Agency Vision

**Our vision is to be the information technology leader for Arizona government, providing innovative and transformative services.
This won't happen overnight. And it won't happen in a vacuum. Working together toward this shared goal, we will succeed.**

Agency Mission

Inspired by that vision, our mission is to deliver forward-thinking and secure IT solutions to state agencies. We will achieve this by:

- **Putting the customer first**

- **Offering world-class services**

- **Focusing on value, not cost**

Inventory Management Initiative - Tanium

State of Arizona – Arizona Department of Administration

November 18, 2020

Today's Presentation Team

ADOA

Gary Hensley - Chief Operating Officer

Tim Roemer - State Chief Information Security Officer

Jennifer Pittman-Leeper - ESPAC Administrator

Michael Johnson - Senior IT Project Manager

Tanium

Timothy Howell - Regional Vice President - State and Local Government, Western US

Sean Jackson - Regional Vice President - Technical Account Management, Mountain States

Ben Carter - Technical Account Manager

Project Introduction

Problem Statement:
- State agencies purchase, deploy, and support devices independently creating inefficiencies and wasting precious resources by not utilizing economies of scale.
- There is no enterprise solution for Asset Inventory & Management for hardware or software.
- Without understanding what is in your environment, it is impossible to accurately identify risks and successfully defend the enterprise against potential vulnerabilities.
- Due to the COVID-19 pandemic, more than 41% of employees for the State of Arizona are working remotely with many agencies having no ability to manage off-network devices (patching, upgrades, remediation)

Benefit of a New System:
- Remote device management - ability to patch, remediate, and upgrade devices not connected to the State's network
- Increased visibility into our assets
- Ability to accurately identify assets and risks
- Ability to coordinate responses to discovered risks
- Increased overall security
- Automate tasks, such as patching, thereby expanding existing staff capacity
- Identify opportunities for cost savings through software license reclamation

Proposed Solution

Procurement
- Multi-functional committee drafted technical requirements
- SPO
  - Sent Requirements to Vendors on State Contracts - SVAR, Networking (Security), and Cloud
  - Requested Vendors chose Manufacturers to bring in for Demos
- Committee selected two vendors for a proof of concept - 1 POC failed
- Initial limited scope POC
- Expanded scope POC
- Agency Feedback
- Multiple quotes and vendor negotiation
- Tanium will be purchased via an existing State Contract

Technology
- Enterprise wide solution hosted at the State Shared Hosted Data Center
- Unified endpoint management and security Tanium is an agent installed on workstations and servers, both physical and virtual
- Agent is interactive. It discovers and reports both static and dynamic real-time data pertaining to the endpoint.
- Tanium can also execute commands, actions, scripts, or other executable programs.

Project Responsibilities

Agencies

1. ADOA - Console Config
2. ADOA - Administration and Assigning Access Roles
3. Agencies (including ADOA) - Deployment to endpoints
4. Agencies (including ADOA) - designate technical resources to respond to information and alerts generated
5. Oversight Committee (including ADOA) - Develop policies, best practices, and configurations based on recommendations provided by vendor and knowledge of environment

Shared

1. Training - Vendor supplied resources, Agencies must participate
2. Documentation - Vendor supplied, Agencies must read and engage
3. Updates - Vendor provided, Tanium Administrator must configure and install

Vendor

1. Supports platform
2. Supports Infrastructure
3. Provide Technical resources - TAM
4. Provide Professional Support Services and training of Tanium Administrators

Project Timeline

Phase I (POC Completed)

Initial Proof of Concept
- ADOA and Managed Agencies
- December 2019
- Limited Functionality
- Testing Configuration and Viability

Expanded Proof of Concept
- 77 Agencies
- May - August 2020
- Expanded Functionality and Modules
- Testing additional Use Cases and Multi-Tenancy

Task Name	Duration	Start	Finish
ℹ			
⊞ INITIATION (PHASE 1)	17d	10/02/19	10/24/19
⊞ PLANNING (PHASE 1)	36d	10/11/19	12/03/19
⊞ EXECUTION (PHASE 1)	197d	12/06/19	09/16/20
⊞ MONITOR & CONTROL (PHASE 1)	232d	10/17/19	09/17/20
⊞ CLOSE (PHASE 1)	5d	09/14/20	09/18/20
⊞ INITIATION (PHASE 2)	44d	08/26/20	10/28/20
⊞ PLANNING (PHASE 2)	56.25d	09/18/20	12/10/20
⊟ EXECUTION (PHASE 2)	134d	11/20/20	05/28/21
⊞ ADOA Tanium Client Deployment	7d	12/02/20	12/10/20
⊞ External Communication Phase	13.25d	11/27/20	12/16/20
⊞ Establish Tanium Oversight Committee	34d	12/14/20	01/29/21
Push Client to other Agencies	105d	01/04/21	05/28/21
⊞ MONITOR & CONTROL (PHASE 2)	191d	10/01/20	06/30/21
⊞ CLOSE (PHASE 2)	11d	06/07/21	06/21/21

Phase II (Operationalization)

Configuration Optimization
- Sync Active Directories
- Finish OKTA Integration with remaining agencies
- Redefine Access Roles

Operations
- Establish an Oversight Committee
- Training

Deploy Delta of Agents
- ~23,000 Agents Deployed in POC
- Deploy ~14,500 Agents

Project Costs

Project Costs by Category	FY20	FY21	FY22	FY23	FY24	Total
Professional & Outside Services (Contractors)	$0	$357,656	$0	$0	UKN	$357,656
Hardware	$0	$0	$0	$0	UKN	$0
Software	$0	$0	$0	$0	UKN	$0
Communications	$0	$0	$0	$0	UKN	$0
Facilities	$0	$0	$0	$0	UKN	$0
License & Maintenance Fees	$0	$2,788,848	$0	$0	UKN	$2,788,848
Other Operational Expenditures	$0	$0	$100,000	$100,000	UKN	$200,000
Total Development	$0	$3,146,504	$0	$0	UKN	$3,146,504
Total Operational	$0	$0	$100,000	$100,000	UKN	$200,000

What Success Looks Like

Change Management

- Project Milestones
  - Configure Active Directories to Sync directly with Tanium Server ~12/31/20
  - Establish an Oversight Committee ~11/30/20
  - Finish OKTA Integration ~1/31/21
  - Redefine Access Roles ~1/31/21
  - Deploy ~14,500 agents ~5/30/21

Measures of Success

- Deployment of 95% of Tanium agents by 5/30/21
- Establish oversight committee with multi-agency participation of at least 5 agencies
- Connection by all users via OKTA
- Connection by all agencies via agency Active Directory

Agency is requesting approval for purchase of Tanium licenses and professional services, in which the agency will deliver the following:

- Purchase and deployment of agents on workstations and servers
- Operationalization and optimization of tool
- Training of support staff and agency staff

Q & A
Session