

ARIZONA

DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

Enterprise Email

June 14, 2018

Background

Governor Ducey

- Focused on running government at the speed of business
- Goal Council 5 created to provide a more efficient and accountable government to our citizens and taxpayers

Arizona Management System (AMS)

- Designed to create efficiencies throughout state
- Desired a platform to increase communication and collaboration statewide
- Identified opportunities for statewide enterprise contracts

Enterprise Email

- State agencies using 30 disparate and disconnected email platforms (Google, Microsoft, Groupwise, etc)
- Different pricing and contracts
- Google selected
- Governor's Office and Department of Administration have already migrated

Desired Benefits

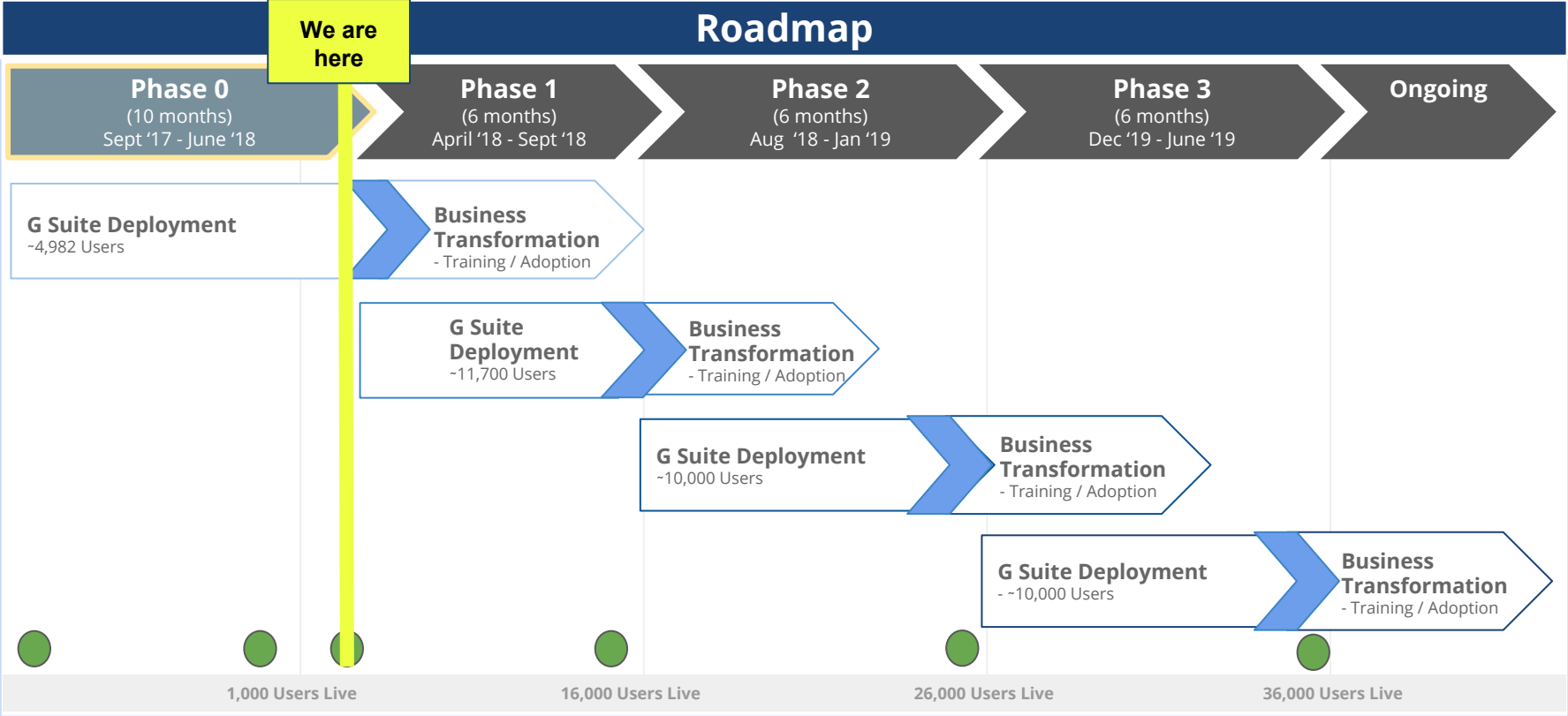
01 **Cross agency collaboration**

02 **More efficient communication**

03 **Easier data sharing**

04 **Enhanced contract transparency**

Overall Roll-Out Plan



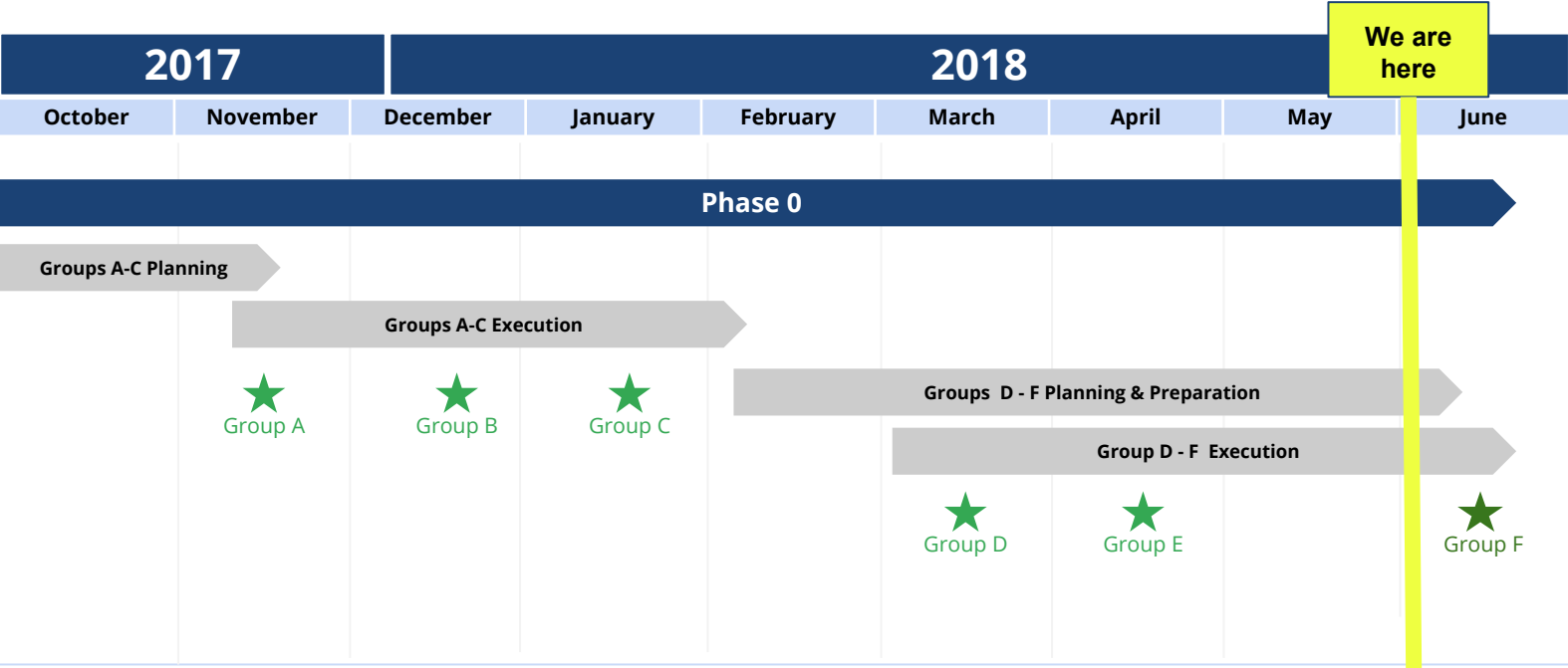
****Dates / Timeline are tentative****

● ITAC Review/Approval

▶ Lessons Learned sessions

Phase 0 Updates

Phase 0 - High-level Timeline



60 Agencies migrated

1. Acupuncture
2. Physical Therapy
3. Occupational Therapy/Athletic Training
4. Veterinary Medical Examining Board
5. Dispensing Opticians
6. Board of Homeopathic Medical Examiners
7. Board of Massage Therapy
8. Naturopathic Physicians Medical Board
9. Board of Optometry
10. Forestry and Fire
11. Personnel Board
12. Board of Podiatry Examiners
13. Private Postsecondary Education
14. Board of Respiratory Care Examiners
15. Board of Psychologist Examiners
16. Arizona Medical Board
17. Nursing Board
18. Chiropractic Examiners
19. Cosmetology
20. Behavioral Health Examiners Board
21. Dental Examiners Board
22. Department of Homeland Security
23. Funeral Board
24. Barber Board
25. Board of Medical Examiners/Osteopath
26. Nursing Care and Assisted Living Administrators
27. Office of the Governor
28. Arizona Department of Administration
29. Registrar of Contractors
30. Navigable Stream Adjudication Commission
31. Arizona Commission of African American Affairs
32. Board of Tax Appeals
33. Automobile Theft Authority
34. Arizona Board of Fingerprinting
35. Arizona Pioneers Home
36. Department of Emergency & Military Affairs
37. Industrial Commission of Arizona
38. Department of Game & Fish
39. Department of Real Estate
40. Governor's Office of Highway Safety
41. Arizona State Board of Technical Registration
42. Board of Education
43. Residential Utility Consumer Office
44. Board of Executive Clemency
45. Arizona State Board for Charter Schools
46. Arizona State Mine Inspector
47. Board of Equalization
48. Commission for the Deaf and Hard of Hearing
49. School Facilities Board
50. Board of Pharmacy
51. Peace Officer's Standards and Training Board
52. Arizona Office of Tourism
53. Office of Economic Opportunity
54. Arizona Historical Society
55. Arizona Exposition & State Fair
56. Department of Financial Institutions
57. Department of Insurance
58. Department of Liquor Licenses & Control
59. Arizona Lottery
60. Prosecuting Attorney's Advisory Council

Phase 0 - Results to Date

182

Users

41

Shared mailboxes

GROUP A

- ADOA-ASET

428

Users

124

Shared mailboxes

Group B

- Governor's Office
- ADOA Champions
- 24 Boards & Commissions @ 1740

652

Users

199

Shared mailboxes

Group C & D

- Remainder of ADOA
- ROC
- +DFFM

3,963

Users

1,071

Shared mailboxes

Group E & F

- Lottery, DEMA, Insurance, Game & Fish, Tourism, State Fair, POST, ICA
- 23 agencies on ADOA's tenant

5,224

Users

1,435

Shared mailboxes

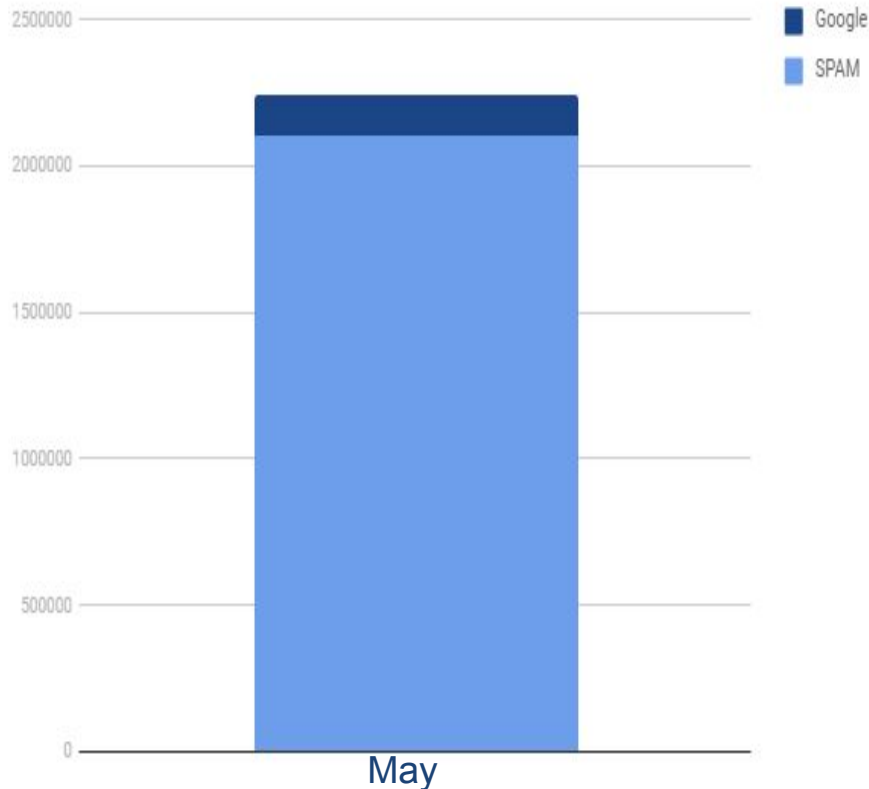
6,659

Security update

March stats show that our Google platform removed **107,000** more spam emails than our prior spam filtering solutions (Microsoft/Ironport) combined, proving that we are better protecting the state on the G Suite platform.



Security Update Cont'd



After the email was put into the inbox, Google continues to scan for malicious attachments.

During May Google identified another 1300+ email that made it to the inbox, and later had malicious content removed.

Post-delivery: Messages with content that pass initial spam, phishing, or malware checks are placed in the user's inbox, but may be identified as malware after the fact by longer-running malware scans. Attachments are disabled once they are classified as malware.

Continuous Improvement

Channels for feedback

	<u>Internal Lessons Learned</u>	<u>External Lessons Learned</u>	<u>Post migration Surveys</u>
Timeframe	<ul style="list-style-type: none"> • 1 week post migration 	<ul style="list-style-type: none"> • Within 30 days post migration 	<ul style="list-style-type: none"> • 1 week post migration
Audience	<ul style="list-style-type: none"> • ASET • SADA 	<ul style="list-style-type: none"> • Agency project team (customer) • ASET project team • Project stakeholder(s) 	<ul style="list-style-type: none"> • Sample of end-users at all levels of an agency post migration
Topics	<ul style="list-style-type: none"> • Migration (technical) • Roll-out (operational) • Adoption (change-mgt) 	<ul style="list-style-type: none"> • Migration (technical) • Roll-out (operational) • Adoption (change-mgt) • Open dialog <ul style="list-style-type: none"> • What went well • What could be improved 	<ul style="list-style-type: none"> • Overall migration • Training • Communication • Go-live day • General feedback/Other

~500 survey responses to date via Qualtrics

14 Lessons Learned sessions to date

Phase 0: 3.3 out of 5

Lessons Learned

Engage with agencies for planning and analysis earlier

Communications:

- Identify agency communication lead (non-technical)
- Manage email communications through single point of contact

Training:

- Web based training for future migrations
- Make ongoing training mandatory
- Admin panel for non-tenant agencies

Technical:

- Updated data collection spreadsheet with instructions and deadlines
- Created tracking category for Google
- Implemented “mobile parties”

Process highlight: Pre-migration

Pre-migration engagements

Kick-off meetings

- Review all migration activities around technical, communication and training as well as resource allocation

Weekly Change Management calls:

- Communication templates and timeline
- Training dates, location, and outlets

Weekly technical calls:

- Review of onboarding checklist - mailboxes, users, applications, etc
- General technical questions

Weekly face-to-face sessions with ASET and agency project teams

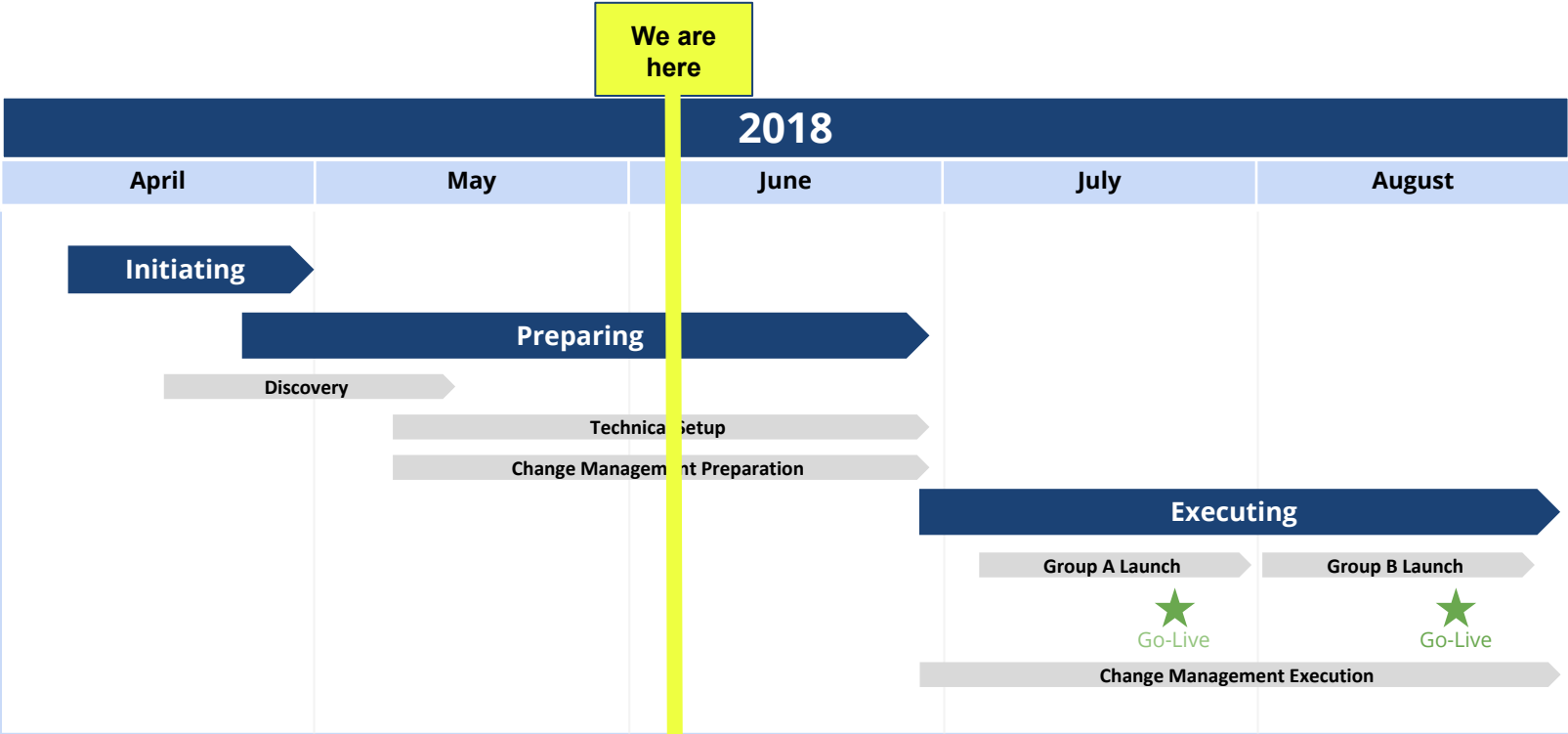
Phase 1

Deployment Methodology



- Group A** • Agency IT teams & Champions for agencies
- Group B** • All remaining users for agencies

Phase 1 - High-level Timeline



New Amended PIJ Financials (Phase 1) 6/14/18 ITAC

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$652,630*	\$762,456*	\$0	\$0	\$0	\$1,415,085
Operational Costs	\$0	\$25,020	\$2,779,717	\$2,779,717	\$2,779,717	\$8,364,171
Total Project Costs	\$652,630	\$787,476	\$2,779,717	\$2,779,717	\$2,779,717	\$9,779,256

Amended PIJ Financials (Phase 0 - Extended) 3/18/18 ITAC

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$667,753*	\$0	\$0	\$0	\$0	\$667,753
Operational Costs	\$0	\$211,185	\$580,775	\$580,775	\$580,775	\$1,953,510
Total Project Costs	\$667,753	\$211,185	\$580,775	\$580,775	\$580,775	\$2,621,263

Original PIJ Financials (Phase 0)

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$115,676	\$0	\$0	\$0	\$0	\$115,676
Operational Costs	\$0	\$71,676	\$197,109	\$197,109	\$197,109	\$663,003
Total Project Costs	\$115,676	\$71,676	\$197,109	\$197,109	\$197,109	\$778,679

(Phase 1) 18,306 est. mailboxes

Financials Cnt'd (projected full project)

Full project budget figures are based off an estimated 36,000 total mailboxes as per the original Google enterprise contract.

Total mailbox estimate is expected to adjust upward as the project progresses in order to accomodate shared mailboxes.

Updated financial estimates will be presented as the project phases are brought before ITAC for approvals.

<i>All Phase Financial Estimate based on 36,000 Mailboxes</i>				
Fiscal Year	PIJ Category	Development	Operational	Description
2018	P&OS	\$237,700	\$0	User Migration to Google by Sada (Phase 0)* all agencies associated
2018	L&M Fees	\$389,910	\$0	Single Sign On OKTA Initial Implementation (Up to 20,000 until Sept. 2019)
2018	L&M Fees	\$25,020	\$0	Doc Mngmt AODocs Initial Lic. Fee (500 ADOA users)
2019	P&OS	\$1,173,600	\$0	User Migration to Google by Sada (Phase 1-3 est.)
2019	L&M Fees	\$0	\$701,814	Single Sign On OKTA (Up to 20,000 until Sept 2019)
2019	L&M Fees	\$316,156	\$25,020	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
2020	L&M Fees	\$0	\$4,093,770	Google Suite Licensing Cost
2020	L&M Fees	\$0	\$701,814	Single Sign On OKTA
2020	L&M Fees	\$0	\$341,175	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
2021	L&M Fees	\$0	\$4,093,770	Google Suite Licensing Cost
2021	L&M Fees	\$0	\$701,814	Single Sign On OKTA
2021	L&M Fees	\$0	\$341,175	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
2022	L&M Fees	\$0	\$4,093,770	Google Suite Licensing Cost
2022	L&M Fees	\$0	\$701,814	Single Sign On OKTA
2022	L&M Fees	\$0	\$341,175	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
		\$2,142,385	\$16,137,111	

<i>Five Year Life-Cycle Summary</i>						
Cost Description	FY2018	FY2019	FY2020	FY2021	FY2022	Total
Development Costs	\$652,630	\$1,489,756	\$0	\$0	\$0	\$2,142,385
Operational Costs	\$0	\$726,834	\$5,136,759	\$5,136,759	\$5,136,759	\$16,137,111
Total Project Costs	\$652,630	\$2,216,589	\$5,136,759	\$5,136,759	\$5,136,759	\$18,279,496

For ITAC Approval

Phase I - July - August

1. Migration and Go-live of email and calendar for Department of Corrections (DOC), Department of Health Services (DHS) and Arizona State Parks
2. Ability to engage in planning and analysis activities as needed for agencies slated for subsequent phases

Questions?

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