

# DE240010 DTS Privileged Access Management (PAM)

State of Arizona – DES

Project Investment Justification (PIJ)

ITAC October 18, 2023



## Agency Vision

A Thriving Arizona

## Agency Mission

To strengthen individuals, families and communities for a better quality of life



# Team Introduction

## Roles Present at ITAC

- Cari Allen - Enterprise Technology Support Senior Manager
- Clayton Sikes - Department of Economic Security Deputy CIO
- Dan Wilkins - Department of Economic Security CISO
- Mark Darmer - Department of Economic Security CIO

# Project Introduction

## Stated Operational/Business Issue

- DES has 1500+ elevated access accounts that require auditing and management that is unachievable without automation
- Lack of Privileged Access Management results in audit findings
- Compliance with NIST, CMS, IRS, and other regulatory controls is not manageable today.
- Printer installation and configuration requires elevated access and manual intervention

## Benefit to the State Agency and Constituents

- Administrators will complete work without static passwords and with just in time access
- Time bound access controls will also reduce the inherent risk of privileged access
- Elevated rights will be controlled via the proposed software suite which is fully tracked and recorded for audit and security investigation purposes
- Manage workstation and server elevated access

# Proposed Solution

## Overview of Proposed Solution

- Delinea Secret Server, Privilege Manager, and Access Manager allow a comprehensive set of tools to manage elevated rights to servers and workstations with a fully recorded and auditable experience.
- The Delinea privileged access suite allows DES to migrate away from manual processes for privilege access.
- This tool also allows just in time access to DES workstations, servers, and services. Thereby reducing security risks associated with always on privileged access.
- Delinea will work with DES to configure and train the administrators of the system post configuration.
- Delinea offers an innovative approach to privilege access management. Competitors rely on password management to mitigate risk. Whereas Delinea offers the ability to enable and disable this access, assign it on demand, or even limit when this access is allowed.

# Proposed Solution

## Due Diligence and Method of Procurement

DES evaluated 5 different vendors for PAM offerings: Delinea, Microsoft, Netwrix, CyberArk, and BeyondTrust. All 5 vendors are available through one of the state contracts. Delinea offered the best fit for DES' privileged access management requirements. Therefore, SHI provided quotes for procurement.

## Technology

Delinea offers a full range of privileged access management. The 3 products in the suite, Secret Server, Privilege Manager, and Access Manager, will allow DES to manage privileged identities with a sustainable and innovative solution.

# Project Responsibilities

## Identify Proposed Solutions Responsibilities

### Agency

1. Requirements
2. Data Discovery






### Shared

1. Implementation
2. Integration
3. Project Management

### Vendor/Contractor

1. Project Discovery
2. Training
3. Product Support

# Project Timeline

Date	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24
Initiation								
Discovery								
Project Planning								
Configuration, Testing & Training								
Payment of Invoices								

Note: Milestones added in portal for deliverable based payments.

# Project Costs

<b>Project Costs by Category</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total</b>
Professional & Outside Services (Contractors)	\$168,967.45	\$0.00	\$0.00	\$0.00	\$0.00	\$168,967.45
Software	\$820,863.96	\$0.00	\$0.00	\$0.00	\$0.00	\$820,863.96
License & Maintenance Fees	\$3,415.56	\$817,246.96	\$883,576.78	\$931,860.45	\$961,169.53	\$3,597,269.29
Total Development	\$993,246.97	\$0.00	\$0.00	\$0.00	\$0.00	\$993,246.97
Total Operational	\$0.00	\$817,246.96	\$883,576.78	\$931,860.45	\$961,169.53	\$3,593,853.73
Total						\$4,587,100.69



# What Success Looks Like

## Change Management

- a. Project Milestones
  - a. Initiation
  - b. Discovery
  - c. Project Planning
  - d. Implementation
  - e. Payment of Invoices

## Measures of Success

- a. Provide just in time privileged access to servers and workstations have been configured for 30% of servers and workstations by 6/30/24 and 100% by 6/30/25.
- b. Check-in and Check-out with time limitations for privilege access have been configured based on DES' regulatory requirements by 6/30/24.
- c. Resolves 20% of the current Privilege Access Findings from internal and external audits in the first configuration by 6/30/24 and 80% by 6/30/25.

# Q & A Session

## Recommended Conditions

### ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.
2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on December 15, 2023.

# ITAC Voting Options

## What ITAC May Consider In Review Whether:

- a. The proposed solution addresses the stated problem or situation;
- b. The budget unit is competent to carry out the project successfully;
- c. Sufficient sponsorship and support by budget unit leadership exists;
- d. Cost estimates provided are accurate;
- e. The proposed project aligns with the budget unit's Strategic IT Plan; and
- f. The proposed solution complies with statewide IT standards.

## ITAC Motions:

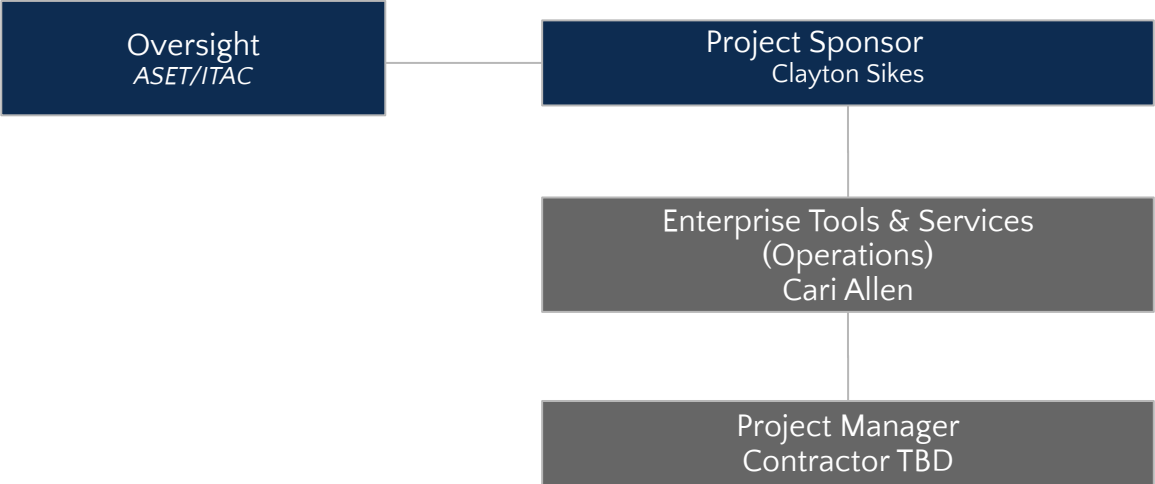
- a. Move to Approve with Conditions As Presented
  
- b. Move to Approve with Conditions
  - i. Committee may modify or
  - ii. add conditions
  
- c. Move To Deny

Relevant Statutes and Rules

[Per A.R.S. § 18-101 - Per Administrative Code R2-18-101](#)

# Appendix

# Project Structure



# Financial Impact

## Breakdown of Financial Impact

### Project Development Funding

Base Budget - Available	\$714,080
Base Budget - To Be Requested	0
APF Budget - Available	0
APF Budget - To Be Requested	0
Other Appropriated - Available	\$25,079
Other Appropriated - To Be Requested	0
Federal - Available	\$1,751,710
Federal - To Be Requested	0
Other Non-Appropriated - Available	\$2,096,231
Other Non-Appropriated - To Be Requested	0

### Total Development Project Funding

Available Budget	\$ 993,247
To Be Requested Budget	0

### Total Operational Funding - Project

Available Budget	\$ 3,593,854
To Be Requested Budget	0