Agency Vision

Our vision is to be the information technology leader for Arizona government, providing innovative and transformative services. This won't happen overnight. And it won't happen in a vacuum. Working together toward this shared goal, we will succeed.

Agency Mission

Inspired by that vision, our mission is to deliver forward-thinking and secure IT solutions to state agencies. We will achieve this by:

• Putting the customer first

• Offering world-class services

• Focusing on value, not cost

Web Content Filtering Security Tool Implementation

State of Arizona

Department of Administration

Department of Homeland Security

July 21, 2021

Project Introduction

Problem Statement:

- State agencies purchase, deploy, and support devices independently creating inefficiencies and wasting precious resources by not utilizing economies of scale. Purchasing Enterprise Security solutions addresses this concern.

- The current Enterprise Security tool for Web Content Filtering was reviewed by a multi-agency review committee and it was determined that a new technology would be required.

- Websites can potentially introduce malicious content into the device or network.

- Specific categories of websites, while not inherently dangerous, may not have a business justification and may consume state resources - network bandwidth and/or employee time.

Benefit of a New System:

- This is replacing an exciting Enterprise Security tool. This tool will be provided to all agencies, if desired, at no charge.

- The class of tool will protect employees from malicious websites, which helps keep the entire network secure.

- Web Content Filtering tools are configurable to allow each agency control over the policies that are applied to the agency and specific users.

Proposed Solution

Procurement

- Multi-functional committee drafted technical requirements
- SPO
  - Sent Requirements to Vendors on State Contracts - SVAR, Networking (Security), and Cloud
  - Requested Vendors chose Manufacturers to bring in for Demos
- Committee selected two vendors for a proof of concept - 1 POC failed
- Multi-Agency POC
- Agency Feedback
- Multiple quotes and vendor negotiation
- Zscaler will be purchased via an existing State Contract

Technology

- Enterprise solution

- Cloud Based, no on prem equipment

- Secure internet and web gateway delivered as a service

- Zscaler Internet Access sits between the end users and the internet, inspecting every byte of traffic inline across multiple security techniques, even within SSL

- Offers protection from web and internet threats

Project Responsibilities

Agency

1. Enterprise Security - Console Config
2. Enterprise Security - Administration and Assigning Access Roles
3. Tanium Admins - Assist agencies with configuring deployment packages to install Zscaler and remove prior tool
4. All Agencies - Deployment to endpoints, regardless of tool used to do so
5. All Agencies - Determine appropriate policies. Designate technical resources to respond to information and alerts generated

Shared

1. Training - Vendor supplied resources, Agencies must participate
2. Documentation - Vendor supplied, Agencies must read and engage
3. Updates - Vendor provided, Zscaler Product owner (Enterprise Security) must configure and install

Vendor/Contractor

1. Supports platform
2. Supports Infrastructure
3. Provide Technical resources - TAM
4. Provide Professional Support Services and deployment support to agencies

Program Structure
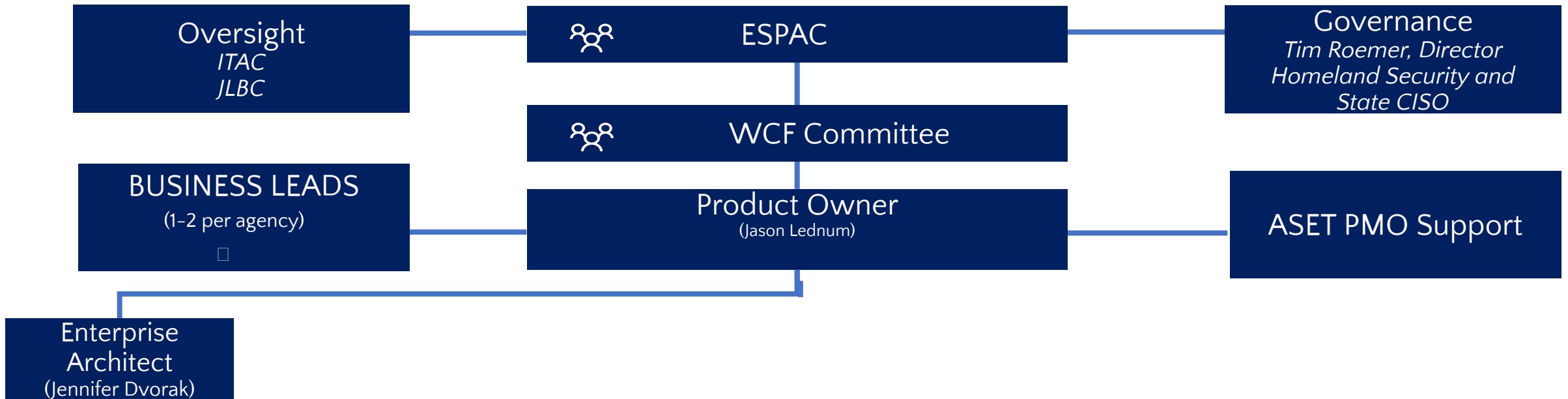
Project Timeline

Task Name	Duration	Start	Finish	% Com...	Status	Q4 Nov Dec	Q1 Jan Feb Mar	Q2 Apr May Jun	Q3 Jul Aug Sep
SCHEDULE ROLLUP LINE	220d	11/01/20	09/07/21	52%	In Progress				
INITIATION	27d	11/01/20	12/09/20	100%	Complete				
PLANNING	68d	11/01/20	02/05/21	100%	Complete				
EXECUTION	154d	01/26/21	08/27/21	60%	In Progress				
Deliverable: Preliminary Price Quotes from select vendors	6d	01/26/21	02/02/21	100%	Complete				
Milestone: Select Vendors for POC	0	02/04/21	02/04/21	100%	Complete				
Milestone: Award Vendor(s) POC	0	02/04/21	02/04/21	100%	Complete				
Deliverable: Draft Use Cases	2d	02/04/21	02/05/21	100%	Complete				
Milestone: SOW Approval	1d	05/11/21	05/11/21	100%	Complete				
Issue $0 PO to vendors	10d	02/18/21	03/03/21	100%	Complete				
POC	41d	02/22/21	04/19/21	100%	Complete				
Milestone: Select Product	0	04/19/21	04/19/21	100%	Complete				
Vendor Evaluations and Recommendation	1d	04/20/21	04/20/21	100%	Complete				
Deliverable: Recommendation to ESPAC	1d	04/20/21	04/20/21	100%	Complete				
Milestone: ESPAC Approval	10d	04/20/21	05/03/21	100%	Complete				
Issue PO	5d	07/01/21	07/07/21	50%	In Progress				
Trends board in Tanium	5d	07/06/21	07/12/21	100%	Complete				
Servers	8d	07/08/21	07/19/21		Not Started				
Chromebooks	7d	07/20/21	07/28/21	7%	In Progress				
Zscaler Deployment	84d	05/04/21	08/27/21	35%	In Progress				
MONITOR & CONTROL	196d	12/07/20	09/07/21	23%	In Progress				
CLOSE	2d	07/30/21	08/02/21	0%	Not Started				

Project Initialization: Complete
Planning: Complete
Execution:
- Technical Requirements - Complete
- Vendor Demos - Complete
- POC - Complete
- Tool Section - Complete
- ESPAC Approval - Complete
- PIJ Approval - Complete
- Workstations - In Process
- Servers - In Process
- Chromebooks - Not Started

Monitoring and Control: In Process
Close Project: Not Started

Current Operational Costs

Project Costs by Category	FY22	FY23	FY24	Total
Professional & Outside Services (contractors)	$42,000	$42,000	$42,000	$126,000
Hardware				
Software	$266,797.88	$298,367.90	$298,367.90	$863,533.68
Communications				
Facilities				
License & Maintenance Fees				
Other Operational Expenditures				
Total Operational	$308,797.88	$340,367.90	$340,367.90	$989,533.68

Financial Impact

Project Development Funding	
Base Budget - Available	$308,797.88
Base Budget - To Be Requested	
APF Budget - Available	
APF Budget - To Be Requested	
Other Appropriated - Available	
Other Appropriated - To Be Requested	
Federal - Available	
Federal - To Be Requested	

Total Development Project Funding	
Available Budget	$308,797.88
To Be Requested Budget	

Operational Delta	
Current 3-Year Operational Cost (Avg)	$318,911.30
Proposed 3-Year Operational Cost (Avg)	$329,844.56
Financial Impact of New System	$10,933.26

Total Operational Funding - Project	
To Be Requested Budget	

What Success Looks Like

Change Management

- Project Milestones
  - Deploy Workstations
  - Deploy Servers
  - Deploy Chromebooks

Measures of Success

- Configure console to allow individual tenant
- Configure console to manage agencies
- Establish baseline policy minimums
- Deploy 19,000 Zscaler licenses by 9/30/21
- Deploy up to 30,000 Zscaler licenses by 7/31/22

Q & A
Session