

<b>Enterprise Email</b>
<b>Agency Requesting The Project:</b> Administration Department
<b>Business Unit Requesting The Project:</b> ASET
<b>Sponsor Of the Project:</b> Morgan Reed
<b>Sponsor Title:</b> State CIO
<b>Sponsor Phone Number:</b> 602.542.0224
<b>Extension:</b>
<b>Sponsor Email Address:</b> morgan.reed@azdoa.gov

Has a Project Request been completed for this PIJ?

N

What is the operational issue or business need that the Agency is trying to solve? (i.e. ...current process is manual, which increases resource time/costs to the State/Agency, and leads to errors...)

The State of Arizona consists of more than 30 disparate email systems resulting in inefficient management and high total cost of ownership. In addition to the federated email systems, these systems are not integrated and do not allow for collaborative scheduling of calendars, directory services, and file sharing between agencies.

How will solving this issue or addressing this need benefit the State or the Agency?

Having a single integrated enterprise email solution will enable agencies to communicate, schedule, collaborate, and more seamlessly share data and information at a lower total cost of ownership.

Describe the proposed solution to this business need:

The State is seeking an enterprise communications platform that will allow all agencies to share a common email, calendar, instant messaging, video conferencing, storage, and document repository.

Phase 0 will consist of the Department of Administration, The Governor's Office, and all of the agencies that will be relocating to 1740 W Adams St.

Additional agencies that volunteer can be onboarded in future phases.

Has the existing technology environment, into which the proposed solution will be implemented, been documented?  Y

Indicate where that documentation can be found, or provide the information under separate cover before the meeting, otherwise describe below:

The documentation is maintained by our SI team.

Have the business requirements been gathered, along with any technology requirements that have been identified?  Y

Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?  N

Will you be completing an assessment/Pilot/RFP phase, i.e., an evaluation by a vendor, third party or your agency, of the current state, needs, and desired future state, in order to determine the cost, effort, approach (RFP or otherwise) and/or feasibility of a project before submitting the full PIJ?  N

Does the project fall into one of the following categories:

- hardware technology refresh/expansion, e.g., replacement/more laptops, radios, peripherals, etc.?

N

Is the proposed procurement the result of an RFP solicitation process?  N

Is this project referenced in your agency's Strategic IT Plan?  Y

Does your agency have a formal project methodology in place?  Y

Describe the high level make-up and roles/responsibilities of the Agency, Vendor(s), and other third parties below: (i.e. ...agency will do...vendor will do...other third parties will do..)

ASET - Providing the project management and coordination of the vendors and agencies receiving services  
SADA Systems - Main integrator of the email/calendar/ enterprise directory product for agencies.  
Google - Vendor and provider of email/calendar cloud solution.  
Okta - Single Sign on and enterprise directory provider.

Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?  Y

If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information below:

Certified Scrum Master  
Certified Scrum Product Owner  
Project Management Professional

Is a project plan available that reflects the estimated start date and end date of the project, and the supporting milestones for the project?  Y

Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?  Y

Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?  N

Are there any known resource availability conflicts that could impact the project?  N

Does your schedule have dependencies on any other projects or procurements?  N

Will the implementation involve major end user view or functionality changes?  Y

Will the proposed solution result in a change to a public-facing application or system?  N

Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g., hardware, initial software licenses, training, taxes, P&OS, etc.?  Y

Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?  Y

Have all required funding sources for the project and ongoing support costs been identified?  Y

Will the funding for this project expire on a specific date, regardless of project timelines?  N

Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?  N

Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution:  
 Statewide Enterprise Solution

Will the technology and all required services be acquired off existing State contract(s)?  Y

Will any software be acquired through the current State value-added reseller contract?  Y

Describe how the software was selected below:  
The Department of Administration completed a Cost Benefit Analysis at the direction of the Governor's Office, and thoroughly vetted potential solutions as well as sought input from stakeholders before selecting the chosen provider.

Does the project involve any technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment?

  
 Y

Does your agency have experience with the vendor (if known)?

 N

Does the vendor (if known) have professional experience with similar projects?

 Y

Does the project involve any coordination across multiple vendors?

 Y

Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?

 N

Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?

 N

Will a migration/conversion step be required, i.e., data extract, transformation and load?

 Y

Is this replacing an existing solution?

 Y

Indicate below when the solution being replaced was originally acquired?

The proposed solution will replace ADOA, Governor's Office, and 13 email systems across the 1740 W Adams agency tenants. The acquisition dates of these vary.

Describe the planned disposition of the existing technology below, e.g., surplus, retired, used as backup, used for another purpose:

Varies by agency. If any, surplus or repurposed.

Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

The quantity of licenses needed for Phase 0 was determined by evaluating the number of full time employees and shared mailboxes among the Department of Administration, Governor's Office, and 1740 Agencies.

Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

Y

Does the proposed solution and associated costs include failover and disaster recovery contingencies?

Y

Will the vendor need to configure the proposed solution for use by your agency?

Y

Are the costs associated with that configuration included in the PIJ financials?

Y

Will any application development or customization of the proposed solution be required for the agency to use the product in the current/planned technology environment, e.g., a COTS application that will require custom programming, an agency application that will be entirely custom developed?

N

Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards, and procedures, including those for network, security, platform, software/application, and/or data/information found at <https://aset.az.gov/resources/psp>?

Y

Are there other high risk project issues that have not been identified as part of this PIJ?

N

Please explain all unidentified high risk project issues below:

N/A

Will the proposed solution be vendor-hosted?

Y

Please select from the following vendor-hosted options:

Vendor Hosted

Describe the rationale for selecting the vendor-hosted option below:

The vendor has demonstrated to ASET that they meet all security related requirements.

Has the agency been able to confirm the long-term viability of the vendor-hosted environment?  Y

Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?  Y

Has a Conceptual Design / Network Diagram been provided and reviewed by ASET-SPR?  Y

Has the spreadsheet located at <https://aset.az.gov/arizona-baseline-security-controls-excel> already been completed by the vendor and approved by ASET-SPR?  Y

Will the proposed solution be hosted on-premise in a state agency?  N

Will any PII, PHI, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?  Y

Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

The vendor has completed the Arizona Baseline Security Controls Documentation as well as maintain secure access to their data centers.

What help could ASET offer to increase the probability of project success?

N/A

**Summary of PIJ Financials**

Total of Development Cost:	\$	115,676
Total of Operational Cost:	\$	663,003
<b>Total Costs:</b>	\$	<b>778,679</b>

**Project Cost - Itemized**

Item	Description	Category	Development (Implementation) or Operational (Ongoing)	Fiscal Year Spend	Qty or Hours	Unit Cost	Extended Cost	Enter Tax Rate if Applicable (Generally 8.6% for PHX)	Tax	Total Cost
1	User Migration	Prof & Outside Services	Development	1	1100	\$40	\$44,000		\$0	\$44,000
2	Google Year 1	License & Maint Fees	Development	1	1100	\$0	\$0		\$0	\$0
3	Google Year 2	License & Maint Fees	Operational	2	1100	\$0	\$0		\$0	\$0
4	Google Year 3	License & Maint Fees	Operational	3	1100	\$105	\$115,500	8.60%	\$9,933	\$125,433
5	Google Year 4	License & Maint Fees	Operational	4	1100	\$105	\$115,500	8.60%	\$9,933	\$125,433
6	Google Year 5	License & Maint Fees	Operational	5	1100	\$105	\$115,500	8.60%	\$9,933	\$125,433
7	Okta Year 1	License & Maint Fees	Development	1	1100	\$18	\$19,800	8.60%	\$1,703	\$21,503
8	Okta Year 2 -5	License & Maint Fees	Operational	FY2-5	1100	\$18	\$19,800	8.60%	\$1,703	\$86,011
9	AODocs Year 1	License & Maint Fees	Development	1	1100	\$42	\$46,200	8.60%	\$3,973	\$50,173
10	AODocs Year 2-5	License & Maint Fees	Operational	FY2-5	1100	\$42	\$46,200	8.60%	\$3,973	\$200,693
11		[-Select-]	[-Select-]	[-Select-]	0	\$0	\$0	0.00%	\$0	\$0
12		[-Select-]	[-Select-]	[-Select-]						
13		[-Select-]	[-Select-]	[-Select-]						
14		[-Select-]	[-Select-]	[-Select-]						
15		[-Select-]	[-Select-]	[-Select-]						
16		[-Select-]	[-Select-]	[-Select-]						
17		[-Select-]	[-Select-]	[-Select-]						
									Total Development Cost	\$115,676
									Total Operational Cost	\$663,003
									<b>Total Itemization of Costs:</b>	<b>\$778,679</b>



Summary of Funding Sources			
Fund Type	% of Project	\$ of Project (Available)	\$ of Project (To Be Requested)
Base Budget	35.16%	\$40,676.00	\$663,003.00
APF			
Other Appropriated			
Federal			
Other Non-Appropriated	64.84%	\$75,000.00	

**PIJ Development & Operational Cost Summary**

Description	Type	Year 1	Year 2	Year 3	Year 4	Year 5	Extended Cost
Professional & Outside Services	Development	\$44,000	\$0	\$0	\$0	\$0	\$44,000
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Hardware	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Software	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Communications	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Facilities	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Licensing & Maintenance Fees	Development	\$71,676	\$0	\$0	\$0	\$0	\$71,676
	Operational	\$0	\$71,676	\$197,109	\$197,109	\$197,109	\$663,003
Other	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
<b>Development Cost:</b>		\$115,676	\$0	\$0	\$0	\$0	\$115,676
<b>Operational Cost:</b>		\$0	\$71,676	\$197,109	\$197,109	\$197,109	\$663,003
<b>Total Cost:</b>							\$778,679

# Areas of Impact

## 1 Application Systems

- Application Enhancements
- Internal Use Web Application
- Mobile Application Development
- Arizona Enterprise Solution Platform (AESP) based Application
- New Application Development
- az.gov Web Portal Application
- Other: (Please specify below)

## 2 Database Systems

- Data Warehouse/Mart
- Database Consolidation/Migration/Extract Transform and Load Data
- Database Products and Tools:
  - Oracle
  - MySQL
  - DB2
  - MS SQL Server
- Other: (Please specify below)

## 3 Software

- COTS Application Customization
- COTS Application Acquisition
- Mainframe Systems Software
- Open Source
- PC/LAN Systems Software
- Virtualization
- Other: (Please specify below)

## 4 Hardware

- LAN/WAN Infrastructure
- Mainframe Infrastructure
- Storage Area Network Devices
- Public Safety Radios, Systems
- PC Purchases, Peripherals
- Tape Libraries/Silos
- UPS Devices
- Other: (Please specify below)

### 5 Hosted Solution (Cloud Implementation)

- State Data Center
- Commercially Hosted:
  - Amazon (AWS) GovCloud
  - Century Link - I/O Data Center
  - AWS (non-government) cloud
  - Microsoft Azure
- Vendor Hosted
- Other: (Please explain below)

### 6 Security

- Encryption
- Security Appliances:
  - Firewall
  - Intrusion Detection System (IDS)
  - Intrusion Prevention System (IPS)
- SecurityControls/Systems - Other: (Please specify below)
- Physical Controls (Badging Systems, Iris Scanners, Other: (Please specify below)
- Other: (Please specify below)

### 7 Telecommunications

- Network Communications Infrastructure
- Telephone Upgrade-Business-Specific
- Cabling
- Wireless Access Points
- Telephony Upgrade-EIC Solution
- Trenching
- Videoconferencing
- Other: (Please specify below)

## 8 Enterprise Solutions

- |                                     |  |
|-------------------------------------|--|
| <input type="checkbox"/>            | Business Intelligence System                             |
| <input type="checkbox"/>            | E-Signatures   |
| <input type="checkbox"/>            | Geographic Information Systems                           |
| <input type="checkbox"/>            | Other Imaging - Photos, Fingerprints, etc.               |
| <input type="checkbox"/>            | Document Management/Imaging                              |
| <input type="checkbox"/>            | eLicensing   |
| <input type="checkbox"/>            | Management Systems - Financial, Grants, Asset            |
| <input type="checkbox"/>            | Disaster Recovery/Business Continuity                    |
| <input checked="" type="checkbox"/> | Other: (Please specify below)      Email and Calendaring |

## 9 Contract Services/Procurement

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Contracted Project Management           |
| <input type="checkbox"/> | Contractor Support Services             |
| <input type="checkbox"/> | Install/Configuration Contract Services |
| <input type="checkbox"/> | State Contract                          |
| <input type="checkbox"/> | Vendor provided                         |
| <input type="checkbox"/> | Procurement (RFP, IFB, DPR, etc.)       |
| <input type="checkbox"/> | Other: (Please specify below)           |

## PIJ Review Checklist

Role	Name	Email Address	Date Reviewed
Agency Project Sponsor*	Craig Brown	<a href="mailto:craig.brown@azdoa.gov">craig.brown@azdoa.gov</a>	08/18/17
Agency Chief Information Officer (CIO) (or designee)*	Morgan Reed	<a href="mailto:morgan.reed@azdoa.gov">morgan.reed@azdoa.gov</a>	08/18/17
Agency Information Security Officer (ISO) (or designee)*	Mike Lettman	<a href="mailto:mike.lettman@azdoa.gov">mike.lettman@azdoa.gov</a>	08/18/17
Governor's Office Representative	John McCleve	<a href="mailto:jmccleve@az.gov">jmccleve@az.gov</a>	08/18/17
ADOA-ASET Engagement Manager *	David Tischler	<a href="mailto:david.tischler@azdoa.gov">david.tischler@azdoa.gov</a>	08/18/17
ADOA-ASET Security, Privacy & Risk (ASET-SPR) representative	Tim Guerriero	<a href="mailto:tim.guerriero@azdoa.gov">tim.guerriero@azdoa.gov</a>	08/18/17
Agency CPO or State Procurement Office (SPO) representative	Charlotte Righetti	<a href="mailto:charlotte.righetti@azdoa.gov">charlotte.righetti@azdoa.gov</a>	08/18/17
Agency CFO or Finance representative (if different from CPO)	Joe Whitmer	<a href="mailto:joe.whitmer@azdoa.gov">joe.whitmer@azdoa.gov</a>	08/18/17
<b>Others to Review (if applicable):</b>			

\* Required Attendee

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x	Has the value of the IT project to the public and the State been identified?
x	Does the proposed solution address the stated problem or situation?
x	Has the budget unit demonstrated competency to carry out the project successfully?
x	Have all applicable questions in the PIJ been addressed?
x	Have the Areas of Impact associated with the project been identified?
x	Is sufficient sponsorship and support by budget unit leadership evidenced in the meeting?
x	Has the compatibility of the proposed solution with other budget unit solutions been addressed?
x	Has a reasonable Project Plan been provided?
x	Has the compliance of the proposed solution with all applicable statewide standards been confirmed?
x	Have any potential risks or issues associated with the project or the proposed solution been identified and appropriately addressed to minimize unintended consequences?
x	Have the cost estimates for the project been vetted for accuracy?
x	Have the PIJ Financials been completed?
x	Have any/all of the following startup costs to implement the project been included under Development in the financial tables, if applicable - tax; shipping; upfront maintenance and support; professional services (P&OS); ancillary software to run on equipment; ancillary hardware to install equipment, e.g., cables; other associated costs, e.g., training, travel, documentation, etc.?
x	Have any/all of the following ongoing/5-year support costs, once the project is implemented, been included under Operational in the financial tables, if applicable - ongoing vendor hosting costs, including any projected increase over time; annual maintenance and support not acquired upfront; extended costs after warranty expiration; P&OS commitments beyond implementation?
x	Have you confirmed that no Full Time Employee (FTE) related costs have been included in the project costs?
x	Have quotes been provided for all itemized costs in the PIJ, e.g., professional services, hardware, software, licensing, etc.?
x	Do the quotes match the itemized list and only reflect those items and costs (within 5%) associated with this project?
	If not, describe below how the costs in the PIJ differ from the quotes, e.g., if quantities are different, costs are comprised of portions of multiple quotes provided, etc.:

If any of the above are not complete, the PIJ cannot be approved at this time.....

x

## PIJ Disposition

Approved

Approved with conditions

Not Approved

### Strategic Program Manager Analysis

**Project Background:** ADOA-ASET is partnering with the Governor's Office and the agencies moving to 1740 West Adams to begin the process of building a statewide enterprise email system. ADOS-ASET, the Governor's Office, and the 26 Agencies moving to 1740 W Adams will migrate their email platforms, productivity applications, cloud storage solutions to a common system with a shared address book, calendar, and document sharing.

**Business Solution Justification:** ADOA-ASET's partnership with the Governor's Office and 1740 West Adams Agencies will help to start moving the State of Arizona to a common email system with a shared address book, calendar, and document sharing. This will dramatically improve collaboration and ease the burden of maintaining seperate systems.

**Vendor Selection:** ADOA-ASET thoroughly analyzed the benefits and features of several email platforms, and performed a Total Cost of Ownership study that was presented to the Governor's Office for review and input as well. The selected vendor has experience deploying similar solutions to other state, county, and city governments.

**Implementation Methodology:** ADOA-ASET has a dedicated Project Management Office, that will provide a state certified Project Manager. The selected vendor has provided a Scope of Work and Timeline, so adequate controls and monitoring are in place to help guide a successful implementation.

**Budget or Funding Considerations:** First year development funding for this project is coming from current budget allocations, and then additional years are paid from the ASET Operations Fund (Agencies already pay ASET for email services).

Authorized Approver:	David Tischler	Approval Date:	8/18/17
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## Condition (If Applicable)