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Governor



Brian C. McNeil
Director

ARIZONA DEPARTMENT OF ADMINISTRATION

OFFICE OF THE DIRECTOR

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August 20, 2014

Mr. Charles Flanagan, Director
Arizona Department of Child Safety
1717 West Jefferson S/C005A
Phoenix, Arizona 85007

Dear Charles:

In response to the Project Investment Justification (PIJ) for the “**DCS FY15 Laptop Replacement**” project, my staff has reviewed your proposal to purchase multiple laptops for field personnel in DCS.

The PIJ implies funding is available from General Funds in the amount of \$1,174.0 thousand, Federal Funds in the amount of \$411.0 thousand, Other Appropriated Funds in the amount of \$1,085.9 thousand, and Other Non-Appropriated Funds in the amount of \$264.1 thousand for a total project cost of \$2,935.0 thousand.

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

1. DCS will assure data encryption, and remote management and wipe software is installed and functional on each deployed laptop to assure data security is constantly maintained on each laptop.

ITAC is scheduled to meet on August 27, 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 "ASA".

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

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cc: Eric Jorgensen, DCS
Curtis Ballard, DCS
Andrew Smith, JLBC
John Arnold, OSPB
Barbara Corella, SPO
Phil Manfredi, ADOA-ASET
Chuck Revenew, ADOA-ASET

ASET# CH15003

Analyst: Chuck Revenew

PIJ Summary - ASET

Project Number: CH15003

<i>Agency Name & Address</i>	<i>Contact Information</i>
Arizona Department of Child Safety 1717 West Jefferson S/C005A Phoenix, Arizona 85007	Eric Jorgensen 602-264-3376 EJorgensen@azdes.gov
<i>Project and Investment Justification Name</i>	<i>Date Submitted</i>
DCS FY15 Laptop Replacement	August 13, 2014

Project Overview

Problem Description

The Department of Child Safety continues to experience dramatic and sustained increases in the number of reports of child abuse and neglect. Since fiscal year 2011, the reports of abuse and neglect have grown by 27 percent. The Department projects that these reports will continue to grow approximately 2 to 5 percent annually through fiscal year 2015. A.R.S. § 8-802 requires that every report be investigated promptly and thoroughly. When a child is removed from the home, the Attorney General's Office Protective Services Section must provide legal representation. All workload and cost metrics in child welfare are driven by reports to the Child Abuse Hotline. As a result, as reports continue to increase, the number of families and children needing to be served by the Department also increase.

The majority of DCS employees are Child Safety field workers which consist of program managers, supervisors, case managers, case aides, and other support staff. These staff work in approximately 80 field offices all over the state and directly interact with DCS clients, which are children and families. The need to have a mobile office is critical in these field positions as field staff is constantly in and out of field offices doing investigations of child abuse and neglect, visitations of shelters, group homes and foster care homes related to on-going case management, court hearings, trainings, and meeting with providers and community partners. Currently, the majority of field staff has desktop PCs which require them to be in the office while doing the administrative work related to their investigation and case management duties which include building investigation findings, child safety risk assessments, case notes, and issuing referrals for services. Staff productivity is lost when field staff are out in the field and do not have access to the CHILDS case management system. Currently staff has to call into a field office if they need access to case notes, report information, and other pieces of information to assist with their duties while in the field.

Solution

The Department of Child Safety (DCS) requests PIJ approval to replace end user equipment desktop PCs with HP Elite model 850 laptops. Laptops will allow for field staff to be connected to the CHILDS case management system while in the field. Creating a more mobile office will immediately increase the productivity of staff in the field translating to more timely case management decisions (Child Safety Risk Assessments) and data, referrals for services to children and families, case notes for contracted providers and court hearings.

Major Deliverables and Outcomes

- Obtain volume pricing from vendors on state contract
- Procure equipment, Assign asset tags, Install images
- Accept delivery (in 2 batches)
- Deploy equipment
- Surplus old equipment

Benefits

- Will lead to more timely delivery of services to families throughout the State
- Time savings will lead to improved information quality being stored in the CHILDS system,
- Case information will be available to other users faster.

Project Management

The project will be managed internally by DCS, with eventual field deployments be accomplished by the DCS field offices.

Enterprise Architecture

Compliant

Summary of Proposed Costs

<i>All Figures in Thousands (\$000)</i>						
<i>Cost Description</i>	<i>2015</i>	<i>2016</i>	<i>2017</i>	<i>2018</i>	<i>2019</i>	<i>Total</i>
Development Costs	2,935.0					2,935.0
Operational Costs	0.0	0.0	0.0	0.0	0.0	0.0
Total Project Costs	2,935.0	0.0	0.0	0.0	0.0	2,935.0

Recommendation: Approval with Conditions

Condition:

1. DCS will assure data encryption, and remote management and wipe software is installed and functional on each deployed laptop to assure data security is constantly maintained on each laptop.