Department of Economic Security– Active PIJ Portfolio

Department of Economic Security– Active PIJ Portfolio	PIJ Start Date	Current Approved Development Amount	Change Requests Processed	Current Spent to Date Amount
DE07006 - DES Enterprise Document Management System December 2006	1/24/07	3,653,710	2	2,644,752
DE11011 - DASS System Replacement	3/29/11	875,000	2	73,210
DE12005 - Child Protective Services: Speech Recognition Software	1/9/12	312,721	1	263,334
DE13002 - 2013 End User Equipment Replacement	4/1/13	1,812,685	1	997,958
DE13003- Disability DeterminationServiceAdministration(DDSA)Uninterruptible Power	3/1/13	300,000	2	0
DE13004 - Enterprise Governance, Risk & Compliance (eGRC)	5/17/13	950,879	1	535,044
DE13006 - DERS/RSA Signature Pad Project 2013	5/15/13	130,859	1	107,879
DE13007 - Enterprise End-Point-Security, McAfee	6/1/13	726,800	0	274,638
DE14001 - DDD Client Screening & Assessment Tools (Web Services)	9/20/13	391,322	0	0
DE14002 - Tracking Issue Management Environment (TIME)	3/3/14	225,000	0	0
Active PIJs dependent on today's PIJ review and approval				
DE07008 - Tri-Agency Disaster Recovery Phase II Disk Mirroring Child	12/1/06	3,121,480	4	2,742,087
	Totals	12,500,456	14	7,638,902
In Process				
1 PIJ to ITAC March 26th, 2014	**Balance**	4,861,554		

Overview

In recent years, the backup, disaster recovery, retention, and archive technology, policies, and procedures within DES' Infrastructure have not keep pace with the dynamic growth of the DES computing environment. A recent assessment by an outside vendor and Federal Auditors has identified backup recovery actions as serious concerns requiring immediate corrective action. In addition, data center relocation cannot occur without adequate back-up and recovery capacity.

To addressing these issues, DES will procure hardware, software, and technical services from current State contracts. The products and service are compatible with DES' with the current processing environment and will resolve a number of Federal audit findings.

Background

- The current backup solution was engineered for an environment half the size of the current one

- Currently not all data is backed-up and many key data are retained for 14 days or less.

- The Internal Revenue Service sited these issues in its 2013 audit, specifically:

  – There is not adequate storage space for network device logs to meet IRS Publication 1075 log retention requirements.

  – Syslog servers are not configured to retain 6 years of data with a combination of live and archived data.

  – Router Configurations are not being stored in a secured location. Currently storing configuration backups on workstations.

Issues

- As a result of the lack of insufficient backup capacity and retention, in the event of a major data center failure there exists:
  - Permanent loss of client records
  - Substantial penalties and/or legal judgments for loss of client data
  - Permanent loss of key systems
- The relocation of DES data center will require the transfer of all DES data to the new facility.
  - As a result, it is critical the Department maintain adequate back-ups of all data to allow systems to be restored.
- The current distribution of data across the SAN hardware is inappropriate for the capabilities of the existing hardware and requirements of the data.
  - service delivery to DES clients is being negatively affected
  - Slow response from applications utilized by DES staff directly impacts service to clients
  - For applications directly accessed by clients, slow response time results in a poor user experience

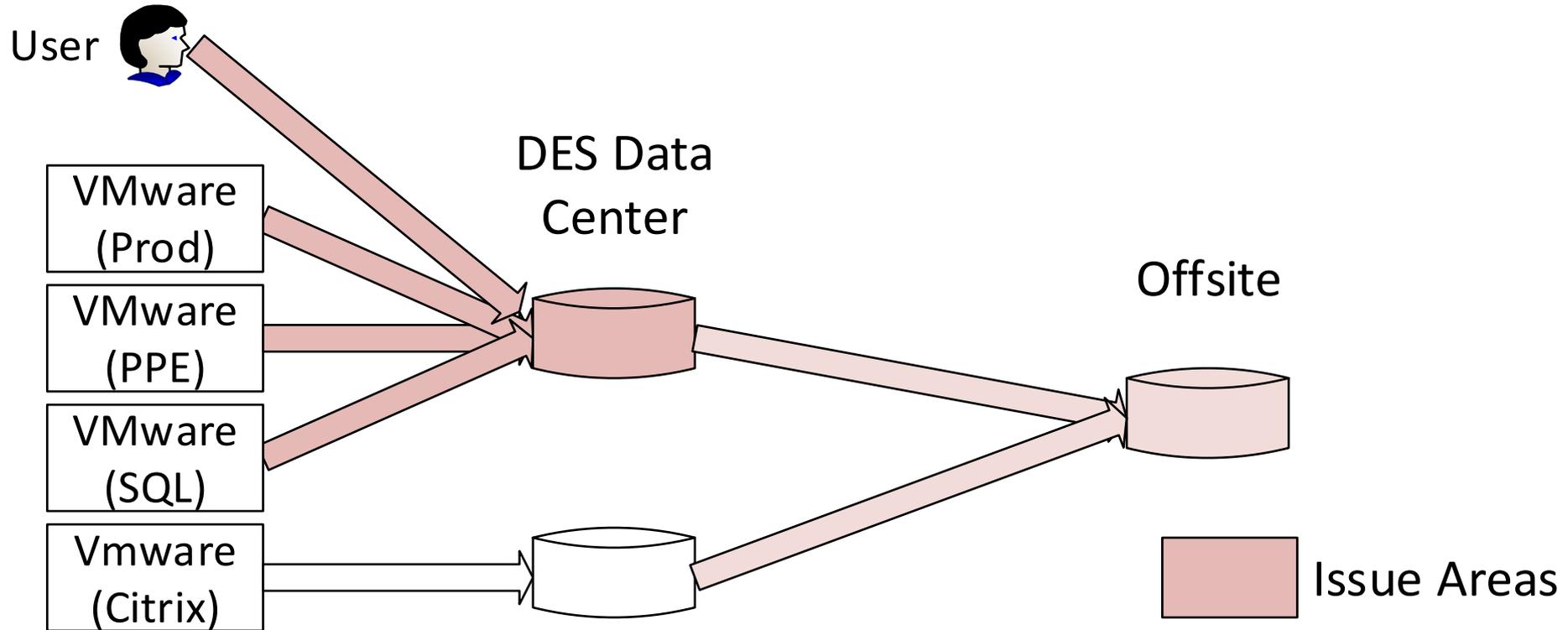# Proposed Solution

Objectives:

- Establish 60 day backup storage capacity

- Provide backup solution

- Address storage latency issues in DES' production environment
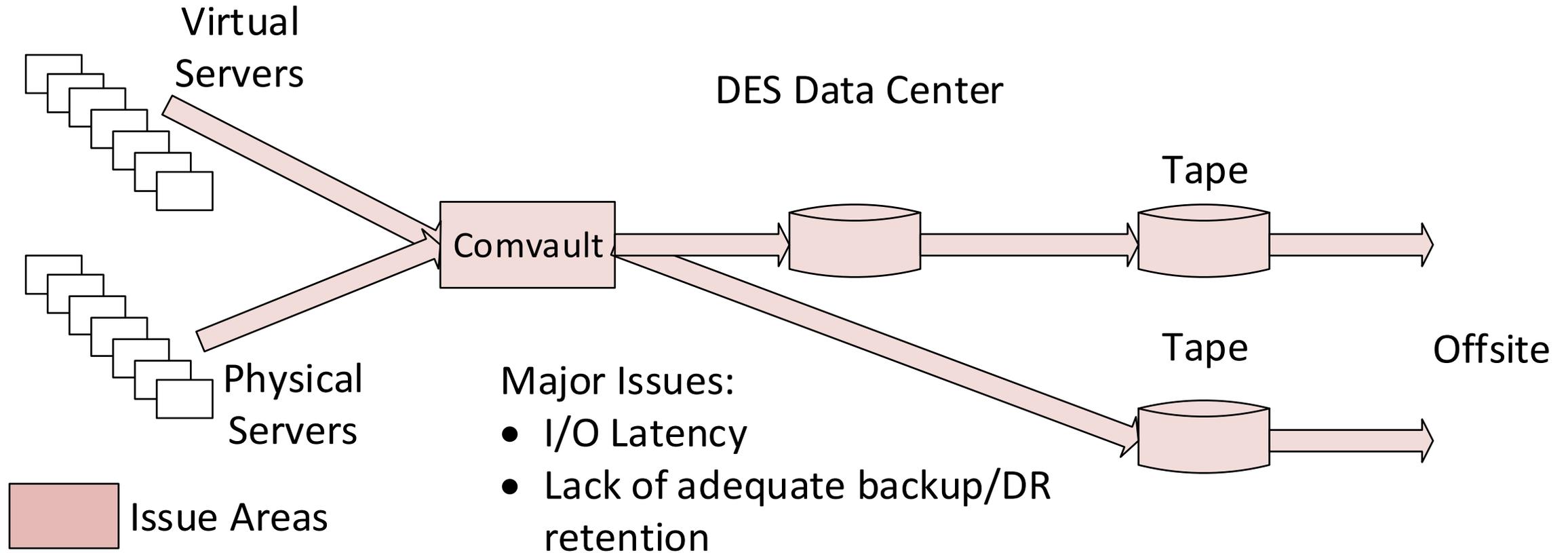
- Remediate 3 IRS audit findings

Solution Method:

- Make use of current State contracts

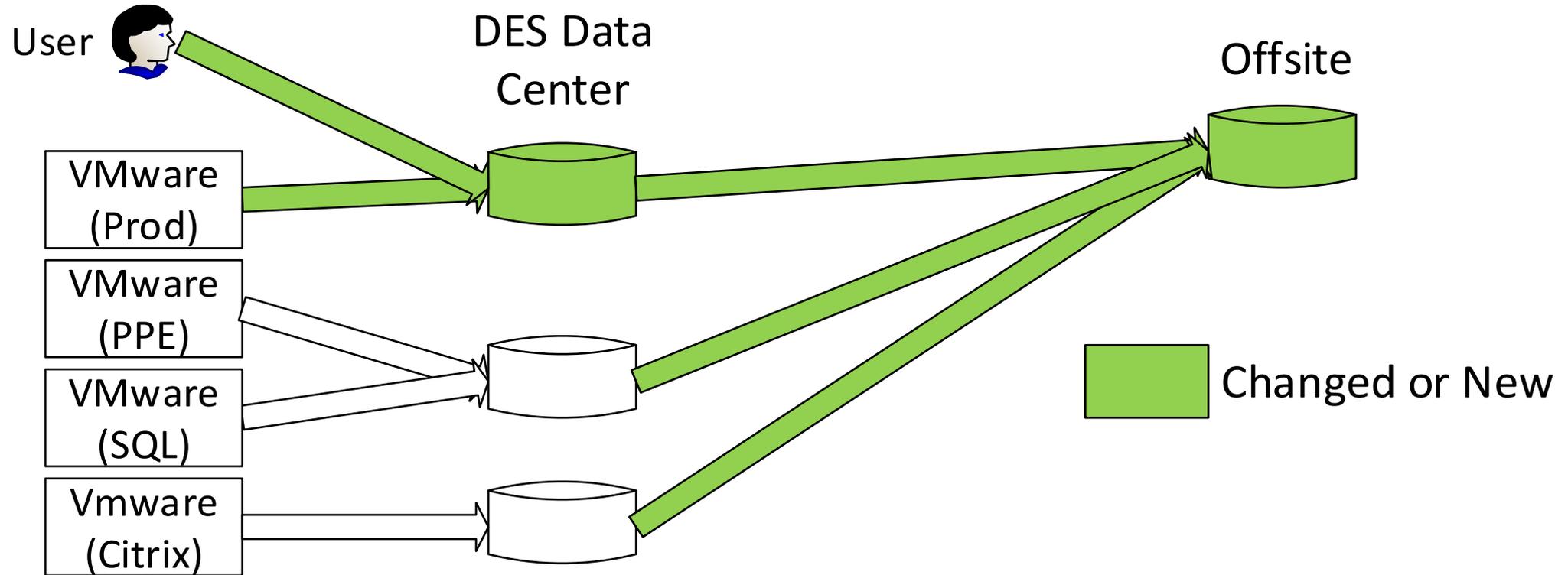- Procure products and services compatible with current environment

Current Environment (cont.)

Virtual Servers

Physical Servers

DES Data Center

Comvault

Tape

Tape

Offsite

Issue Areas

Major Issues:
- I/O Latency
- Lack of adequate backup/DR retention

Target Environment

User

DES Data Center

Offsite

VMware (Prod)

VMware (PPE)

VMware (SQL)

Vmware (Citrix)

Changed or New

Your partner for a stronger Arizona

Target Environment (cont.)
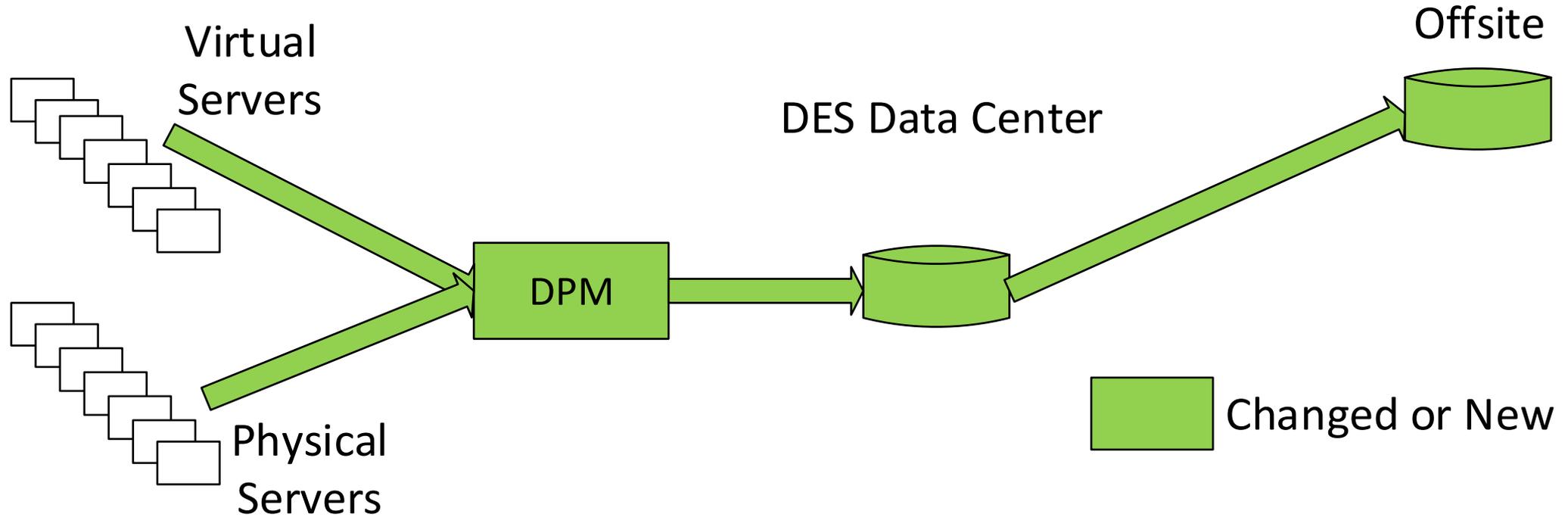
Risk Mitigation

- Ensure product compatibility to environment
- Obtain provider commitment to delivery and support requirement
- Creation of operational migration plan
- Identification of appropriate DES technical resources
- Definition of test & acceptance requirements
- Identification of Information Security testing requirements
- Formal acceptance of operational readiness

Costs

PIJ Development & Operational Cost Summary

Description	Type	Year 1	Year 2	Year 3	Year 4	Year 5	Extended Cost
Professional & Outside Services	Development	$831,960.00					$831,960.00
	Operational	$96,000.00	$300,000.00	$300,000.00			$696,000.00
Hardware	Development	$1,252,248.58					$1,252,248.58
	Operational				$150,400.00	$150,400.00	$300,800.00
Software	Development	$269,875.00					$269,875.00
	Operational						$0.00
Communications	Development						$0.00
	Operational						$0.00
Facilities	Development						$0.00
	Operational						$0.00
Licensing & Maintenance Fees	Development						$0.00
	Operational						$0.00
Other	Development						$0.00
	Operational						$0.00
		$2,450,083.58	$300,000.00	$300,000.00	$150,400.00	$150,400.00	

Development Cost: $2,354,083.58

Operational Cost: $996,800.00

Total Cost: $3,350,883.58

Questions

DEPARTMENT of ECONOMIC SECURITY

Your Partner For A Stronger Arizona