DTS MS 0365 Microsoft Extensions

State of Arizona – Informational Update

Date of ITAC

July 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 & Sandra Guerrero

  - DES has trained 893 Google Gurus & Champions (through 04/28/2022)

  - 371 Ambassadors signed up after taking the ADOA Google Guru training

- PM - John Voris

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

- O365 licenses in scope - 8,500
  - 2700* O365 Licenses have been recovered - June 28 (Goal ~30% license recovery by end of July)
  - SADA completed User Home drive migration
  - Bi-weekly meetings with Google for further opportunities for license reduction at executive level
- Two Shared Drive migrations to be completed in July

* Anticipate an additional 900 will be recovered after Travel Reimbursement is implemented by end of July

Project Health Card

Overall Project Health is **GREEN**

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	→	• Phase I: DTS, OPD, GIA 100% Microsoft Home drive migration completed • Phase I: O365 License recovery - May 2022 completed • Phase II: 2700 Microsoft licenses recovered • Phase II: Microsoft Home drive migration completed
Budget	→	• Phase I - (PO0000365475) - $317,700 * • Phase II - (PO0000382500) - $564,400 • Phase I - Invoice in process for $217,575 • * Price reduction of $95K anticipated due to reduced scope
Risks	→	• 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
Issues	→	• Phase II planning based on Phase I analysis and lessons learned which, 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 • Travel Reimbursement process uses Excel. Google sheets process under review for audit compliance.

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
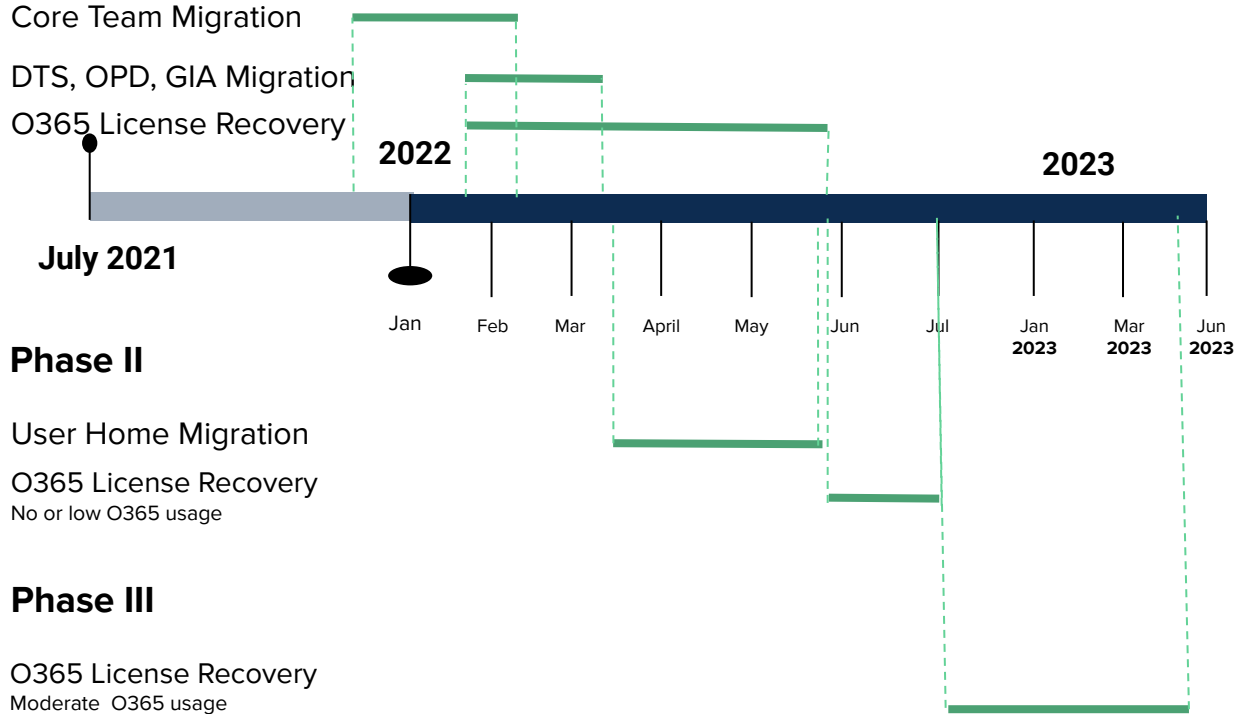
User Home Migration

O365 License Recovery
No or low O365 usage

Phase III

O365 License Recovery
Moderate O365 usage

Q & A
Session

Appendix

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Phases 1 & 2: Training Data

Does not include Ambassador Only training sessions
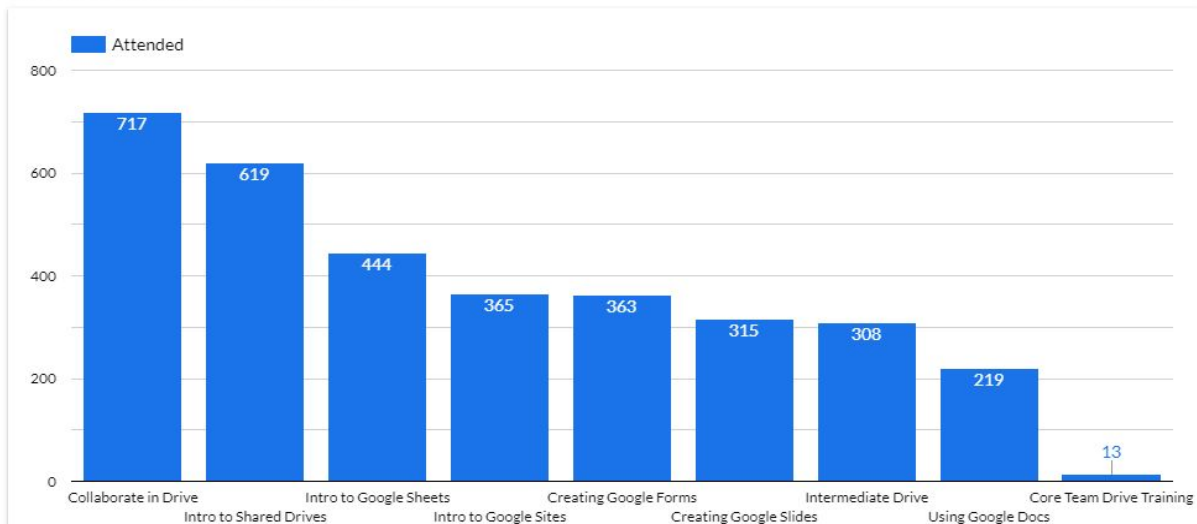
January, 2022 - June, 2022

Attended
3,363

Webinar Attendance

Instructions: Use the filter controls to narrow your results.

	Webinar Topic	Record Count ▾
1	Collaborate in Drive	7
2	Intro to Shared Drives	6
3	Intro to Google Sites	3
4	Creating Google Forms	3
5	Creating Google Slides	2
6	Intro to Google Sheets	2
	Grand total	**27**

1 - 9 / 9   ‹   ›

Phase ▾	Wave ▾	Webinar Topic ▾

Number Attended per Webinar

Bar chart titled "Number Attended per Webinar" with legend "Attended". Values: Collaborate in Drive 717, Intro to Shared Drives 619, Intro to Google Sheets 444, Intro to Google Sites 365, Creating Google Forms 363, Creating Google Slides 315, Intermediate Drive 308, Using Google Docs 219, Core Team Drive Training 13.
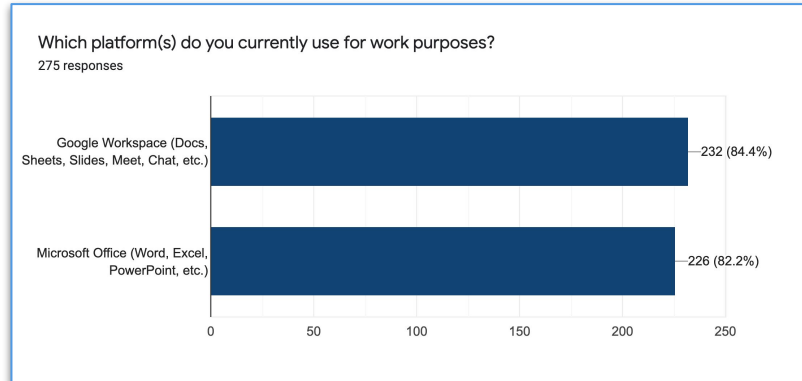
Google Workspace vs. Microsoft Office Adoption

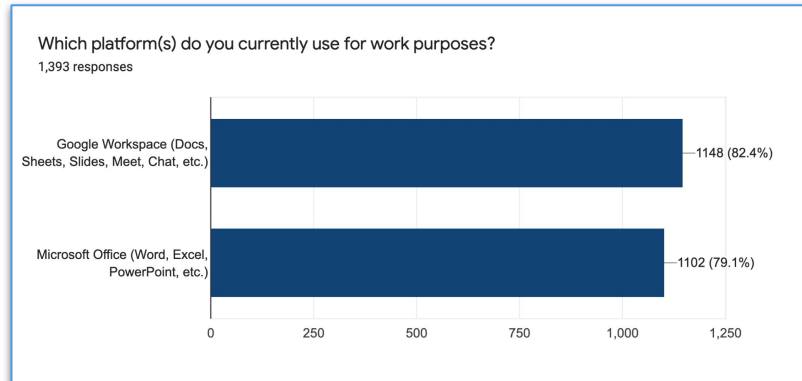Which platforms do DES staff use?

Phase I

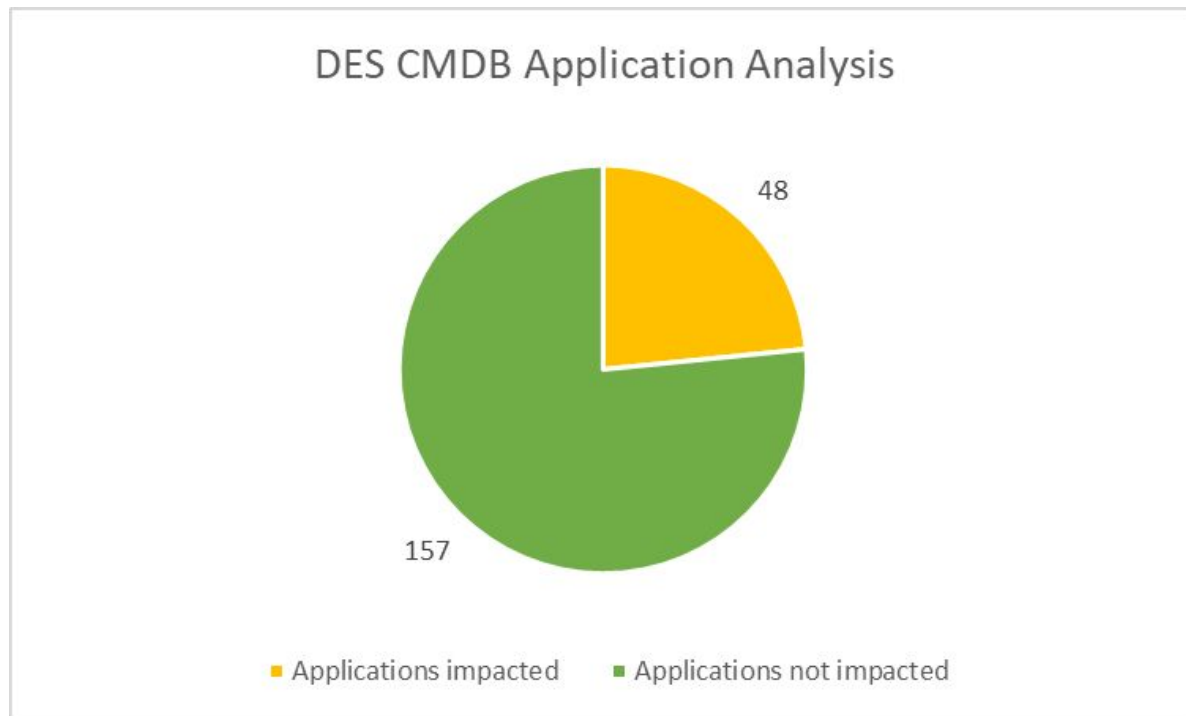More than **82%** of survey respondents use **Google Workspace** and/or **Microsoft Office**

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%)

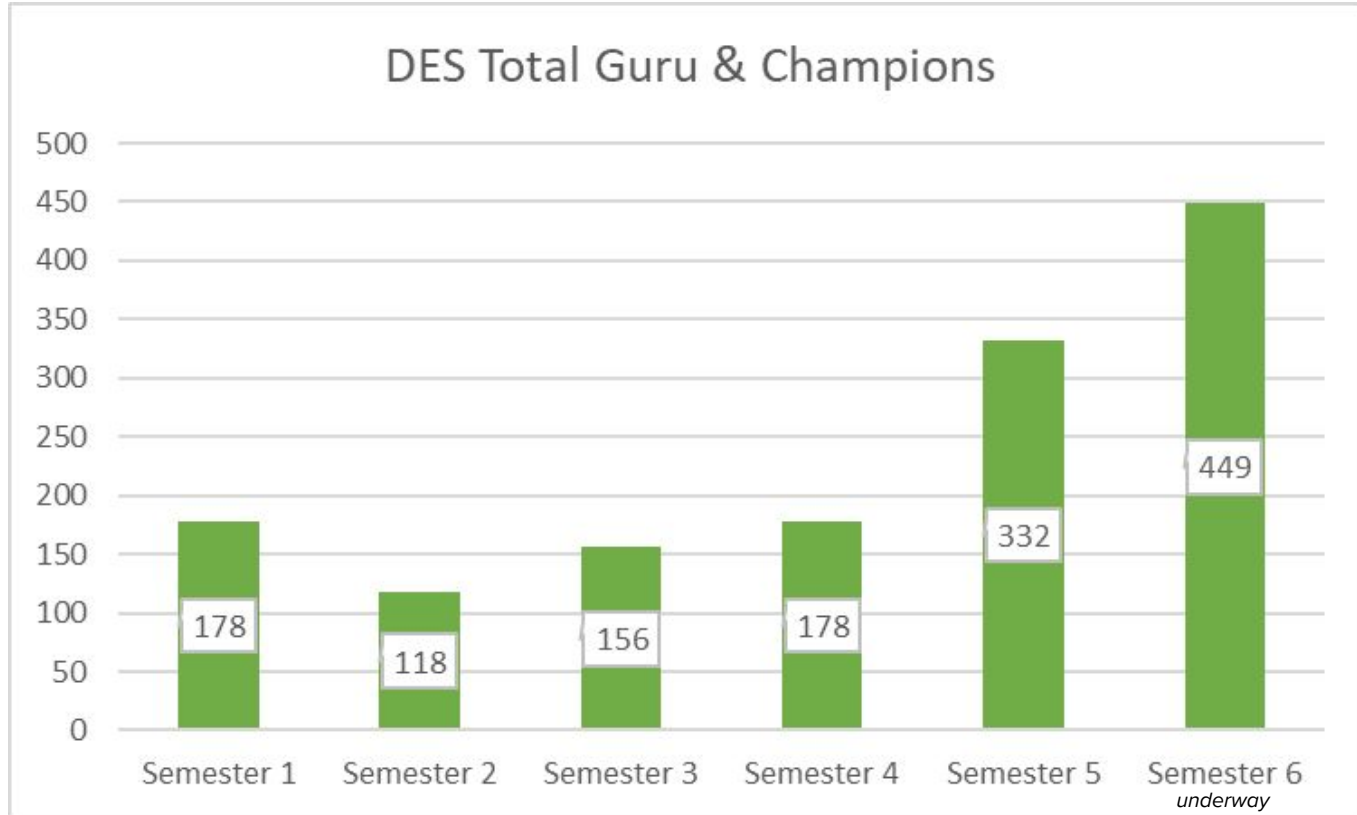Microsoft Office (Word, Excel, PowerPoint, etc.) — 1102 (79.1%)

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	Value
Semester 1	178
Semester 2	118
Semester 3	156
Semester 4	178
Semester 5	332
Semester 6 *(underway)*	449

DES Total 962 upto Semester 5