



## **Our Vision**

Children thrive in family environments free from abuse and neglect.

## **Our Mission**

Successfully engage children and families to ensure safety, strengthen families, and achieve permanency.

## **IT Operations**

(FY19 Windows 10 Agency Refresh)

State of Arizona – Department of Child Safety

March 20, 2019

Status Through: Mar 8, 2019



## Agenda

- Project Overview
- Phase 1 Overview
- Phase 2 Overview
- Phase 3 Overview
- Project Budget



# Project Overview



- Windows 7 goes end of support January 14, 2020
- DCS currently has ~2300 machines that run windows 7 that are unable to be upgraded to Windows 10 or are out of warranty and replacement parts no longer available
- DCS has created a 3 Phase plan to replace Windows 7 machines and the PC's that are no longer in warranty
  - Phase 1 focused on providing the Hotline a DR solution due to 6 outages at the Hotline facility in FY19
    - As part of this DR solution the Hotline machines were upgraded to Windows 10
  - Phase 2 will focus on replacing the Windows 7 machines in the Southeast region and remote facilities
  - Phase 3 will focus on replacing the Windows 7 machines in the Central region and the immediate surrounding facilities

# Phase 1 Overview



## Phase 1 – Hotline Laptop Refresh (DR Solution) – COMPLETED 1/18/19:

The hotline was impacted with 6 outages in FY19. The equipment that the hotline uses (desktops) are outdated and cannot be moved along with the resources to the DR location. Refreshing the machines to laptops, not only brings them into compliance, but allows the hotline to be re-established in the event of an outage more quickly at the designated failover site.

This update (PIJ) CH19001 has been completed

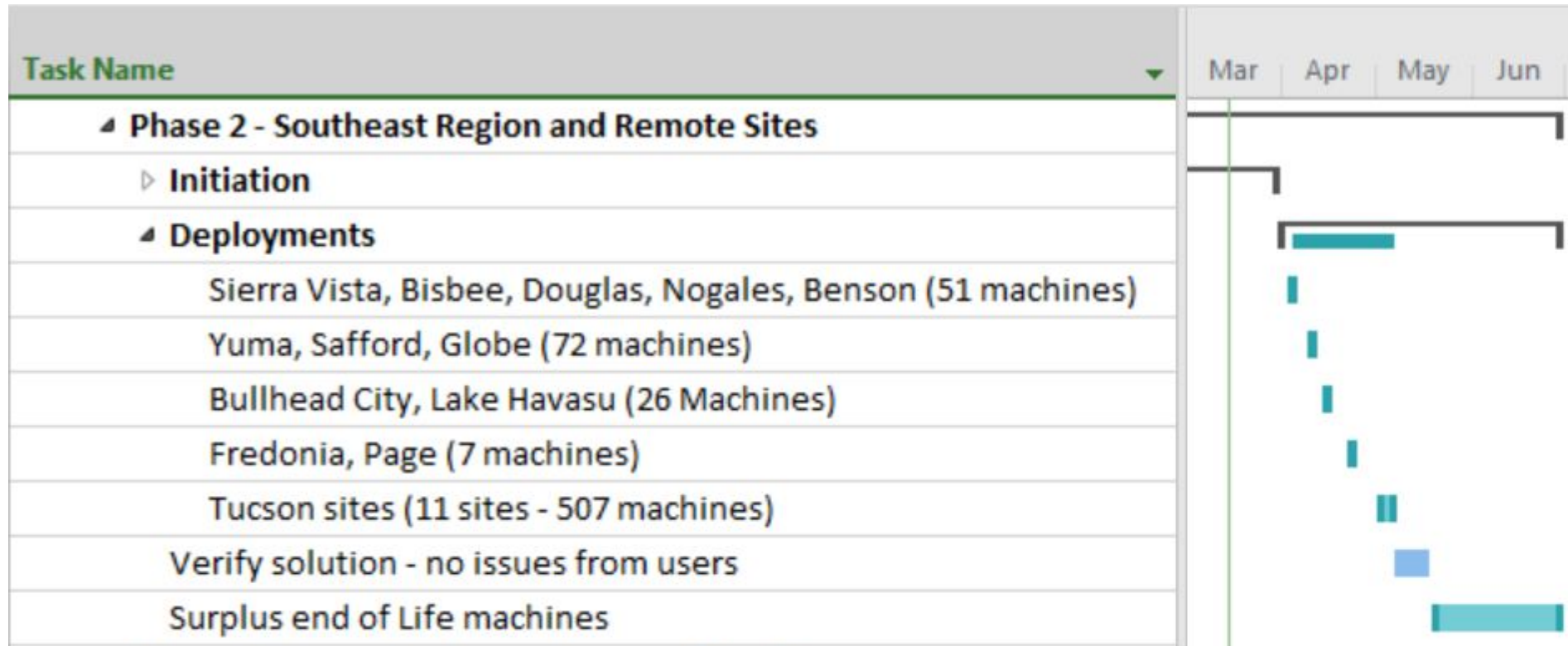
Task Name	2019	
	Dec	Jan
▲ Phase 1 - Hotline Laptop Refresh (DR Solution)	[Summary bar]	
Procure Laptops	[Bar]	
Image Laptops	[H]	
Deploy Laptops		[H]
Verify Solution		[H]

# Phase 2 Overview



## Phase 2 – Southeast Region and Remote sites – Completing June 28, 2019:

Phase 2 deploys the new equipment to the Southeast Region and remote sites. The plan includes the procurement, imaging and deployment of the new machines, and surplus of what was replaced:



# Phase 3 Overview



## Phase 3 –Central Region and Surrounding sites – Completing 12/31/19:

Phase 3 deploys the new equipment to the Central Region and surrounding sites. The plan includes the procurement, imaging and deployment of the new machines, and surplus of what was replaced:



# Project Budget



## Phase 1 –Hotline Laptop Refresh (DR Solution):

- CH19001
- Phase completed
- \$180,000

## Phase 2 – Southeast Region and Remote sites:

- \$899,919.06

## Phase 3 –Central Region and Surrounding sited:

- \$1,973,736.04



## Questions?







**Working together for the safety and well-being of Arizona's Children and Families**