to create efficiencies throughout state
- Desired a platform to increase communication and collaboration statewide
- Identified opportunities for statewide enterprise contracts

Enterprise Email

- State agencies using 30 disparate and disconnected email platforms (Google, Microsoft, Groupwise, etc)
- Different pricing and contracts
- Google selected
- Governor's Office and Department of Administration have already migrated

Desired Benefits

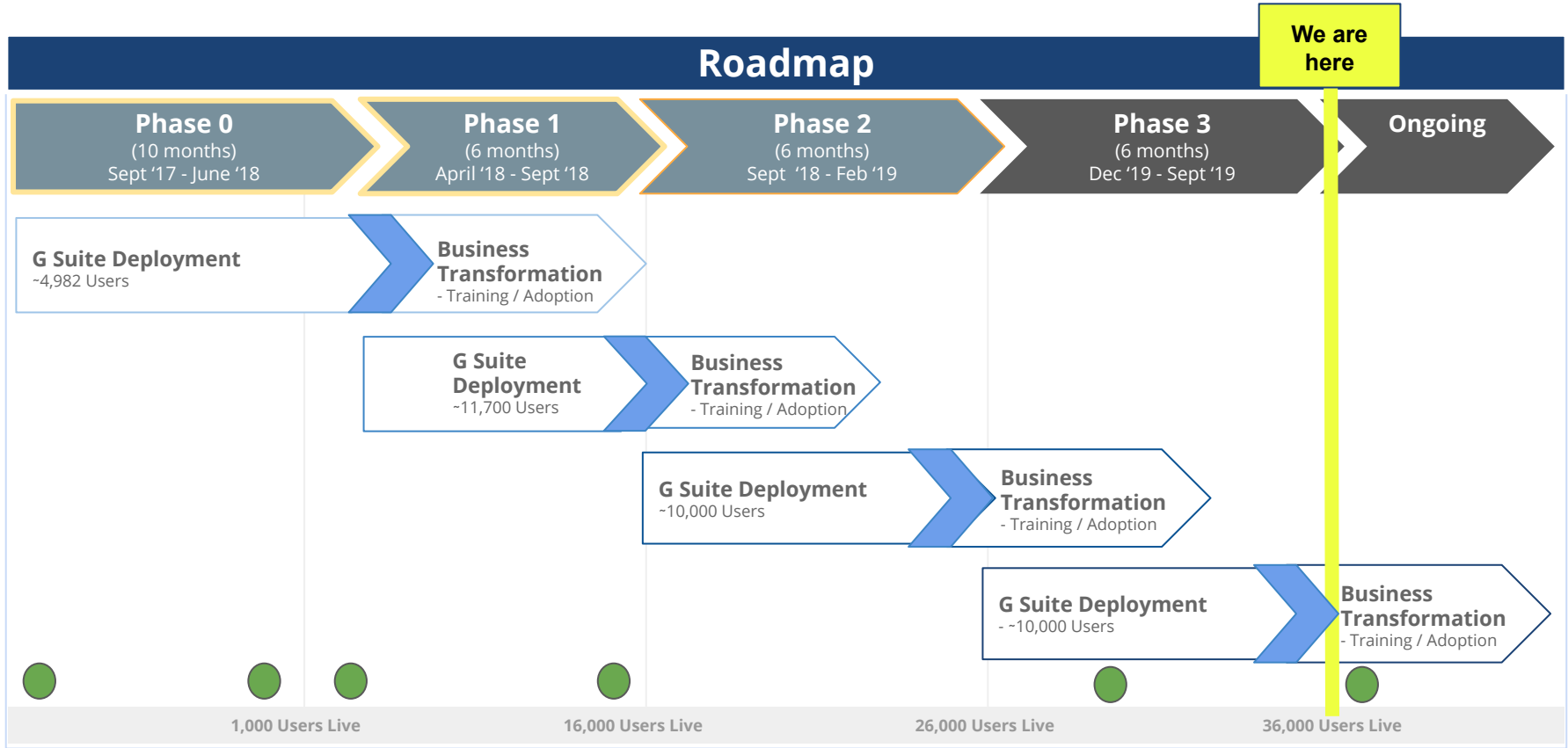
01 **Improved cross agency collaboration**

02 **Better and more efficient communication**

03 **Easier data sharing**

04 **Enhanced contract transparency**

Overall Roll-Out Plan



****Dates / Timeline are tentative****

● ITAC Review/Approval

➤ Lessons Learned sessions

86 Agencies migrated

1. Acupuncture
2. Physical Therapy
3. Occupational Therapy/Athletic Training
4. Veterinary Medical Examining Board
5. Dispensing Opticians
6. Board of Homeopathic Medical Examiners
7. Board of Massage Therapy
8. Naturopathic Physicians Medical Board
9. Board of Optometry
10. Forestry and Fire
11. Personnel Board
12. Board of Podiatry Examiners
13. Private Postsecondary Education
14. Board of Respiratory Care Examiners
15. Board of Psychologist Examiners
16. Arizona Medical Board
17. Nursing Board
18. Chiropractic Examiners
19. Cosmetology
20. Behavioral Health Examiners Board
21. Dental Examiners Board
22. Department of Homeland Security
23. Funeral Board
24. Barber Board
25. Board of Medical Examiners/Osteopath
26. Nursing Care and Assisted Living Administrators
27. Office of the Governor
28. Arizona Department of Administration
29. Registrar of Contractors
30. Navigable Stream Adjudication Commission
31. Arizona Commission of African American Affairs
32. Board of Tax Appeals
33. Automobile Theft Authority
34. Arizona Board of Fingerprinting
35. Arizona Pioneers Home
36. Department of Emergency & Military Affairs
37. Industrial Commission of Arizona
38. Department of Game & Fish
39. Department of Real Estate
40. Governor's Office of Highway Safety
41. Arizona State Board of Technical Registration
42. Board of Education
43. Residential Utility Consumer Office
44. Board of Executive Clemency
45. Arizona State Board for Charter Schools
46. Arizona State Mine Inspector
47. Board of Equalization
48. Commission for the Deaf and Hard of Hearing
49. School Facilities Board
50. Board of Pharmacy
51. Peace Officer's Standards and Training Board
52. Arizona Office of Tourism
53. Office of Economic Opportunity
54. Arizona Historical Society
55. Arizona Exposition & State Fair
56. Department of Financial Institutions
57. Department of Insurance
58. Department of Liquor Licenses & Control
59. Arizona Lottery
60. Osteopathic Examiners
61. Prosecuting Attorney's Advisory Council
62. Department of Corrections
63. Department of Health Services
64. State Parks
65. Arizona Department of Transportation
66. Arizona Health Care Cost Containment System
67. Arizona Department of Juvenile Corrections
68. Department of Environmental Quality
69. State Land
70. Department of Housing
71. Department of Gaming
72. Department of Agriculture
73. Department of Revenue
74. Board of Accountancy
75. Arizona State Retirement
76. Clean Elections Commission
77. Arizona Criminal Justice Commission
78. Commission of the Arts
79. First Things First
80. Commission for Postsecondary Education
81. Department of Veterans' Services
82. Department of Water Resources
83. Office of Administrative Hearing
84. Arizona Power Authority
85. Prescott Historical Society
86. Department of Economic Security

Live Accounts to Date

3,554

Users

1,047

Shared mailboxes

Phase 0

8,871

Users

1,785

Shared mailboxes

Phase 1

7,857

Users

2,748

Shared mailboxes

Phase 2

10,076

Users

4,718

Shared mailboxes

Phase 3

30,358

Users

10,298

Shared mailboxes

40,656

Security Updates

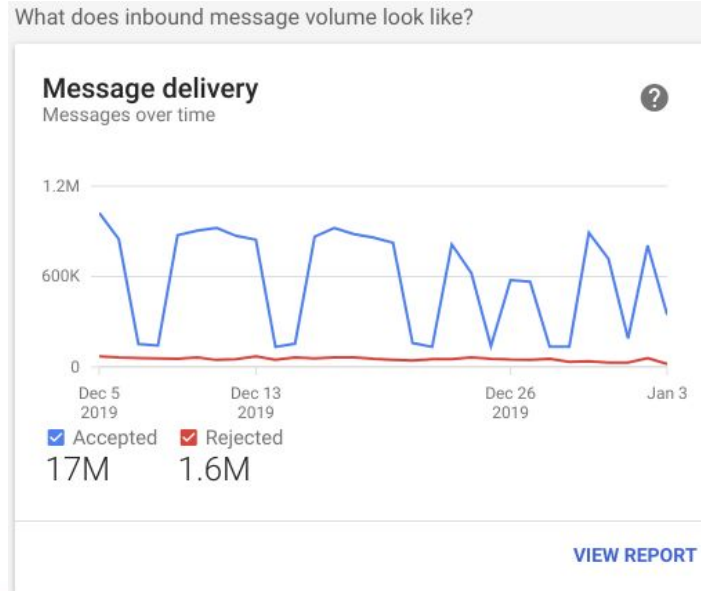
Security Updates - New Security Features

- Advanced Protection Program
- Context-Aware Access Control
- Fundamental Device Management
- Access Transparency



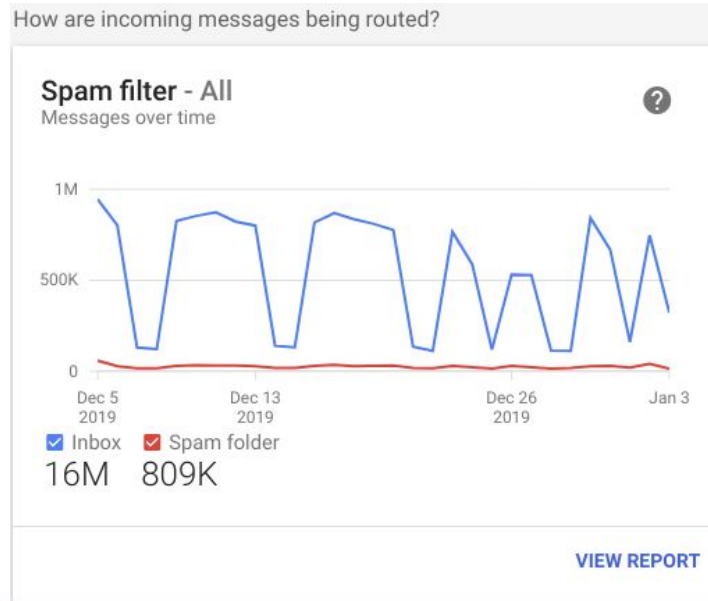
Security Update - Statistics for the Last 30 Days

Message Delivery: Roughly 17 Million messages were accepted into the State's GSuite environment while roughly 1.6 million were rejected entirely from entering at all.



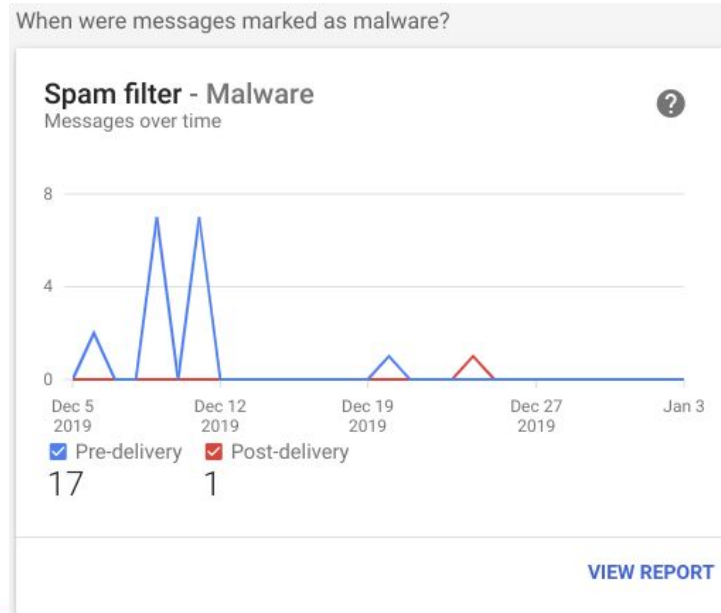
Security Update - Statistics for the Last 30 Days

[Spam Filtering within State GSuite Environment](#): Roughly 16 million were delivered into the end users' inboxes while approximately 809,000 were redirected to the Spam folders.



Security Update - Statistics for the Last 30 Days

[Malware Detected](#). SPAM Filter - Pre-delivery and Post-delivery



Security Update - Continued

Current Compliance Updates:

- CJIS
- PUB 1075
- HIPAA
- State of Arizona GSuite Security Session



Looking forward...

Final agencies

- **Department of Child Safety**

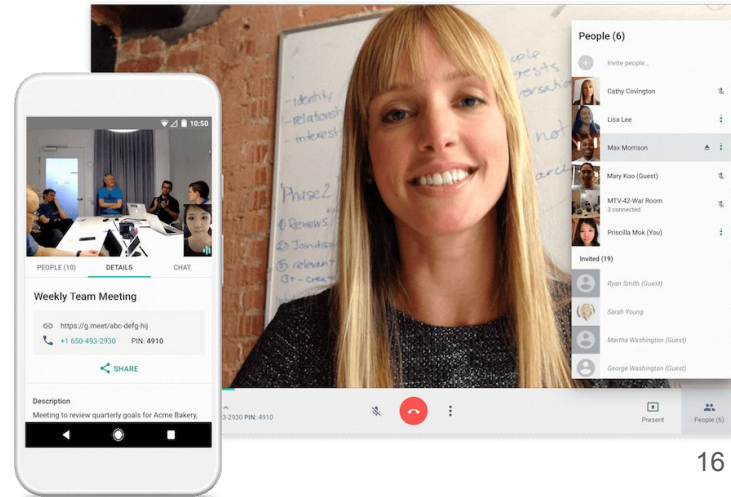
*provisioning accounts only, migrations to take place after Guardian project completion; estimated to be by end of year 2020

- **Department of Public Safety**

*provisioning accounts only, migrations to take place upon ACJIS compliance completion; expected in first quarter of CY2020

Ongoing efforts

- Increasing adoption and usage of Hangouts Meet
 - ➔ Video conferencing app for up to 250 participants
 - ➔ Included with G Suite licensing
- Reduced duplicative licensing by 88% statewide
- Cost avoidance of \$634,320 for FY20
- Cancelling statewide duplicative licensing in FY21



Ongoing efforts

- Training opportunities for agency technical leads and end-users
- Monthly statewide newsletters
- Drive migrations for state agencies
- Revamping Resource Site for ongoing adoption focus
- Re-engaging agency Champions
- Working with agencies to reduce duplicative licensing in other areas



For ITAC Approval

Timeline change to December 2020

- **Department of Child Safety**

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Questions?

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