DTS MS 0365 Microsoft Extensions

State of Arizona – Informational Update

Date of ITAC

April 20, 2022

DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Agency Vision
All Arizonans who qualify receive timely DES services and achieve their potential

Agency Mission
DES will ensure the strength and economic stability of Arizona by providing timely, temporary benefit assistance, and aid to vulnerable, qualifying Arizonans.

Team Introduction

Roles Present at ITAC

- Sponsors - Mark Darmer & Clay Sikes

- Managers - Cari Allen & Raj Kollengode

- Change Management - Victoria White, Jonathan Lucke & Sandra Guerrero

  - DES has trained 962 Google Gurus & Champions (through 04/02/2022)

  - DES has 449 employees registered for the April - June 2022 semester

- PM - John Voris & Christopher Sterland

Project Status

Description of Project

- The PIJ is for the O365 Microsoft Extensions
- Approval granted - DES to provide quarterly informational updates
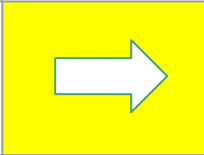
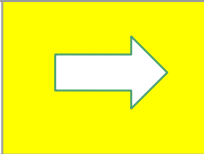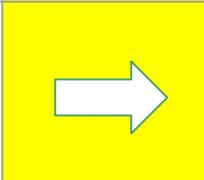## We are returning for an informational update:

- The update is part of the PIJ approval condition for the MS O365 Licensing Extension.

Updates

- Phase I (528 users) - User Home drives (Microsoft) have been migrated to Google Drive
- Phase II (9132 users) ;
  - Division Leadership is providing estimates of O365 licenses to be recovered (Apr '22)
  - SADA has scheduled User Home drive migration in **2** waves: **2A** Mar-May & **2B** Apr-May
  - Shared Drive migration under review
  - O365 License recovery will begin in May
  - Bi-weekly meetings with Google

Project Health Card

Overall Project Health is ==YELLOW==

Schedule	(Green, Yellow or Red box) Plus directional arrow. Ex. below	• **Phase I: Nov 2021 - May 2022** • **Phase II: Jan 2022 - July 2022** • **Phase III: Aug 2022 - May 2023**
Milestones	⬜ (yellow box with arrow)	• Phase I: DTS, OPD, GIA 99% Microsoft Home drive migration completed • Phase I: O365 License recovery - May 2022 • Phase II: April - Division Leads to deliver count of recoverable Microsoft licenses (Target ~30%) • Phase II: Microsoft Home drive migration to Google drive starting in April
Budget	⬜ (green box with arrow)	• Phase I - (PO0000365475) - $317,700 • Phase II - (PO0000382500) - $564,400 • Phase I - Invoice in process for $217,575
Risks	⬜ (yellow box with arrow)	• DES data structures are complex, requiring manual efforts to reconfigure structure and owners • Users with complex usage will require extended time to migrate • Needs of power users, ADA requirements will result in some users not transitioning • Temp DES resources - availability of qualified resources limited and zero acceptance for 5 positions since Jan
Issues	⬜ (yellow box with arrow)	• Phase II planning based on Phase I analysis and lessons learned which confirmed higher than expected complexity, application dependencies, data volumes, data exchange with external partners • Diverse clusters of power users of individual components of O365; lic. removal/MS negotiations challenges • Additional DES time/effort to mitigate file/folder name length limitation of 256 characters, Google file counts and folder depth limits, MS Shared Drive access/permissions

Project Timeline

Current timeline for Solution

Phase I

Core Team Migration

DTS, OPD, GIA Migration

O365 License Recovery

2022

2023

July 2021

Jan　Feb　Mar　April　May　Jun　Jul　Jan **2023**　Mar **2023**　Jun **2023**
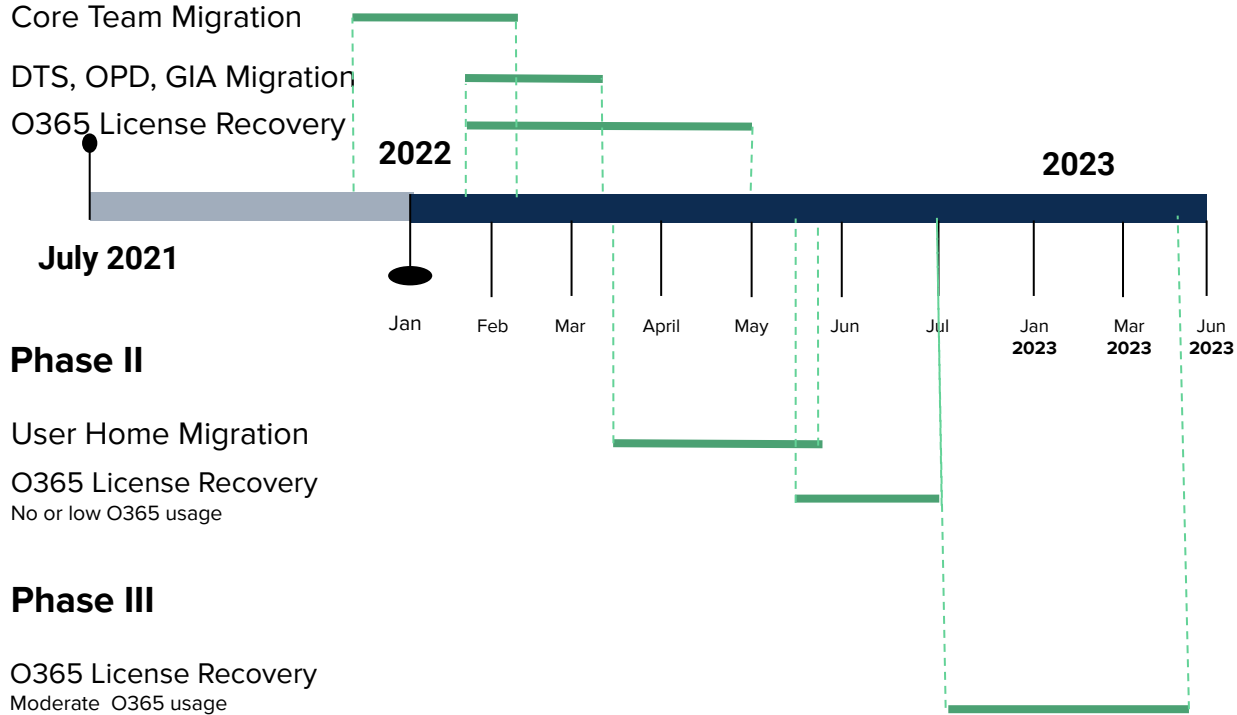
Phase II

User Home Migration

O365 License Recovery
No or low O365 usage

Phase III

O365 License Recovery
Moderate O365 usage

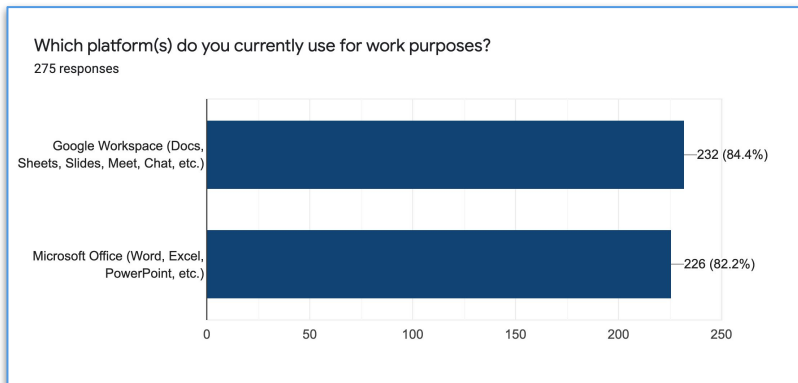# Q & A
Session

Appendix

If you want to add information but not discussed in the presentation.

Google Workspace vs. Microsoft Office Adoption

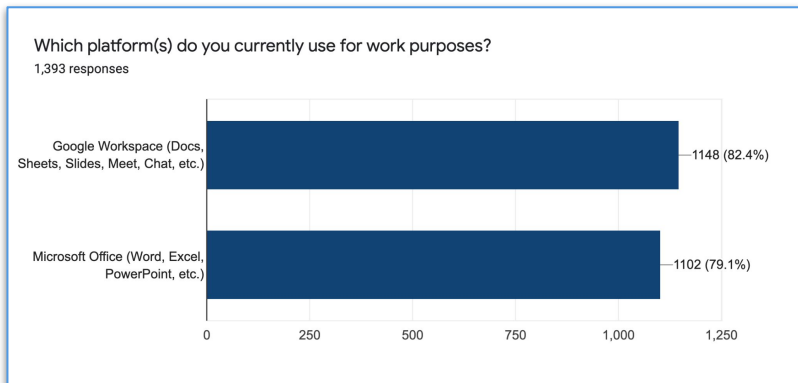Which platforms do DES staff use?

Phase I

More than **82%** of survey respondents use **Google Workspace** and/or **Microsoft Office**
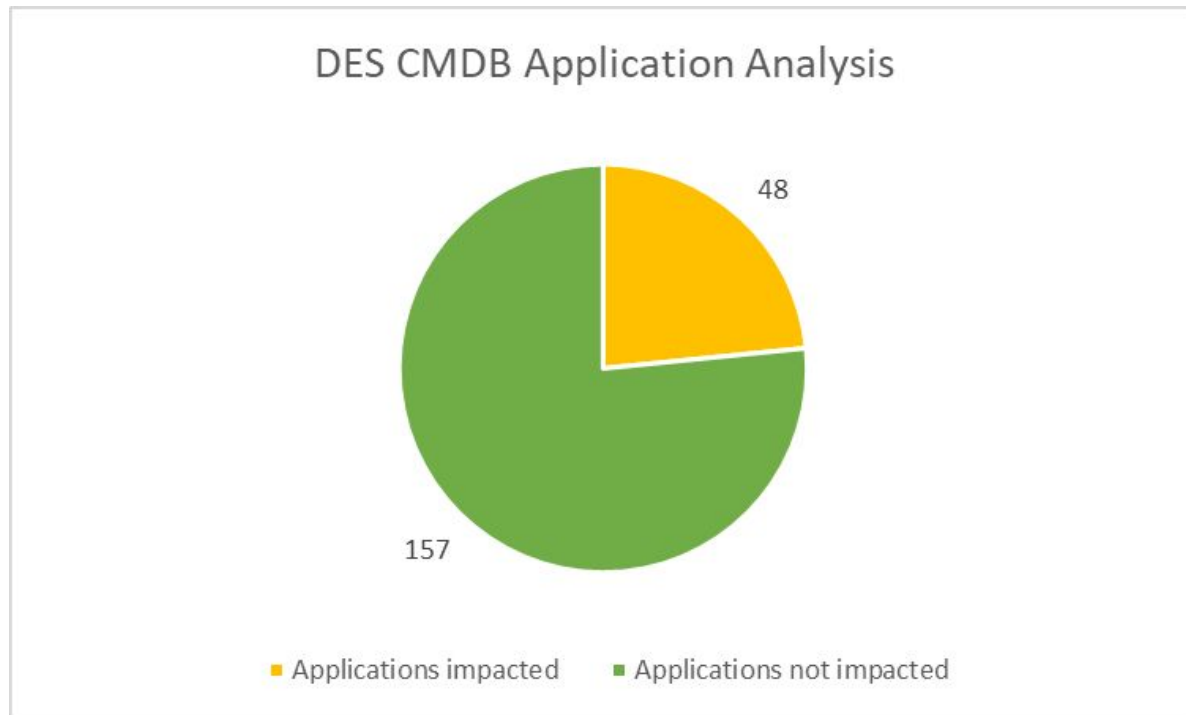
Phase II

More than **79%** of survey respondents use **Google Workspace** and/or **Microsoft Office**

Which platform(s) do you currently use for work purposes?
275 responses

Google Workspace (Docs, Sheets, Slides, Meet, Chat, etc.) — 232 (84.4%)

Microsoft Office (Word, Excel, PowerPoint, etc.) — 226 (82.2%)

Which platform(s) do you currently use for work purposes?
1,393 responses

Google Workspace (Docs, Sheets, Slides, Meet, Chat, etc.) — 1148 (82.4%)

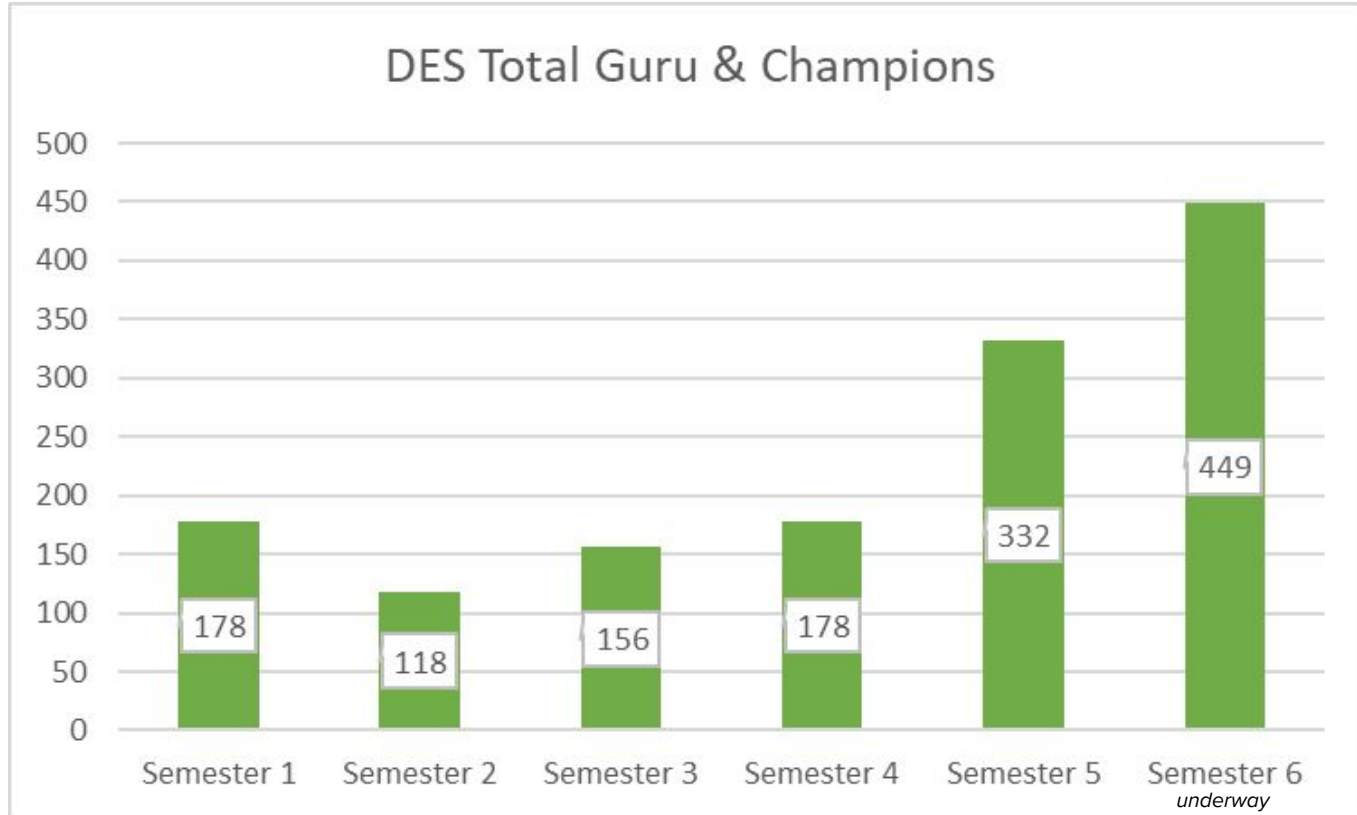Microsoft Office (Word, Excel, PowerPoint, etc.) — 1102 (79.1%)

DES Applications - Analysis as of March 17, 2022

DES Program Application
Managers have analyzed the
impact of transitioning to
Google Drive

DES CMDB Application Analysis

48

157

- Applications impacted
- Applications not impacted

DES Google - Guru & Champions

DES Total Guru & Champions

- Semester 1: 178
- Semester 2: 118
- Semester 3: 156
- Semester 4: 178
- Semester 5: 332
- Semester 6: 449 *underway*

DES Total 962 upto Semester 5