

Arizona Releases Statewide Strategic IT Plan For 2013 To Improve Efficiencies

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The Arizona Strategic Enterprise Technology (ASET) Office has released a Statewide Strategic IT plan for fiscal 2013 which builds on Governor Janice Brewer's agenda by leveraging technology to enable a "more innovative, efficient, and sustainable government."

In July 2011, Arizona's Government Information Technology Agency merged with the Arizona Department of Administration's Information Services Division to form the ASET Office, which now develops and executes the statewide IT strategy, while providing capabilities, services and infrastructure to ensure the continuity of mission critical and essential systems for the state.

As part of the [Statewide Strategic IT Plan](#), which was developed in conjunction with the Governor's Office, eight transformational initiatives were identified, defined and scoped to develop the strategic plan for 2013. These initiatives are expected to have a significant impact on the state as a whole - ensuring the business continuity and security of statewide assets, while providing citizens with the ability to access state services anywhere, any time.

Below, we highlight each of the initiatives which encompass the strategic plan for 2013, and detail how these will help the state moving forward:

1. **Implement a Continuous Improvement Culture** - As part of the Governor's commitment to reform state government, the Government Transformation Office (GTO) was established within the Department of Administration to implement a statewide continuous improvement program focused on education, process improvement projects, and capital impact.

Moving forward, Arizona will coordinate with the GTO to adopt improved and efficient policies and procedures. This coordinated effort will result in automating policies and procedures that are free of waste and inefficiency. With an emphasis on service excellence and customer centricity, Centers of Excellence will be established throughout the state, which will offer recognition and reinforcement to best practices, while providing an opportunity for continued shared learning, as well as a continuous improvement culture.

2. **Accelerate Statewide Enterprise Architecture Adoptions and Asset Management** - Over the past year, Arizona has made significant progress on the adoption of a statewide Enterprise Architecture (EA) strategy and framework. An EA advisory committee was established, a charter was developed and ratified, and an EA framework was selected. Accelerating this planning methodology throughout the state will result in "a more agile, efficient organization with more effective decision-making capabilities."

As part of the EA expansion, Arizona will start with an assessment of technology contracts, infrastructure and applications. It will also begin to define and adopt a statewide Data Governance Model to improve the quality and accessibility of information. Together, these capabilities will accelerate the business decision-making process, streamline the planning and procurement of statewide assets, and reduce the overall cost of doing business.

3. **Implement A New Statewide Enterprise Resource Planning (ERP) Solution** - In January 2012, Governor Brewer addressed her plan for operational reform. The state's accounting system which is a central operational system for the state's employees, customers, and vendors is an outdated system with antiquated software and no external support. When the system fails, the consequences will span beyond the state and will ultimately impact our schools, businesses, and community. Therefore, Arizona plans to implement a statewide ERP system that will replace the Arizona Financial Information System (AFIS) and a number of other central and agency-specific administrative systems. It will also provide new administrative system functionality that will benefit the entire state. The benefits from replacing this outdated system will be more efficient and effective business processes, better informed and faster decision making, and improved business continuity.

4. **Expand E-government and Mobility Capabilities** - In order to fulfill its vision, Arizona will begin to develop a statewide web platform to provide agencies with full content management functionality, mobile compatibility, and user identity management. Ultimately, this will allow agencies to deliver services faster, more consistently and securely, and to any device utilized by its citizens.

The state web portal (www.az.gov) is the gateway to Arizona, which contains invaluable information about how citizens work, live, play, and interact with state government. A collaborative approach with key stakeholders will be established to modernize the state web portal by developing a new design, adding new capabilities, and making it easier for citizens to access state services.

5. **Implement Critical Business Continuity Improvements at the State Data Center** - The State Data Center currently houses technology systems that are mission critical to the continuity of business. There are more than 140 state entities that

leverage the data center's infrastructure, services, and capabilities. Ensuring these systems are operational and secure is absolutely critical to the functions of the state. Arizona will begin initiatives to upgrade critical aspects of the facility itself, ensure redundancy and continuity of critical systems, and increase capacity to support the growing number of agency customers.

In addition to upgrading the current environment, Arizona will also facilitate the foundation of a cloud-computing environment by beginning to build a comprehensive virtualization infrastructure. By providing capabilities such as self-provisioning, service monitoring, and capacity management, the state will begin to provide state agencies with a cost-effective model for moving to "the cloud." This will also allow for an improved way to plan and manage the cost of IT. Moving IT costs from a capital expenditure (CAPEX) to an operational expenditure (OPEX) model will result in a consistent sustainable model that will improve IT cost planning.

6. Implement a New Statewide Infrastructure & Communications Network -The AZNet program was established several years ago to ensure Arizona has a cost effective, efficient and consolidated shared telecommunications infrastructure to meet the needs of government agencies, their employees and the public. The next generation of the program is in progress to refresh the current infrastructure. This refresh will be an expansion of the central ring, which will extend out network capabilities to agencies that are currently unable to receive services on the state network. Ultimately, this program will provide improved business continuity, reduced costs, and improved connectivity.

Additionally, the Digital Arizona program is playing an active strategic role in changing the definition of infrastructure and addressing middle-mile issues throughout the state of Arizona. The impact of this program is far reaching and will benefit education, economic development, public safety, and healthcare.

7. Enhance Statewide Security and Privacy Capabilities and Training - Protecting citizen data, as well as the privacy of state employees, are of the highest priority for state agencies. Due to the sensitivity of government data, the state's environment of diverse technologies and data sources requires adoption of robust and effective operational security and privacy programs.

As part of this initiative, Arizona will strengthen cyber security and privacy operations by supporting essential cyber-security technologies and continuing the implementation of a single-sign-on solution for all state employees. In addition, Arizona will optimize incident reporting and deploy an enterprise log aggregation solution for real-time threat detection and notification. Lastly, the state will strengthen cyber-security awareness by providing state employees with training on security and privacy policies, standards, and procedures that are essential to preventing security and privacy incidents.

8. Streamline Project Oversight, Improve Transparency and Strengthen Project Management - To truly transform state government, it's critical that Arizona clearly defines its project deliverables and executes with precision. This requires a level of maturity in several areas including program and project management, as well as oversight. In addition, Arizona must improve efficiency, increase transparency and escalate accountability in the state's project oversight process.

Leveraging the GTO and lean principles, Arizona plans to simplify the Project Investment Justification (PIJ) document and streamline the process from end to end. Through automation, Arizona will provide agencies with the ability to self-report and provide more accurate, current, historical, and aggregate reporting capabilities.

Our Take:

Overall, Arizona's Statewide Strategic IT Plan outlines the various steps and investments the state is planning to make for fiscal 2013. As part of this IT transformation, Deltek expects opportunities in the areas of IT refresh, systems integration, communications, cybersecurity and IT services to arise as a result of these strategic initiatives.

Looking ahead, interested contractor's should use Arizona's past strategic IT projects to create business development justifications for IT solutions that will allow the state to accomplish its goals of creating greater efficiencies, while providing an innovative, sustainable government.