

# Information Technology Authorization Committee

## Project Review

April 27, 2016

### Action Item

**Agency:** Arizona Department of Economic Security (DES)  
**Project Name:** Remote Desktop Solution for Applications Used to Complete Eligibility Determinations  
**Project Number:** DE16008  
**ASET Engagement Manager:** James Dean

On March 23<sup>rd</sup>, 2016, the ITAC approved the PIJ for the Arizona Department of Economic Security to update the current remote desktop infrastructure supporting the Division of Benefits and Medical Eligibility (DBME). The current CITRIX solution, last updated in 2010, is nearing end of support, is costly to maintain, and is slow and unreliable, which negatively impact day-to day operations.

The original DES proposed solution, DELL vWorkspace VDI, was discontinued and is no longer available due to a vendor product and service merge between DELL and VMWare. As a result, DES now proposes to implement the VMWare Horizon View Enterprise Edition VDI, which increases the overall project costs and timeline. The alternate solution will provide the DBME Staff with a reliable, secure, and high performing tool to run the needed software applications used by the Supplemental Nutrition Assistance, Temporary Assistance for Needy Families, and other programs. The new infrastructure will be less complex, and require fewer resources to maintain. It will not be prone to performance impacts that exist today.

#### Motion Options:

**ITAC Approval:**

**ITAC Conditional Approval:**

1. Should there be a changes in the proposed costs of 10% or more, or technology approach, DES must amend the PIJ to reflect the changes and present it to ITAC, if required, for review and approval prior to further expenditure of funds.

**ITAC Disapproval:**