

# Project Investment Justification

## Windows 10 Agency Refresh

### CH19006

### Department of Child Safety

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## 1. GENERAL INFORMATION

**PIJ ID:** CH19006

**PIJ Name:** Windows 10 Agency Refresh

**Account:** Department of Child Safety

**Business Unit Requesting:** DCS IT Operations

**Sponsor:** Linda Jewell

**Sponsor Title:** Assistant Director, Information Technology

**Sponsor Email:** linda.jewell@azdcs.gov

**Sponsor Phone:** (602) 255-3150

## 2. MEETING PRE-WORK

2.1 What is the operational issue or business need that the Agency is trying to solve? (i.e....current process is manual, which increases resource time/costs to the State/Agency, and leads to errors...):

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1. The Hotline facility has lost power and/or network 6 times this fiscal year. When the outages occur, the employees do not have a proper disaster recovery solution.
2. Microsoft support for Windows 7 will be discontinued 1/14/2020.
3. DCS currently has approximately 1100 HP 850 G1 machines that are 4 years old or older, out of warranty and we are not able to get replacement parts for them.

2.2 How will solving this issue or addressing this need benefit the State or the Agency?

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1. Purchasing laptops for the Hotline allows the users to easily relocate to the designated fail over site, connect to wireless and continue receiving calls in a short amount of time.
2. DCS will be able to replace the Windows 7 machines with freshly imaged Windows 10 machines.
3. DCS will be able to remove the failing, out of warranty HP 80 G1's from the network.

2.3 Describe the proposed solution to this business need.

Phase 1 deployed 120 laptops to the Hotline personnel with Windows 10 and the ancillary equipment to allow them to relocate to the fail over site when their facility goes down

NOTE: This was completed in January 2019. All costs and information can be found in CH19001. The costs will NOT be added to the total cost here to avoid duplicating costs in the system.

Phase 2 deploys 693 Windows 10 laptops to the Southeast Region and more remote facilities. The deployment is planned for April - June to keep DCS on track to complete the overall refresh by January 2020.

Phase 3 will deploy Windows 10 laptops to the remaining facilities - primarily in the Central region and immediately surrounding offices. Included in this phase will be the purchase of additional monitors to bring all workstations up to the DCS standard of 2 monitors per station.

NOTE: In order to submit this PIJ in time for March ITAC DCS has estimated costs for this Phase and is in the process of requesting quotes from 3 vendors. This is with the understanding that:

1. DCS cannot move forward with Phase 3 until the quotes have been provided and;
2. If the quotes come in more than 10% over the estimate for Phase 3 a Change Request will be required.

2.4 Has the existing technology environment, into which the proposed solution will be implemented, been documented?

Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

2.5 Have the business requirements been gathered, along with any technology requirements that have been identified?

Yes

2.5a Please explain below why the requirements are not available.

### **3. PRE-PIJ/ASSESSMENT**

3.1 Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?

No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?

No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

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3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

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## 4. PROJECT

4.1 Does your agency have a formal project methodology in place?

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Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).

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DCS will provide Desktop Support, Project Management support and the image for the laptops to the vendor.

The vendor will receive the PC order, image the machines with the provided image, test the image to validate functionality, deliver the PC's to the requested facilities and, when requested, provide assistance setting up the end user stations with the new machines.

4.3 Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?

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Yes

4.3a If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information.

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4.4 Is the proposed procurement the result of an RFP solicitation process?

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No

4.5 Is this project referenced in your agency's Strategic IT Plan?

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Yes

## 5. SCHEDULE

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?

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Yes

5.2 Provide an estimated start and finish date for implementing the proposed solution.

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Est. Implementation Start Date

4/4/2019 12:00:00 AM

Est. Implementation End Date

12/31/2019 12:00:00 AM

5.3 How were the start and end dates determined?

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Other

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

Milestone / Task	Estimated Start Date	Estimated Finish Date
Phase 1 - Hotline Laptop Refresh (DR Solution) (CH19001)	12/03/18	01/18/19
Phase 2 - Southeast Region and Remote Sites Rollout	04/04/19	06/28/19
Phase 3 - Central Region and Surrounding sites rollout	07/01/19	12/31/19

5.4 Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?

Yes

5.5 Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?

No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

## 6. IMPACT

6.1 Are there any known resource availability conflicts that could impact the project?

No

6.1a Have the identified conflicts been taken into account in the project plan?

6.2 Does your schedule have dependencies on any other projects or procurements?

No

6.2a Please identify the projects or procurements.

6.3 Will the implementation involve major end user view or functionality changes?

No

6.4 Will the proposed solution result in a change to a public-facing application or system?

No

## 7. BUDGET

7.1 Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g, hardware, initial software licenses, training, taxes, P&OS, etc.?

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Yes

7.2 Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?

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Yes

7.3 Have all required funding sources for the project and ongoing support costs been identified?

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Yes

7.4 Will the funding for this project expire on a specific date, regardless of project timelines?

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No

7.5 Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?

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No

## 8. TECHNOLOGY

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

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The project is using a statewide enterprise solution

8.2 Will the technology and all required services be acquired off existing State contract(s)?

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Yes

8.3 Will any software be acquired through the current State value-added reseller contract?

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No

8.3a Describe how the software was selected below:

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8.4 Does the project involve technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment?

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No

8.5 Does your agency have experience with the vendor (if known)?

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Yes

8.6 Does the vendor (if known) have professional experience with similar projects?

Yes

8.7 Does the project involve any coordination across multiple vendors?

No

8.8 Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?

No

8.9 Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?

No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

8.10 Will a migration/conversion step be required, i.e., data extract, transformation and load?

No

8.11 Is this replacing an existing solution?

Yes

8.11a Indicate below when the solution being replaced was originally acquired.

In 2014, Arizona State Legislation establish DCS as a stand alone agency from the Department of Economic Security (DES). Upon the separation from DES, DCS resources maintained the current computers that are now end of life, and can not be upgraded to windows 10.

8.11b Describe the planned disposition of the existing technology below, e.g., surplus, retired, used as backup, used for another purpose:

All machines being replaced will be sent to surplus.

8.12 Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

DCS pulled a report to show the number of HP 850 G1's in the environment and another report to show the number of Windows 7 machines that would need to be replaced. The imagining and deployment of the machines is included with the purchase.

8.13 Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

Yes



8.14 Does the proposed solution and associated costs include failover and disaster recovery contingencies?

No

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

Not needed

8.15 Will the vendor need to configure the proposed solution for use by your agency?

Yes

8.15a Are the costs associated with that configuration included in the PIJ financials?

Yes

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?

No

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

8.16b Describe who will be customizing the solution below:

8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

8.16d Please select the application development methodology that will be used:

8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:

8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?

8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or data/info found at [aset.az.gov/resources/psp](http://aset.az.gov/resources/psp)?

Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

8.18 Are there other high risk project issues that have not been identified as part of this PIJ?

No

8.18a Please explain all unidentified high risk project issues below:

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## 9. SECURITY

9.1 Will the proposed solution be vendor-hosted?

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No

9.1a Please select from the following vendor-hosted options:

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9.1b Describe the rationale for selecting the vendor-hosted option below:

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9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?

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9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?

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9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?

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9.1f Has the spreadsheet located at <https://aset.az.gov/arizona-baseline-security-controls-excel> already been completed by the vendor and approved by ASET-SPR?

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9.2 Will the proposed solution be hosted on-premise in a state agency?

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No

9.2a Where will the on-premise solution be located:

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9.2b Were vendor-hosted options available and reviewed?

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9.2c Describe the rationale for selecting an on-premise option below:

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9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

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9.3 Will any PII, PHI, CGIS, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?

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No

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

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## 10. AREAS OF IMPACT

Application Systems

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Database Systems

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Software

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Hardware

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PC Purchases, Peripherals

Hosted Solution (Cloud Implementation)

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Security

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Telecommunications

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Enterprise Solutions

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Contract Services/Procurements

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## 11. FINANCIALS

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
Phase 2 : Southeast region and remote facilities	Hardware	Development	1	693	\$1,196	\$828,655	860.00 %	\$71,264	\$899,919
Phase 3 - Central region laptops	Hardware	Development	1	1400	\$1,196	\$1,674,050	860.00 %	\$143,968	\$1,818,018
Phase 3 - Monitors	Hardware	Development	1	850	\$169	\$143,387	860.00 %	\$12,331	\$155,718

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
\$899,919	\$1,973,736	100%
APF (Available)	APF (To Be Req)	APF % of Project
\$0	\$0	0%
Other Appropriated (Available)	Other Appropriated (To Be Req)	Other Appropriated % of Project
\$0	\$0	0%
Federal (Available)	Federal (To Be Req)	Federal % of Project
\$0	\$0	0%
Other Non-Appropriated (Available)	Other Non-Appropriated (To Be Req)	Other Non-Appropriated % of Project
\$0	\$0	0%

Total Budget Available	Total Development Cost
\$899,919	\$2,873,655
Total Budget To Be Req	Total Operational Cost
\$1,973,736	\$0
Total Budget	Total Cost
\$2,873,655	\$2,873,655

## 12. PROJECT SUCCESS

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project (e.g. increased productivity, improved customer service, etc.)? (A minimum of one performance indicator must be specified)

Please provide the performance objective as a quantifiable metric for each performance indicator specified.

**Note:** The performance objective should provide the current performance level, the performance goal, and the time period within which that performance goal is intended to be achieved. You should have an auditable means to measure and take corrective action to address any deviations.

**Example:** Within 6 months of project completion, the agency would hope to increase "Neighborhood Beautification" program registration by 20% (3,986 registrants) from the current registration count of 19,930 active participants.

#### Performance Indicators

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1. The Phase 1 objective is to reduce the downtime that occurs during an outage at the hotline facility.
2. Southeast region and remote facilities are upgraded to Windows 10, Windows 7 machines are removed from the network increasing RiskSense score and out of warranty machines are removed from the DCS Network
3. Central region is upgraded to Windows 10, Windows 7 machines are removed from the network increasing RiskSense score and out of warranty machines are removed from the DCS Network, all DCS workstations are standardized with 2 monitors.
4. By upgrading to windows 10, the agency will remain in compliance and be on a supported version of windows, ensuring the regular security updates and patches are received.

## 13. CONDITIONS

#### Conditions for Approval

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1. Prior to moving forward with each phase of this project, the agency must submit quotes for all items contained within that phase to ADOA-ASET for review.
2. Should the final costs exceed the estimated costs by 10% or more, or should there be significant changes to the proposed technology, scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET for review and approval prior to further expenditure of funds.

## 14. ENGAGEMENT MANAGER COMMENTS

#### Project Background

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The Department of Child Safety currently has approx 2,300 machines that run on windows 7 and are unable to upgrade to windows 10 or are currently out of warranty. These machines need to be replaced before the end of January 2010.

#### Business Justification

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This PIJ falls under a standard refresh for all machines that are outside of compliance for statewide standards and policies. By replacing these laptops the agency expects to see an increase in their overall Risksense Score, and will have all staff operating on machines covered by warranties.

#### Implementation Plan

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The plan as proposed is a 3 phase approach with each phase consisting of purchasing new machines and replacing old machines. Once the old machines are recovered, those without warranty will have the harddrive removed by the agency and the machines surplus by the 3rd party vendor. The machines with remaining warranty time will attempt to be upgraded to windows 10. The successful machines will be redistributed to staff.

#### Vendor Selection

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The agency requested quotes from vendors already on state contract. After receiving quotes that fell within budget and timeline, a vendor was chosen to move forward.

#### Budget or Funding Considerations

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The agency has indentified budget for Phase 1 (already purchased) and Phase 2 as they take place in the current fiscal year. The funding needed for phase 3 will be requested in the base budget for FY20.

## 15. PIJ REVIEW CHECKLIST

#### Agency Project Sponsor

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DeAnn Seneff

Agency CIO (or Designee)

Linda Jewell

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Agency ISO (or designee)

Edward Jewell

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OSPB Representative

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ASET Engagement Manager

Brandon Kent

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ASET SPR Representative

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Agency SPO Representative

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Agency CFO

Robert Navarro

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