

# RV23007 - ADOR FY23 Technology Refresh

State of Arizona – Department of Revenue

Informational

December 13, 2023



## Agency Vision

*Funding Arizona's priorities through excellence in innovation, exceptional customer experience, and public servant-led continuous improvement.*

## Agency Mission

*The mission of the Arizona Department of Revenue is to Serve Taxpayers!*



# Project Team Introduction

## Roles Present at ITAC

- Glen Fullerton - Sr Project Manager, DOR IT Support PMO
- Bodie Graves - Sr Manager, Infrastructure

# Project Introduction

Date/high-level overview of the approved original project investment justification (PIJ):

On *March 15.2023*, ITAC approved the original project investment justification (PIJ) to procure the *ADOR FY23 Technology Refresh* solution.

This solution:

- *The Department of Revenue will be replacing the end of life hardware currently in use for one storage appliance and the compute system. Professional consultation utilized to determine the best replacement options for 5 years of future growth.*
- *\*Prior to purchase, the solution was tested by more than 10 State Agencies to validate the product and functionality. The multi-agency committee made their recommendation which was approved by the Enterprise Security Program Advisory Council (ESPAC).\**

# Project Current Status

## Timeline Impacted:

The originally approved PIJ spanned *March 2023 to June 2023* and had development costs of *\$4,651,546.22*.

- Due to the vendor delay, ADOR negotiated a vendor credit of ***\$98,452.66*** to be applied to *FY24 services*.
- The project was not completed in the time originally identified. The delays experienced were due to the inability of the Vendor to support the delivery and then the installation and configuration of the hardware. A lack of staff on their part or the lack of sufficient knowledge on the part of their technicians and the rescheduling that was forced to occur delayed the project a number of months.
- The Arizona Department of Revenue is returned to provide and informational update to the committee on the Gartner ADOR Cloud Strategy Report at the 06/21/23 ITAC Meeting
- The Go Live date was 10/6/23
- AZ Cloud First Exception Form completed on 11/3/23
- The project closeout period ended on 11/17/23
- A Project Close Out Report will be submitted to ADOA-ASET by December 15th, 2023

# Current Project Status

## Original project plan:

- *All activities associated with this project have been completed successfully*
- *The original scope of the project was successfully met. All hardware was procured, installed, tested and is now fully functional and in use.*
- *The project was completed within budget and all funds for procurement and support of the installation have been spent. Sustaining costs still apply.*
- *The project is in final close out and stakeholders have been informed of the completion*
- *All deliverables have been met, all requirements have been met.*
- *Lessons Learned have been gathered and the final closeout report is being prepared*
- *All knowledge transfer has been accomplished and files have been archived in accordance with RIM standards*
- *Performance measurements are being tracked and will be captured over the following 30-90 days (1-31-24). Initial observations are clearly indicating a marked improvement in speed of processing.*

# Project Milestones Actuals

Identify any change in timeline and possible benefits:

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Procurement - Create PO	Green	100	2/10/23	2/17/23	2/10/23	2/17/23
Iron Mountain Data Center Move Vendor Engagements	Green	100	2/10/23	6/30/23	2/10/23	6/30/23
Order/Delivery of Storage Device	Green	100	2/20/23	2/24/23	2/20/23	2/21/23
Order/Delivery of Compute Hardware	Red	100	2/20/23	6/19/23	2/20/23	8/4/23
AZ Cloud First Exception Form must be completed	Red	100	3/16/23	5/25/23	10/30/23	11/3/23
Install Storage Device	Red	100	3/20/23	6/9/23	8/4/23	9/15/23
Update OS/Patches on Storage Device	Yellow	100	3/27/23	3/31/23	5/10/23	5/10/23
Configure Storage Device	Yellow	100	4/3/23	4/21/23	5/30/23	6/4/23
Gartner Cloud Readiness Assessment review results	Green	100	4/19/23	6/30/23	4/19/23	5/9/23

# Project Milestones Actuals

Identify any change in timeline and possible benefits:

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Storage Data Migration	Green	100	4/24/23	5/19/23	5/30/23	6/1/23
The agency will return to inform ITAC of the Cloud Assessment results.	Green	100	5/1/23	6/30/23	5/1/23	6/30/23
Install Compute Hardware	Green	100	5/8/23	5/19/23	5/30/23	6/1/23
Validate Storage Migration	Red	100	5/22/23	6/2/23	9/18/23	10/6/23
Update OS and patch compute hardware	Red	100	6/14/23	6/14/23	9/18/23	9/18/23
Configure compute hardware	Red	100	5/29/23	6/30/23	8/18/23	9/18/23
Finalize Storage Migration	Red	100	6/5/23	6/9/23	10/6/23	10/6/23
Storage Device Cutover/Go Live	Red	100	6/12/23	6/23/23	10/6/23	10/6/23
Implement compute hardware	Red	100	6/12/23	6/23/23	10/6/23	10/6/23

# Project Milestones Actuals

Identify any change in timeline and possible benefits:

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Validate compute hardware		100	6/26/23	6/30/23	10/6/23	10/6/23
Final Payment		100	6/30/23	8/31	6/30/23	6/30/23
Iron Mountain Data Center Move Risk/Benefit Analysis		100	7/3/23	8/31/23	6/30/23	6/30/23