Project Investment Justification

Web Content Filtering Security Tool Implementation

AS21009

Arizona Strategic Enterprise Technology (ASET)

Contents

1. GENERAL INFORMATION

PIJ ID: AS21009
PIJ Name: Web Content Filtering Security Tool Implementation
Account: Arizona Strategic Enterprise Technology (ASET)
Business Unit Requesting: Enterprise Security
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2. MEETING PRE-WORK

2.1 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 Enterprise Security Advisory Council created a Web Content Filtering committee to review and test alternative solutions at multiple agencies. The current product, Forcepoint does not fully meet the needs of the state in providing a tool for Web Content Filtering across the enterprise.   Web Content Filtering is a security tool that allows for monitoring and active blocking of specific categories of websites. Web content filtering is a technique that blocks and screens access to inappropriate or unsafe web content.such as known spam sites or adult content. WCF can block by category to help ensure compliance with security policies. For example, limiting end users from social media in order to limit distractions or non-work related activities. It can also assist with network bandwidth utilization by blocking specific streaming sites.

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

After watching demos of 6 products, the committee chose 2 vendors to run a 30 day Proof of Concept, testing their products on 6 different agencies' environments. The product chosen is a superior product line to our current product giving us additional functionality without adding any cost to our yearly budget. By using a WCF tool, the end users are not allowed to go to known malicious sites which prevents dangerous downloads from being introduced into the State's environment. Policies are able to be enforced to prevent non-work related web browsing. Network utilization can be preserved for work related tasks by limiting streaming sites.

2.3 Describe the proposed solution to this business need.

Zscaler Professional with Secure Sockets Layer (SSL) will give us improved functionality, with real time reporting and logging, SSL inspection, URL and content filtering inline antivirus & antispyware and cloud firewall and sandbox, and premium support services for the life of the contract. All for the same cost as our current product.

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

Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

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

Yes

2.5a Please explain below why the requirements are not available.

3. PRE-PIJ/ASSESSMENT

3.1 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?

No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?

No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

4. PROJECT

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

Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).

Agency Responsibilities

- Provide project management services to the agencies during implementation

- Technical resources will work w/deployment team to configure policies adhering to best practices

Vendor Responsibilities

- Provide deployment plan and basic project plan

- Training of Administrators

- Single sign on integration w/Okta

- Integration w/LDAP Active Directory

- Security policies configuration assitance to the agency

- Provide production rollout support

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

Yes

4.3a If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information.

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

Yes

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

Yes

5. SCHEDULE

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?

Yes

5.2 Provide an estimated start and finish date for implementing the proposed solution.

Est. Implementation Start Date	Est. Implementation End Date
7/1/2021 12:00:00 AM	10/29/2021 12:00:00 AM

5.3 How were the start and end dates determined?

Based on funding

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

Milestone / Task	Estimated Start Date	Estimated Finish Date
Configure console	05/01/21	06/15/21
Testing	06/15/21	06/30/21
Comms plan	06/15/21	06/30/21
Initial deployment	06/25/21	06/30/21
PO issued to vendor	07/01/21	07/16/21
Deployed to other agencies	07/01/21	07/30/21
Champions deployment	07/01/21	07/05/21
ADOA and Managed deployment	07/07/21	07/15/21
ADOA Servers	07/12/21	07/15/21
Implementation complete for ADOA	07/16/21	07/30/21
Implementation to managed agencies	08/02/21	08/31/21
Implementation to remaining agencies	09/01/21	09/30/21
Documentation & Best Practices Complete and distributed to all	10/01/21	10/29/21

agencies		

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

Yes

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

No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

6. IMPACT

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

No

6.1a Have the identified conflicts been taken into account in the project plan?

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

No

6.2a Please identify the projects or procurements.

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

No

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

No

7. BUDGET

7.1 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.?

Yes

7.2 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.?

Yes

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

Yes

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

Yes

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

No

8. TECHNOLOGY

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

The project is using a statewide enterprise solution

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

Yes

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

No

8.3a Describe how the software was selected below:

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

No

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

Yes

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

Yes

8.7 Does the project involve any coordination across multiple vendors?

No

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

Yes

8.9 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?

No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

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

No

8.11 Is this replacing an existing solution?

Yes

8.11a Indicate below when the solution being replaced was originally acquired.

Current product, Forcepoint was first purchased in 2017

8.11b Describe the planned disposition of the existing technology below, e.g., surplused, retired, used as backup, used for another purpose:

N/A

8.12 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?

Number of licenses across all agencies - 36,000

8.13 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?

No

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

Yes

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

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

Yes

8.15a Are the costs associated with that configuration included in the PIJ financials?

Yes

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?

No

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

8.16b Describe who will be customizing the solution below:

8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

8.16d Please select the application development methodology that will be used:

8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:

8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?

8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or data/info found at aset.az.gov/resources/psp?
Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

8.18 Are there other high risk project issues that have not been identified as part of this PIJ?
No

8.18a Please explain all unidentified high risk project issues below:

9. SECURITY

9.1 Will the proposed solution be vendor-hosted?
Yes

9.1a Please select from the following vendor-hosted options:
Vendor's data center environment

9.1b Describe the rationale for selecting the vendor-hosted option below:
This product is only available through vendor hosting

9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?
Yes

9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?
Yes

9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?

Yes

9.1f 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?

No

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

No

9.2a Where will the on-premise solution be located:

9.2b Were vendor-hosted options available and reviewed?

9.2c Describe the rationale for selecting an on-premise option below:

9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

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

Yes

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

The data is transmitted for encryption but is not stored in their cloud

10. AREAS OF IMPACT

Application Systems

Other

End user web browsers

Database Systems

Software

PC/LAN Systems Software

Hardware

Hosted Solution (Cloud Implementation)

Vendor Hosted

Security

Encryption;Security Controls/Systems - Other

Web Content Filtering