

Information Technology Authorization Committee

Project Review

March 23, 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 Oversight Manager: James Dean / Jeffrey Crane

The Arizona Department of Economic Security Division of Benefits and Medical Eligibility (DBME) has more than 2200 Staff across 55 locations throughout the State supporting more than 1 million constituents. The purpose of the division is to provide assistance to several programs which DES is responsible for, such as the Temporary Cash Assistance for needy Families (TANF), and the Supplemental Nutrition Assistance Program (SNAP). The current remote desktop infrastructure to support the DBME is a CITRIX solution which was last updated in 2010. It is nearing end of support, is costly to maintain, and is slow and unreliable, which negatively impacts day-to day operations due to an issue with a single user impacts multiple users due to how the system was architected.

DES is proposing to implement a new Virtual Desktop Solution which will provide the DBME Staff with a reliable, secure, and high performing tool to run the needed software applications used on SNAP, TANF, 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. A Proof-of-Concept utilizing this solution was completed at the end of 2015, which demonstrated a 75% reduction in system lag time.

Motion Options:

- ITAC Approval:**
- ITAC Conditional Approval:**
- ITAC Disapproval:**