Arizona Department of Revenue

ADOR Technology Infrastructure Modernization Phase 1

Presented by:

Sandip Dholakia (AZDOR, Chief Information Officer)

July 26th, 2017

ADOR Technology Infrastructure Modernization │Outcomes

Project Goals:
- ➤ Replace end of life system servers/virtualize all existing applications currently on physical servers
- ➤ Decommission remaining legacy ADOR Data Centers – **√ Tucson COMPLETED**
- ➤ Move the two remaining ADOR Data Centers into the Phoenix IO

Critical Success Factors:
- ➤ Eliminate all end of life infrastructure
- ➤ Virtualize 90% of ADOR Systems and Applications
- ➤ Increase speed, responsiveness, reliability, security, scalability and maintainability

ADOR Strategic Goals:
    | Optimize Taxpayer Services | Accelerate Processing | Maximize Taxpayer Education & Compliance |

Customer: | Arizona Taxpayers | Arizona Department of Revenue | All State & Local Government Agencies |

ADOR Technology Infrastructure Modernization Phase 1 | Visual

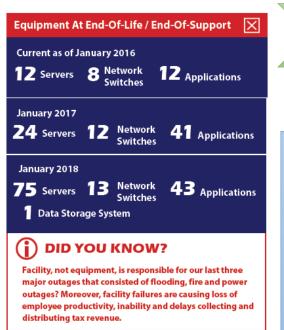**Actual Water & Sewage Lines over Power Distribution Unit (Installed in 1988)**

Fire Damage

Current State → **Future State**

ADOR Technology Infrastructure Modernization | Outcomes

Equipment At End-Of-Life / End-Of-Support ☒

Current as of January 2016

12 Servers   **8** Network Switches   **12** Applications

January 2017

24 Servers   **12** Network Switches   **41** Applications

January 2018

75 Servers   **13** Network Switches   **43** Applications

1 Data Storage System

ⓘ DID YOU KNOW?

Facility, not equipment, is responsible for our last three major outages that consisted of flooding, fire and power outages? Moreover, facility failures are causing loss of employee productivity, inability and delays collecting and distributing tax revenue.

In FY 2017, **Over 50%** of equipment will no longer be supported, will no longer receive security updates, will have very high repair and overhead (utility) costs, and will have compatibility issues with software.

ADOR Technology Infrastructure Assessment FY 2016 Completed →

ADOR Technology Infrastructure Architecture Design FY 2016 Completed →

ADOR Technology Infrastructure Phase 0 FY 2017 ($4.3M) Completed →
- ➤ Upgrade/Increase Storage
- ➤ Decommission Data Centers
- ➤ Retire Outdated Equipment

ADOR Technology Infrastructure Phase 1 FY 2018 ($11M) Approved →
- ➤ Upgrade/Increase Storage
- ➤ Retire Outdated Equipment
- ➤ Co-Located Data Center

How does this benefit the State of Arizona?

Every state and local government agency depends on the tax dollars ADOR collects and distributes for daily operations, including payroll, delivery of vital mission services to Arizona citizens. The ADOR Technology Infrastructure Modernization Initiative ensures safe, secure & reliable access to critical ADOR data & applications:

- ➤ **Timely customer service to Arizona Taxpayers**
- ➤ **Ensure timely/accurate compliance for all Tax Filings**
- ➤ **Prevent Fraud | Improve Collections | Improve average days to process returns**
- ➤ **Increase percentage of online transactions**
- ➤ **Stabilize Infrastructure | Improve Performance | Increase Scalability & Storage Capacity |**
- ➤ **Industry Recognized Data Center Facility | Physical/Digital Security, 24X7 On Site Support**

Note: 111 Servers and 33 Network Switches all End-Of-Life by January 2018

ADOR Technology Infrastructure Modernization Phase 1 | Project Milestones

Transformational

Strategy	
Organization	
Process	
People	
Technology	

Initiation

JLBC Approved $5.5M Target FY18 Q2

- ✓ Project Budget
- ✓ Project Charter
- ✓ Project Resources
- ✓ JLBC Approval
- ✓ IVV
- ❑ ITAC Approval

99%

Planning

- ✓ Project Plan
- ✓ Architecture
- ✓ Requirements
- ❑ Procurement

75%

Execution

Pending JLBC Approval $5.5M Target FY18 Q4

- ❑ Equipment @ IO
- ❑ Physical to Virtual
- ❑ Scottsdale IO
- ❑ Migration
- ❑ Testing
- ❑ Close legacy data centers

0%

Closeout

- ❑ Lessons Learned
- ❑ Project Closeout

0%