CHANGE REQUEST / AMENDMENT

PIJ ID AD18001 - Enterprise Email

Arizona Department of Administration

Amended 5-Year Lifecycle Budget Estimate through Phase 1:		**Areas Affected:**	
Total Development Budget	$ 1,415,085	End Date	Yes
<u>Total Operational Budget</u>	<u>$ 8,364,171</u>	Development Costs	Yes
Total Overall Budget	$ 9,779,256	Scope	Yes

Original End Date: 6/30/18   Revised End Date: 9/28/18

Change Description:

CURRENT PHASE (1) AMENDMENT 02: 6/14/18

To date, Phase (0) progress has included a total of 6,375 user mailboxes, calendars, and shared mailboxes migrated to the Google Enterprise Email platform. On June 18 2018, the Industrial Commission of Arizona (ICA) will migrate to the platform bringing the Phase (0) migration total to approximately 6,660. Details of the Phase (0) migration progress follow:

Phase (0):
- *Group A - ADOA-ASET: 182 User Mailboxes, 41 Shared Mailboxes*
- *Group B - Governor's Office, ADOA Division Champions, 24 Boards & Commissions relocated to 1740 West Adams: 428 User Mailboxes, 124 Shared Mailboxes*
- *Group C & D - ADOA remaining divisions, Registrar of Contractors, Department of Forest & Fire Management (DFFM): 652 User Mailboxes, 199 Shared Mailboxes*
- *Group E - Lottery, DEMA, Insurance, Game & Fish, Tourism, State Fair, POST, 23 Agencies on ADOA's Tenant: 3,720 User Mailboxes, 1,029 Shared Mailboxes*
- *Group F - ICA: 243 User Mailboxes (est.), 42 Shared Mailboxes (est.) Scheduled for June 18, 2018*

Total Migrated for Phase (0) = 6,660

With this amendment, ADOA-ASET seeks ITAC approval to execute the following Phase (1) work activities to include:

- *Migration of the Arizona Department of Corrections (8722 User Accounts), Arizona Department of Health Services (2524 User Accounts) and Arizona State Parks & Trails (400 User Accounts).*
- *Necessary discovery and planning work with agencies that have requested to move forward in subsequent phases of the enterprise email project. This discovery effort will allow for a broader sampling of use cases which will assist the project team to budget, strategically plan, and execute on implementation efforts for the remainder of the project.*

Once Phase (1) efforts are complete and implementation data analyzed, ADOA-ASET plans to proceed with Phases 2-3 of the enterprise email platform implementation with subsequent phase approvals to be reviewed and authorized by ITAC prior to implementation of each Phase respectively. A phased project timeline along with the ITAC meeting discussion and presentation will provide additional details and estimated dates regarding next steps.

The updated financial table for this current amendment is listed below. This table includes a cumulative summary of estimated costs through Phase (1).

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PREVIOUS PHASE (0) AMENDMENT 01: 3/21/18

On August 23, 2017 the enterprise email implementation Project Investment Justification (PIJ) was approved without conditions by ADOA-ASET. The project encompasses a planned multi-phased approach with Phase (0) serving to prove research and planning efforts prior to implementing subsequent phases 1, 2, & 3. At the September 13, 2017, ITAC meeting, this project was presented as an informational item in order to communicate to the Committee the State's implementation plan and intentions for phase (0).

This initiative is intended to provide a single enterprise communications platform allowing all state agencies the ability to share a common email, calendar, instant messaging, video conferencing, storage, and document repository utilizing Google Suite (enterprise email, instant messaging, calendar, Docs, Sheets, Slides, etc.), Okta (single sign-on), and optional products such as AODocs (document & workflow management), and others. This project's implementation plan includes a phased approach encompassing four total stages ranging from Phase (0) through Phase (3) with statewide email migration and implementation occurring through FY2019. The benefits to the State for taking an enterprise approach to email and collaboration include enhanced security, efficiency, and cost-transparency.

To date, Phase (0) progress has included a total of 1,397 user mailboxes/calendars/shared mailboxes migrated to the Google Enterprise Email platform. Details of Phase (0) migration progress includes:

Phase (0):
Group A - ADOA-ASET: 182 User Mailboxes, 41 Shared Mailboxes
Group B - Governor's Office, ADOA Division Champions, 24 Boards & Commissions relocated to 1740 West Adams: 428 User Mailboxes, 124 Shared Mailboxes
Group C - ADOA remaining divisions, Registrar of Contractors: 442 User Mailboxes, 180 Shared mailboxes
Total Migrated for Phase (0) = 1,397

With this amendment, ADOA-ASET seeks ITAC approval to extend the Phase (0) work to include migration of agencies who are facing a near-term Microsoft or other email platform contract or support expiration - at a minimum this includes the remaining agencies who subscribe to ADOA-ASET's email service who have not yet been migrated (16 organizations / approximately 500 users). The extended Phase (0) efforts will also include necessary discovery and planning work with the Arizona Department of Corrections, Arizona Department of Health Services and a limited set of smaller agencies that have requested to move forward. This discovery effort will allow for a broader sampling of use cases which will assist the project team to budget, strategically plan, and execute on implementation efforts for the remainder of the project.

Once Phase (0) efforts are complete and implementation data analyzed, ADOA-ASET plans to proceed with Phases 1-3 of the enterprise email platform implementation with subsequent phase approvals to be reviewed and authorized by ITAC prior to implementation of each Phase respectively. A phased project timeline along with the ITAC meeting discussion and presentation will provide additional details and estimated dates regarding next steps.

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Updated Amended Phase (1) Financial Detail:

Non-APF Funding Source (AODocs is an optional service offering)

FY	PIJ Category	Development	Operational	Description
2018	P&OS	$237,700	$0	User Migration to Google by Sada (Phase 0)
2018	L&M Fees	$0	$0	Google Suite Licensing Cost (Yrs 1-2 $0.00 Cost)
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	$446,300	$0	User Migration to Google by Sada (Phase 1 est.)
2019	P&OS	$0	$0	User Migration to Google by Sada (Phase 2-3 est.)
2019	L&M Fees	$0	$0	Google Suite Licensing Cost (Yrs 1-2 $0.00 Cost)
2019	L&M Fees	$0	$0	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 (per-user per adoption rate $17-$58.50)*
2020	L&M Fees	$0	$2,081,758	Google Suite Licensing Cost
2020	L&M Fees	$0	$356,784	Single Sign On OKTA
2020	L&M Fees	$0	$341,175	Doc Mngmt AODocs yrs 2-5 (per-user per adoption rate $17-$58.50)*
2021	L&M Fees	$0	$2,081,758	Google Suite Licensing Cost
2021	L&M Fees	$0	$356,784	Single Sign On OKTA
2021	L&M Fees	$0	$341,175	Doc Mngmt AODocs yrs 2-5 (per-user per adoption rate $17-$58.50)*
2022	L&M Fees	$0	$2,081,758	Google Suite Licensing Cost
2022	L&M Fees	$0	$356,784	Single Sign On OKTA
2022	L&M Fees	$0	$341,175	Doc Mngmt AODocs yrs 2-5 (per-user per adoption rate $17-$58.50)*

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Original PIJ Financials *(Phase 0)*

		Five Year Life-Cycle Summary				
Cost Description	FY2018	FY2019	FY2020	FY2021	FY2022	Total
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

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

		Five Year Life-Cycle Summary				
Cost Description	FY2018	FY2019	FY2020	FY2021	FY2022	Total
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

New Amended PIJ Financials *(Phase 1) 6/13/18 ITAC*

		Five Year Life-Cycle Summary				
Cost Description	FY2018	FY2019	FY2020	FY2021	FY2022	Total
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

* *Note on FY18 and FY19 Development Budget:*

- *OKTA costs - Year one development costs of $389,910 associated with these amendments encompass a new single-sign-on (SSO) solution called Okta. OKTA is an Enterprise grade SSO solution that was selected to replace the IamCloud SSO solution that has been used with ADOA's Microsoft Office365 (O365) deployment. Due to service quality issues and improved pricing ADOA planned to replace IamCloud regardless of the Google project but given the timing of Phase (0) and the expiration of ADOA's O365 licensing it did not make sense to migrate O365 to OKTA, but rather start fresh by deploying OKTA with Google. ADOA plans to leverage the OKTA solution to support other Statewide enterprise applications such as HRIS, Workplace, Source to Pay, AFIS, Adobe, Salesforce, and other cloud services like Azure and AWS.*

- *AODocs is an optional component for this project. For fiscal year one (FY1) ADOA has purchased 500 licenses which is approximately 10% of the total number of year one contractual anticipated users of 7,500. During FY2, the project team anticipates an approximate adoption of 7,500 users, which equates to approximately 20% of the statewide overall 36,000 user adoption rate.*

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<u>Project Plan / Roadmap:</u>