

# ARIZONA

DEPARTMENT OF ADMINISTRATION  
TECHNOLOGY

## **Enterprise Email**

October 24, 2018

# Background

## 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

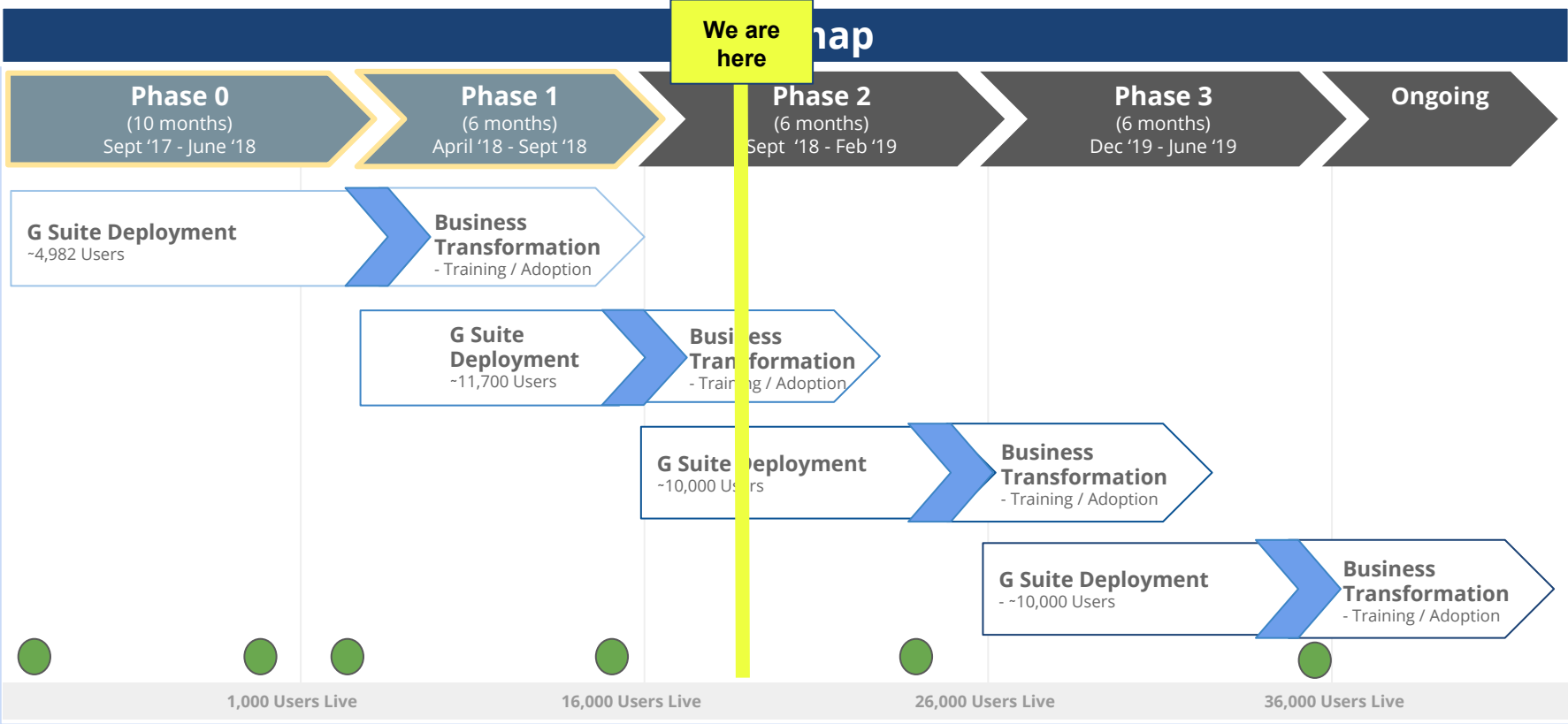
01 **Improved cross agency collaboration**

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

# Phase 1 Updates

# 63 Agencies migrated

- |   |  |  |
|---|--|--|
| 1. Acupuncture                            | 25. Board of Medical Examiners/Osteopath       | 45. Arizona State Board for Charter        |
| 2. Physical Therapy                       | 26. Nursing Care and Assisted Living           | Schools                                    |
| 3. Occupational Therapy/Athletic Training | Administrators                                 | 46. Arizona State Mine Inspector           |
| 4. Veterinary Medical Examining Board     | 27. Office of the Governor                     | 47. Board of Equalization                  |
| 5. Dispensing Opticians                   | 28. Arizona Department of Administration       | 48. Commission for the Deaf and Hard of    |
| 6. Board of Homeopathic Medical Examiners | 29. Registrar of Contractors                   | Hearing                                    |
| 7. Board of Massage Therapy               | 30. Navigable Stream Adjudication Commission   | 49. School Facilities Board                |
| 8. Naturopathic Physicians Medical Board  | 31. Arizona Commission of African American     | 50. Board of Pharmacy                      |
| 9. Board of Optometry                     | Affairs  | 51. Peace Officer's Standards and Training |
| 10. Forestry and Fire                     | 32. Board of Tax Appeals                       | Board                                      |
| 11. Personnel Board                       | 33. Automobile Theft Authority                 | 52. Arizona Office of Tourism              |
| 12. Board of Podiatry Examiners           | 34. Arizona Board of Fingerprinting            | 53. Office of Economic Opportunity         |
| 13. Private Postsecondary Education       | 35. Arizona Pioneers Home                      | 54. Arizona Historical Society             |
| 14. Board of Respiratory Care Examiners   | 36. Department of Emergency & Military Affairs | 55. Arizona Exposition & State Fair        |
| 15. Board of Psychologist Examiners       | 37. Industrial Commission of Arizona           | 56. Department of Financial Institutions   |
| 16. Arizona Medical Board                 | 38. Department of Game & Fish                  | 57. Department of Insurance                |
| 17. Nursing Board                         | 39. Department of Real Estate                  | 58. Department of Liquor Licenses &        |
| 18. Chiropractic Examiners                | 40. Governor's Office of Highway Safety        | Control                                    |
| 19. Cosmetology                           | 41. Arizona State Board of Technical           | 59. Arizona Lottery                        |
| 20. Behavioral Health Examiners Board     | Registration                                   | 60. Prosecuting Attorneys Advisory Council |
| 21. Dental Examiners Board                | 42. Board of Education                         | <b>61. Department of Corrections</b>       |
| 22. Department of Homeland Security       | 43. Residential Utility Consumer Office        | <b>62. Department of Health Services</b>   |
| 23. Funeral Board                         | 44. Board of Executive Clemency                | <b>63. State Parks</b>                     |
| 24. Barber Board                          |  |  |

# Phase 0-1 Live Accounts





## Security update

- Google Data Regions - Arizona data only stored in US
- G Suite Security Alert Center - Comprehensive view of essential security-related notifications, alerts, and actions across G Suite.
- New Safety Settings for attachments, links, images, and spoofing deployed for testing at ADOA



## Security Update Continued

For September 12, 2018 - October 12, 2018

- Total Messages Delivered to Inboxes: 7.2 Million
- Threat Messages Blocked Pre-Delivery: 200,000+
- Threat Messages Blocked Post-Delivery: 7200+



# Continuous Improvement

# Channels for feedback

	<u>Internal Lessons Learned</u>	<u>External Lessons Learned</u>	<u>Post migration Surveys</u>
Timeframe	<ul style="list-style-type: none"><li>• 1 week post migration</li></ul>	<ul style="list-style-type: none"><li>• Within 30 days post migration</li></ul>	<ul style="list-style-type: none"><li>• 1 week post migration</li></ul>
Audience	<ul style="list-style-type: none"><li>• ADOA</li><li>• SADA</li></ul>	<ul style="list-style-type: none"><li>• Agency project team (customer)</li><li>• ASET project team</li><li>• Project stakeholder(s)</li></ul>	<ul style="list-style-type: none"><li>• Sample of end-users at all levels of an agency post migration</li></ul>
Topics	<ul style="list-style-type: none"><li>• Migration (technical)</li><li>• Roll-out (operational)</li><li>• Adoption (change-mgt)</li></ul>	<ul style="list-style-type: none"><li>• Migration (technical)</li><li>• Roll-out (operational)</li><li>• Adoption (change-mgt)</li><li>• Open dialog<ul style="list-style-type: none"><li>• What went well</li><li>• What could be improved</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Overall migration</li><li>• Training</li><li>• Communication</li><li>• Go-live day</li><li>• General feedback/Other</li></ul>

# Lessons Learned

## Communications:

- Ongoing communications post-migration (newsletters, social media, etc)
- Visual communications (posters, Google wall, escalation path, etc)
- Manage email communications through agency Comm Lead

## Training:

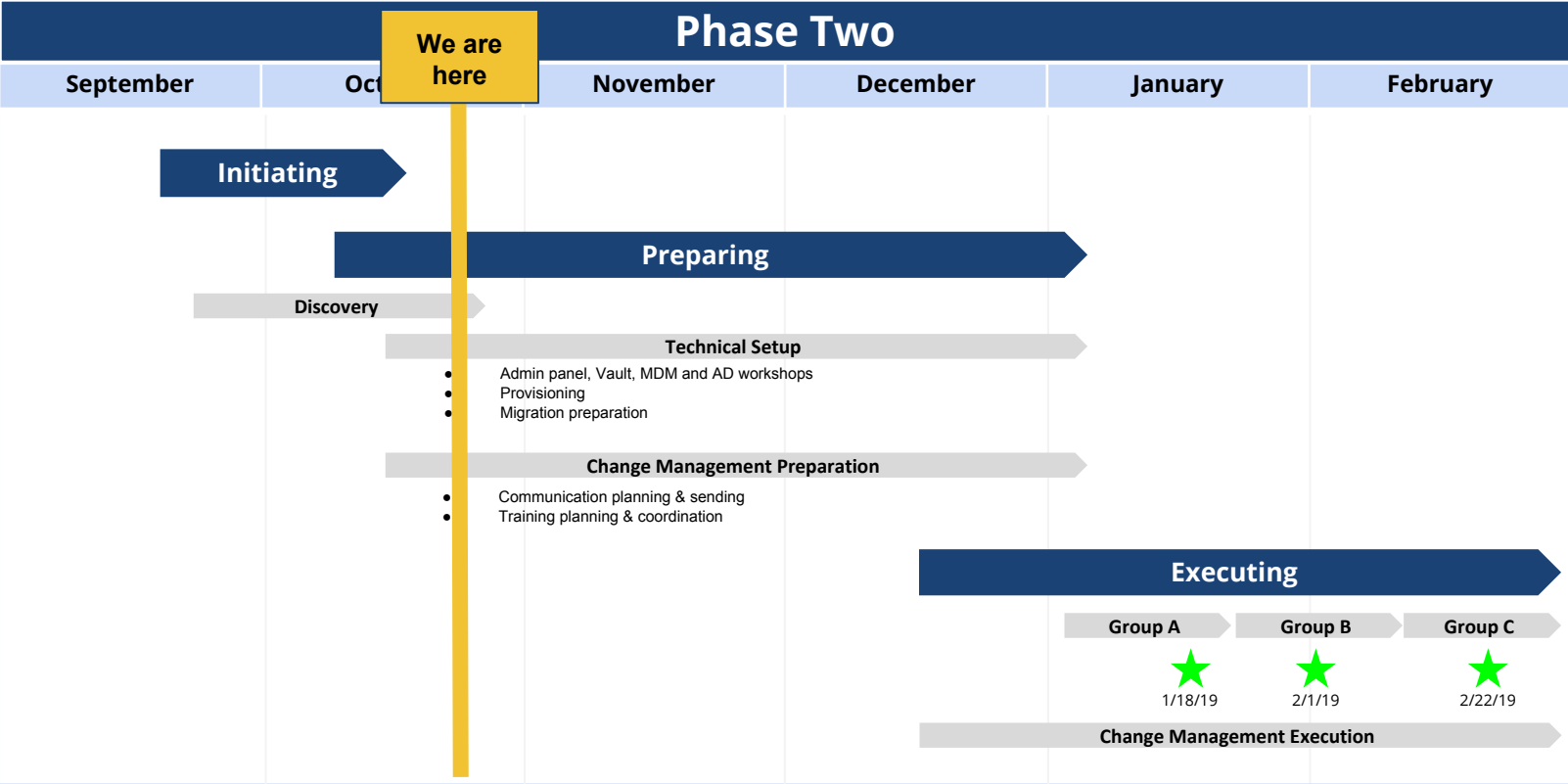
- Emphasize **mandatory** training for end-users
- Web based training for future migrations
- Training for EA's week before
- Specific training for Executives morning of Go Live

## Technical:

- Updated data collection spreadsheet with deadlines and tips
- Early provisioned IT teams for familiarity and collaboration
- Earlier Admin Panel session for agencies

# Phase 2

# High Level Plan



## Phase II Agencies

01 **ADOT**

02 **AHCCCS**

03 **DEQ**

04 **ADJC**

05 **Land**

06 **Housing**

07 **Agriculture**

08 **Gaming**



<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
<b>Development Costs</b>	\$652,630*	\$1,204,456*	\$0	\$0	\$0	\$1,857,086
<b>Operational Costs</b>	\$0	\$414,930	\$4,624,143	\$4,624,143	\$4,624,143	\$14,287,358
<b>Total Project Costs</b>	\$652,630	\$1,619,386	\$4,624,143	\$4,624,143	\$4,624,143	\$16,144,444

**New Amended PIJ  
 Financials (Phase 2)**  
 10/24/18 ITAC

**P2**

**New Amended PIJ  
 Financials (Phase 1)**  
 6/14/18 ITAC

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$652,630*	\$762,456*	\$0	\$0	\$0	\$1,415,085
Operational Costs	\$0	\$25,020	\$2,779,717	\$2,779,717	\$2,779,717	\$8,364,171
Total Project Costs	\$652,630	\$787,476	\$2,779,717	\$2,779,717	\$2,779,717	\$9,779,256

**P1**

**Amended PIJ  
 Financials (Phase 0 -  
 Extended) 3/18/18  
 ITAC**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
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

**P0**

**Original PIJ  
 Financials (Phase 0)**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
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

**P0**

# Financials Cnt'd (projected full project)

Full project budget figures are based off an estimated 36,000 total mailboxes as per the original Google enterprise contract.

Total mailbox estimate is expected to adjust upward as the project progresses in order to accomodate shared mailboxes.

Updated financial estimates will be presented as the project phases are brought before ITAC for approvals.

<i>All Phase Financial Estimate based on 36,000 Mailboxes</i>				
Fiscal Year	PIJ Category	Development	Operational	Description
2018	P&OS	\$237,700	\$0	User Migration to Google by Sada (Phase 0)* all agencies associated
2018	L&M Fees	\$389,910	\$0	Single Sign On OKTA Initial Implementation (Up to 20,000 until Sept. 2019)
2018	L&M Fees	\$25,020	\$0	Doc Mngmt AODocs Initial Lic. Fee (500 ADOA users)
2019	P&OS	\$1,173,600	\$0	User Migration to Google by Sada (Phase 1-3 est.)
2019	L&M Fees	\$0	\$701,814	Single Sign On OKTA (Up to 20,000 until Sept 2019)
2019	L&M Fees	\$316,156	\$25,020	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
2020	L&M Fees	\$0	\$4,093,770	Google Suite Licensing Cost
2020	L&M Fees	\$0	\$701,814	Single Sign On OKTA
2020	L&M Fees	\$0	\$341,175	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
2021	L&M Fees	\$0	\$4,093,770	Google Suite Licensing Cost
2021	L&M Fees	\$0	\$701,814	Single Sign On OKTA
2021	L&M Fees	\$0	\$341,175	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
2022	L&M Fees	\$0	\$4,093,770	Google Suite Licensing Cost
2022	L&M Fees	\$0	\$701,814	Single Sign On OKTA
2022	L&M Fees	\$0	\$341,175	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
		<b>\$2,142,385</b>	<b>\$16,137,111</b>	

<i>Five Year Life-Cycle Summary</i>						
Cost Description	FY2018	FY2019	FY2020	FY2021	FY2022	Total
Development Costs	\$652,630	\$1,489,756	\$0	\$0	\$0	<b>\$2,142,385</b>
Operational Costs	\$0	\$726,834	\$5,136,759	\$5,136,759	\$5,136,759	<b>\$16,137,111</b>
Total Project Costs	\$652,630	\$2,216,589	\$5,136,759	\$5,136,759	\$5,136,759	<b>\$18,279,496</b>

## For ITAC Approval

### Phase II - September - February

1. Migration and Go-live of email and calendar for Phase II agencies
2. Based on previous ITAC approvals, the ability to continue engaging in planning and analysis activities as needed for agencies slated for subsequent phases

**Questions?**

**ARIZONA**

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