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Brian C. McNeil
Director

ARIZONA DEPARTMENT OF ADMINISTRATION

OFFICE OF THE DIRECTOR

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(602) 542-1500

March 10, 2014

Mr. Clarence H. Carter, Director
Arizona Department of Economic Security
1717 W. Jefferson
Phoenix, AZ 85007

Dear Clarence:

In response to the Project Investment Justification (PIJ) for the "**DES Infrastructure & Disaster Recovery Expansion**" project, my staff has reviewed your proposal to replace hardware and software to enhance operational system performance.

The PIJ implies funding is available from General Funds in the amount of \$804.2 thousand, federal funds in the amount of \$1,575.9 thousand, and Other Appropriated Funds in the amount of 971.8 thousand for the total five-year life cycle cost of the project of \$3,350.9 thousand

This is notification of Arizona Strategic Enterprise Technology Office's recommendation to the Information Technology Authorization Committee (ITAC) for **Approval** of the technology project.

The ITAC will meet on March 26, 2014 to review this project. Should the ITAC approve the project, you may then proceed to secure additional approvals as required from the Joint Legislative Budget Committee, the Office of Strategic Planning and Budgeting, and the State Procurement Office.

Best Wishes,

A handwritten signature in blue ink, appearing to read "AS", written over a light blue circular stamp.

Aaron V. Sandeen
State CIO and Deputy Director
Arizona Strategic Enterprise Technology (ASET) Office

cc:

Bob Buse, DES
Kathleen Huse, DES
Kim Hartleroad, DES
Ben Henderson, JLBC

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John Arnold, OSPB
Barbara Corella, SPO
Phil Manfredi, ADOA-ASET
Susan Quinn, ADOA-ASET
Chuck Revenew, ADOA-ASET

ASET# DE14003

<i>Agency Name & Address</i>	<i>Contact Name & Phone</i>
Arizona Department of Economic Security 1717 W. Jefferson Phoenix, AZ 85007	Kim Hartleroad (602) 542-0592 KHartleroad@azdes.gov
<i>Project and Investment Justification Name</i>	<i>Date Submitted</i>
DES Infrastructure & Disaster Recovery Expansion	February 24, 2014

Project Overview

Problem Description

The Department of Economic Security (DES) is seeking approval to procure hardware, software, and professional services to address pressing needs for additional processing capacity and operational performance. The current DES server environment is running at near maximum capacity resulting in the inability of the environment to meet increasing demands for processing and storage capacity. The overall processing system is being taxed to the point where end-user performance is being negatively impacted, resulting in a reduction in worker productivity.

Solution

The DES is requesting approval for the emergency procurement of hardware (data storage units and server blades), software (backup and system management tools), and professional services to address the following operational problems:

- Operational System Performance
- Disaster Recovery and Data Backup
- SAN Storage Space with High Performance Capabilities
- Environmental Management Capabilities

The equipment and services being requested in this PIJ are required to “keep the lights on” in the DES Data Center and provide Department personnel with a high performance environment that will reduce transaction processing response times. The upgrades requested will be replacing older system components that do not have the capacity to meet the business demands of the DES workforce. Care will be taken to ensure that replaced hardware is either disposed of through the State’s Surplus Management procedure or reassigned to processing environments with lower processing demands or used as trade-ins for newer system components.

Major Deliverables and Outcomes

- Acquire, install, and Initial configuration of:
 - SAN related Hardware
 - backup related software
 - monitoring related software
 - Microsoft System Center Data Protection Manager
 - Microsoft System Center Operations Manager
 - Microsoft System Center Virtual Machine Manager
- DES Migration of existing:
 - migrate old infrastructure to new backup infrastructure
 - migrate monitoring infrastructure to new monitoring infrastructure

- Knowledge transfer and operationalization of:
 - new backup infrastructure
 - new monitoring infrastructure

Benefits

- Service Enhancement – The requested hardware products will improve end-user response times when accessing mission critical application systems and improve worker productivity.
- Problem Avoidance – Problems associated to operational performance and data backup/recovery functions will be eliminated.
- Risk Avoidance – The risk associated with potential system failures related to insufficient storage space, system/data recovery functions will be eliminated.

Project Management

The project will include contract labor with in depth knowledge to install and configure the new hardware and software. In addition this project will be managed by a Project Management Institute (PMI) certified DES project manager.

Enterprise Architecture

Compliant

Summary of Proposed Costs

<i>All Figures in Thousands (\$000)</i>						
<i>Cost Description</i>	<i>2014</i>	<i>2015</i>	<i>2016</i>	<i>2017</i>	<i>2018</i>	<i>Total</i>
Development Costs	2,354.1					2,354.1
Operational Costs	96.0	300.0	300.0	150.4	150.4	996.8
Total Project Costs	2,450.1	300.0	300.0	150.4	150.4	3,350.9

Recommendation: Approval