



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Remote Desktop Solution for Applications Used to Complete Eligibility Determinations

Division of Technology Services and Division of
Benefits and Medical Eligibility,
Family Assistance Administration

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Purpose

The Arizona Department of Economic Security (DES) Division of Technology Services (DTS) needs to replace the existing Citrix hosted shared desktop solution and related infrastructure with performance issues.



Overview

The DBME staff requires a highly available, high performing and secure solution to effectively and efficiently access DES and third-party software applications.

- 1.4 million applications processed annually for low income basic assistance (Medical Assistance, Cash Assistance, and Nutritional Assistance)
- Active cases involve more than 1,000,000 recipients
- 3000 DBME staff located at 57 sites statewide (and in some virtual office settings)



Current CITRIX Solution

- Originally architected in the mid 1990's and the equipment was refreshed in 2010
- Historic capacity and performance problems are difficult to address due to architectural limitations
- Single user can impact performance of multiple users on the same host
- Business users are completely dependent on this software



Proposed DELL VDI Solution

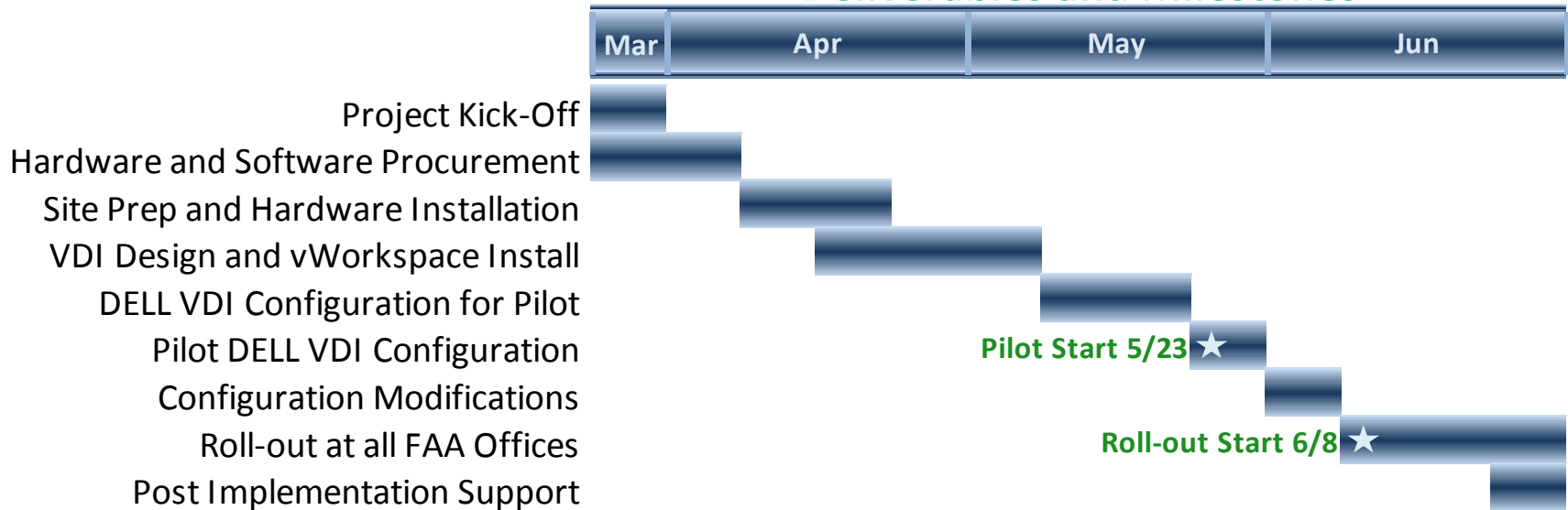
- DELL servers with Nutanix Hyper-Converged technology
 - Natively integrates Compute, Storage and Virtualization
 - Smaller data center footprint (13 U)
- DELL vWorkspace – Single VDI management console (3000 Seats)
- Leverages DBME DELL/WYSE terminal endpoint investment
- Aligns with current network architecture (Cisco switches)
- Leverages DES enterprise load-balancer solution from F5 Networks
- Leverages DES enterprise anti-virus protection



Implementation Plan

- Aligns with the fiscal year end timeline
- Installation, Pilot, Implementation and Post-Implementation of 3000 seat capacity DELL VDI solution from March 28th – June 30th 2016

Deliverables and Milestones



Solution Pricing

Hardware Costs Year 1	License & Maintenance Fees Year 1	Professional & Outside Services Year 1	Operational (Ongoing) Years 2-5
<ul style="list-style-type: none">• \$715,000• General Fund<ul style="list-style-type: none">• \$71,500	<ul style="list-style-type: none">• \$614,000• General Fund<ul style="list-style-type: none">• \$153,500	<ul style="list-style-type: none">• \$160,000• General Fund<ul style="list-style-type: none">• \$16,000• Total Year 1<ul style="list-style-type: none">• \$1,489,000	<ul style="list-style-type: none">• \$1,322,000• Operating Budget

Funding

- Federal Funding available based on Affordable Care Act (ACA)
- **90/10** for Year 1 Hardware and Services costs
- **75/25** for Year 1 Software Licensing and Maintenance Fees



Risks & Benefits

- **Risks**
 - Implementing solution by end of the fiscal year
 - Introduction of new technology
- **Benefits**
 - Families receive benefits faster
 - Ease of use
 - End to end solution
 - Reduced administrative load



Summary

- Replace the current shared desktop solution with a VDI solution for 3,000 DBME staff
- Employ single VDI management console
- Engage with DELL Professional Services
- Align the VDI implementation with fiscal year end
- Utilize Federal funding available via the ACA Project



Questions

