ADOA-ASET
Arizona Strategic Enterprise Technology

Project Investment Justification

Version 01.01

A Statewide Standard Document for Information Technology Projects

Project Title:

DCS FY15 Laptop Replacement

Agency Name:	Department of Child Safety
Date:	August 2014
Agency Contact Name:	Curtis Ballard
Agency Contact Phone:	(602) 542-2275
Agency Contact Email:	cballard@azdes.gov

Hover for Instructions

I. Management Summary*

On May 29, 2014 the Governor and the Legislature passed laws to establish the Department of Child Safety (DCS), a new state agency that replaces the Division of Children, Youth and Families, previously under the Department of Economic Security. The new laws create and fund a stand-alone agency with internal and external accountability features focused on protecting children and strengthening families. The newly enacted budget focuses on addressing the backlog of 13,000+ inactive cases and adding child safety staff to address overburdened staff operating at caseloads far above standard.

The newly created Department of Child Safety will be one of the largest and most complex agencies in state government with approximately 3,045 full-time employees who provide an array of services to ensure the safety, protection, and prevention of the state's most vulnerable population, children and families. Since February 2014, the Governor and Legislature approved funding for 332 DCS case managers and support staff to help address the rising caseloads. Nearly all DCS positions cannot function without end user automation equipment, such as personal computers (PCs), network computers (NCs), servers, printers, and scanners, as they are necessary tools to perform the daily functions of each position. Failure to provide adequate automation tools for employees can result in poor job performance, loss of staff productivity, financial penalties, lawsuits to the State, and most importantly the inability to deliver critical services to ensure the safety of Arizona's children.

II. Project Investment Justification (PIJ) Type*

☐ **Yes** ☒ **No** Is this document being provided for a Pre-PIJ / Assessment phase?

If Yes,

Identify any cost to be incurred during the Assessment phase.	$
Based on research done to date, provide a high-level estimate or range of development costs anticipated for the full PIJ.	$

Explain:
Click here to enter text.

☐ **Yes** ☒ **No** Will a Request for Proposal (RFP) be issued as part of the Pre-PIJ or PIJ?

III. Business Case

*A. Business Problem**

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 offices if they need access to case notes, report information, and other pieces of information to assist with their duties while in the field.

*B. Proposed Business Solution**

This PIJ requests approval for DCS to replace end user equipment in the field (desktop PCs) with 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.

Division/Area	Position Name	# of Staff	# of Laptops Needed[1]
Field Operations	Program Manager	5	5
Field Operations	Deputy Program Manager	5	5
Field Operations	Assistant Program Manager	60	60
Field Operations	Supervisor	210	210
Field Operations	Case Manager (Investigations)	625	450
Field Operations	Case Manager (Ongoing)	630	455
Field Operations	Case Aide	315	315
Field Operations	Program Project Specialist	25	25
Field Operations	Regional Area Liaison	40	40
Office of Child Welfare Investigations	Chief	1	1
Office of Child Welfare Investigations	Supervisor	18	18
Office of Child Welfare Investigations	Investigator	105	105
Office of Child Welfare Investigations	Analyst	11	11
		2,050	**1,700**

[1/]There are approximately 350 laptops currently deployed to field operations staff? These laptops will not be replaced in this PIJ

C. *Quantified Benefits**

- [X] Service enhancement
- [ ] Increased revenue
- [ ] Cost reduction
- [X] Problem avoidance
- [X] Risk avoidance

Explain:

Laptops will lead to more timely delivery of services to families throughout the State. Providing services faster will lead to more and better engagement with children and families since staff will spend less time driving back and forth to their field office to enter notes and obtain necessary information. Time savings will also lead to better quality information being stored in the CHILDS system, and this information will be available to other users faster.

IV. Technology Approach

A. *Proposed Technology Solution**

The technology being proposed is the minimum standard for DCS office automation hardware and software. The specifications below are representative of the equipment that will be purchased, although equipment with higher processing capabilities will be purchased where justified by user needs.

PC Specifications – Standard Laptop with Docking Station and Monitors

Operating System:	Windows 8 Professional 64-bit
Processor:	Intel Core i5-4300U/ 1.9 ghz, 15.6" webcam, 16GB ram, 500 gb hdd, wifi, mobile broadband
RAM:	16 GB
Hard Drive:	500 GB hdd
Network:	4G LTE, Ethernet
Optical Drive:	None
USB:	4 USB ports
Warranty:	3 years parts, 3 years labor, on-site manufacturer warranty at Device Location
Energy-Star:	Energy-Star 5.0 compliant
Keyboard:	Keyboard and Mouse USB
Monitor:	Dual Widescreen 23" LED backlit display
Docking Station:	Ultra-Slim Docking Station
Case:	Messenger Carrying Case
Software:	The Microsoft Windows 8 Operating System and standard Office products will be installed at the time of purchase.

BitLocker/McAffee to secure drives, Meraki for inventory, remote wipe, and locate (see Section XI. Additional Information).

Technology Environment

The current environment consists of desktop PCs for all field positions. Replacing desktop PCs with laptops, will allow front line staff to connect directly to the state's Child Welfare case management system while in the field. Creating a more mobile office will immediately increase the productivity of staff in the field and cut down on unnecessary travel time to and from the office, translating to more efficient case management, case notes, and delivery of services to families.

B. *Selection Process*

DCS evaluated state contractors for computers and selected Hewlett-Packard as the vendor to use. This selection was based on history with HP, the quality, and price of laptops. DCS also is very pleased with the efficiency of HP customer service as well as the flexibility in maintenance and parts of HP manufactured devices. DCS will pursue the HP Elitebook 850 Model.

V. Project Approach

A. *Project Schedule**

Project Start Date: 7/21/2014 **Project End Date:** 3/1/2015

B. *Project Milestones*

Major Milestones	Start Date	Finish Date
Approval of PIJ	7/28/14	8/27/14
Obtain volume pricing from vendors on state contract	7/21/14	7/28/14
Procure equipment, Assign asset tags, Install images	9/1/14	10/30/14
Accept delivery (in 2 batches)	9/1/14	10/30/14
Deploy equipment	9/30/14	2/28/15
Surplus old equipment	9/30/14	2/28/15

VI. Roles and Responsibilities

A. *Project Roles and Responsibilities*

Project Role	Description	Responsibilities	Name
Project Manager	Project Coordinator	Provide guidance to Division LAN team, approve hardware specifications, coordinate with security team	Curtis Ballard Project Manager

Project Sponsor	Hardware Acquisition Coordinator	Initiate project, obtain funding, champion project, team staffing	Alex Ong, Deputy Assistant Director of Business Operations
Division LAN Administrators and LAN teams	Configuration and deployment; surplus process; inventory maintenance	Identify recipients and equipment configurations, deploy equipment, coordinate surplus	Adam Pena Information Technology Manager

B. Project Manager Certification

- [ ] Project Management Professional (PMP) Certified
- [ ] State of Arizona Certified
- [x] Project Management Certification not required

C. Full-Time Employee (FTE) Project Hours

Total Full-Time Employee Hours	9,450
Total Full-Time Employee Cost	$277,875.00

VII. Risk Matrix, Areas of Impact, Itemized List, PIJ Financials

Project Investment Justification for DCS I

VIII. Project Approvals

A. *Agency CIO Review**

Key Management Information	Yes	No
1. Is this project for a mission-critical application system?		X
2. Is this project referenced in your agency's Strategic IT Plan?	X	
3. Is this project in compliance with all agency and State standards and policies for network, security, platform, software/application, and/or data/information as defined in http://aset.azdoa.gov/security/policies-standards-and-procedures, and applicable to this project? If **NO**, explain in detail in the "XI. Additional Information" section below.	X	
4. Will this project transmit, store, or process sensitive, confidential or Personally Identifiable Information (PII) data? If **YES,** in the "XI. Additional Information" section below, describe what security controls are being put in place to protect the data.	X	
5. Is this project in compliance with the Arizona Revised Statutes (A.R.S.) and GRRC rules?	X	
6. Is this project in compliance with the statewide policy regarding the accessibility to equipment and information technology for citizens with disabilities?	X	

B. *Project Values**

The following table should be populated with summary information from other sections of the PIJ.

Description	Section	Number or Cost
Assessment Cost (if applicable for Pre-PIJ)	II. PIJ Type - Pre-PIJ Assessment Cost	**$**
Total Development Cost	VII. PIJ Financials tab	**$2,935,118.00**
Total Project Cost	VII. PIJ Financials tab	**$2,935,118.00**
FTE Hours	VI. Roles and Responsibilities	**9,450**

C. *Agency Approvals**

Contact	Printed Name	Signature	Email and Phone
Project Manager:	Curtis Ballard		cballard@azdes.gov 602-542-2275
Agency Information Security Officer:	Carl Carpenter		ccarpenter@azdes.gov 602-542-0924
Agency CIO:	Eric Jorgensen Deputy Director		ejorgensen@azdes.gov 602-542-5844
Project Sponsor:	Alex Ong		aong@azdes.gov 602-542-3907
Agency Director:	Charles Flanagan	FOR	cflanagan@azdjc.gov 602-542-5844

IX. Optional Attachments

A. Vendor Quotes

Quote_9667755.pdf

QTE_DES_ASA5545K9_1943274.2.pdf

X. Glossary

XI. Additional Information

To protect PII and HIPPA information, the following services have been incorporated on each laptop:

- DCS end users will be able to access the network remotely and securely through Virtual Private Network (VPN) solution. It enables a computer to send and receive data across shared or public networks as if it is directly connected to the private network, while benefiting from the functionality, security and management policies of the private network. A VPN is created by establishing a virtual point-to-point connection through the use of dedicated connections. The VPN solution has time out value for inactivity or extended idle breaks by end users in that will be configured in accordance to DES policy.
- BitLocker is a full disk encryption security feature designed to protecting files on your computer in the event that anyone tampers with the computer's startup process. BitLocker can leverage the Trusted Platform Module (TPM) security hardware to guard data and system files in the Windows operating system directory, and also protects early boot component integrity. Encrypting the entire Windows volume with BitLocker can help prevent others from seeing files, even if your computer is stolen or a hard disk removed.
- Cisco Meraki is system management software that unifies the control of thousands of PC devices in a secure, browser-based dashboard. Meraki enforces policies across mobile devices administered by an organization. It protects devices and their data, and restricts access to prescribed features such as the app store, gaming, and content. In the event a computer is stolen or lost, Meraki has the ability to selective wipe to remove enterprise data from devices.

Links:

ADOA-ASET Website

ADOA-ASET Project Investment Justification Information Templates and Contacts

Email Addresses:

Strategic Oversight

ADOA-ASET_Webmaster@azdoa.gov