

Agency: 354 Workforce Train & Educ Coord Board
Decision Package Code/Title: 03 Upgrade WaTech E-mail

Budget Period: 2017-19
Budget Level: PL - Performance Level

Recommendation Summary Text:

The Workforce Board is requesting funds to support implementation of an update to its email system from Novell GroupWise to Microsoft Outlook. The cost of the package is \$19,600 annually to support the additional storage costs, software and hardware upgrades, and contractor services required for the transition.

Agency Total

Fiscal Detail

Operating Expenditures	<u>FY 2018</u>	<u>FY 2019</u>	<u>Total</u>
001-1 -General Fund - Basic Account-State	19,600	19,600	39,200

Staffing

FTEs

Program 110-Workforce Policy

Operating Expenditures	<u>FY 2018</u>	<u>FY 2019</u>	<u>Total</u>
001-1 -General Fund - Basic Account-State	19,600	19,600	39,200

Package Description:

The Workforce Board is currently operating a Novell GroupWise e-mail system, which is outdated, requires a number of workarounds that are extremely time consuming for staff, and is no longer supported by security updates and patches. The Workforce Board has invested \$32,500 for the initial system implementation work. This package would support the Workforce Board's ongoing costs in moving to MS Outlook using WaTech's Shared Services Email solution.

1. FY18 & FY19 (going forward) cost includes WaTech, software renewals, hardware refresh and contracting costs.
2. Does not include staffing costs to maintain the systems.
3. The cost of \$19,600 annually is over and above the cost to operate the current GroupWise e-mail system.

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

The migration from GroupWise to WaTech Shared Services Email will have the following impacts/benefits:

1. Will dramatically increase the ability of Board staff and our agency partners to communicate and schedule meetings more effectively. This upgrade will greatly assist in supporting the Board's responsibilities to coordinate activities and implementation strategies related to the state's new Workforce Plan, Talent and Prosperity for All, (TAP) (which includes requirements under the federal Workforce Innovation and Opportunity Act, WIOA). The Board is currently unable to send out even simple calendar invitations to partners, and translating incoming Outlook meeting notices and documents sent via Outlook takes several minutes for staff members to complete. This time can add up over the course of a business day.
2. Costs less than implementing Outlook in-house. This includes both one-time and ongoing costs.
3. Provides more/better e-mail functionality than other options including:
 - a. Secure e-mail
 - b. Remote access through the internet and smartphones
 - c. Programmable/automated purging of historical e-mails that have exceeded the Workforce Board's retention requirements.
4. Provides access to other business partners' user and calendar information. The reverse is true for those partners gaining access to Workforce Board user and calendar info.
5. Provides access to other WaTech services such as SharePoint, Office 365, cloud solutions, etc.
6. Complies with the State's security requirements and addresses a serious security risk for the Workforce Board and state in continuing to use the outdated GroupWise email system.
7. Leverages WaTech's technical resources to assist with the implementation and ongoing maintenance of the system.
8. Most new and current staff are familiar with Outlook (minimal/no learning curve).
9. Once incorporated into WaTech's Shared Services Email, all e-mails can be extracted and moved to another system if necessary.
10. Improve the ability to respond to Public Disclosure Requests in a timely and accurate manner, while also minimizing staff time, with the use of WaTech's Discovery Accelerator searching capability.

Performance Measure Detail

Activity

Incremental Changes

No measures submitted for package

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

- " Assists in communication and convening work to support implementation of the federal workforce policy changes required under the Workforce Innovation and Opportunity Act (WIOA).
- " Implementation of an information technology solution supporting the policy changes under the state's new workforce plan, Talent and Prosperity for All (TAP), which was required under both state statute and WIOA.
- " Improved communication and interaction between agency partners that will assist at many levels in implementing that many strategies outlined in TAP and in the normal day-to-day business of the agency.

Does this DP provide essential support to one or more of the Governor's Results Washington priorities?

The migration from GroupWise to Outlook with related WaTech services will greatly support the Workforce Board's role as a coordinator of the state's workforce system while also providing a significant boost in upgrading old and outmoded technology that poses significant challenges regarding miscommunication between agencies and potential security risks.

What are the other important connections or impacts related to this proposal?

Assists in streamlining communication with local government agencies that are partners or stakeholders of the workforce system. The local Workforce Development Councils include membership from business, labor and local elected officials.

What alternatives were explored by the agency, and why was this alternative chosen?

Three options were reviewed by agency management team in collaboration with consultant C&G Technology, including pros and cons (please see below) of all approaches, which led to the decision that the Migration from GroupWise to Outlook, along with joining the WaTech Shared Services Email, was a necessary course of action. The other options considered are as follows:

1. Status Quo - Keep GroupWise and NetWare at current levels.

This option maintains the status quo. Software and hardware remain the same.

a. Pros:

i. Lowest cost

ii. Lowest effort

iii. E-mail access is not fully dependent on a network connection to WaTech. If the agency's network connection to WaTech is unavailable, the e-mail system is still available to staff located in the agency's office building.

iv. Workforce Board has control over assigning resources to fix e-mail system problems.

b. Cons:

i. The current versions of GroupWise and NetWare software are extremely outdated and no longer get security patches from the product vendor. This poses a serious security risk.

ii. Both NetWare and GroupWise software will eventually become unusable due to incompatibilities with other hardware and software advances.

iii. The functionality of GroupWise is limited. This constrains staff productivity.

iv. Calendar and other e-mail user information from other partner state agencies is not accessible. This is also true for partner state agency staff unable to access Workforce Board employee calendar/email user information.

2. Migrate to MS Outlook In-House: This option includes replacing GroupWise e-mail and NetWare operating system with MS Windows, Exchange e-mail and Outlook. This would be implemented and maintained within the Workforce Board's organization using in-house staff and contracted services. There would still be a cost to the state if the agency chose this in-house option.

a. Pros:

i. Allows for ongoing security patches and software revisions to be applied.

ii. Meets the State's IT security requirements.

iii. Improved technical support from vendors.

iv. Keeps the control of the system maintenance and operations under Workforce Board's resources.

v. E-mail access is not fully dependent on network connection to WaTech.

vi. Improvement in functionality over the current GroupWise system, such as accepting calendar invites from other agency partners using Outlook.

vii. Most new and current staff are already familiar with Outlook (minimal/no learning curve).

b. Cons:

i. Costs more to implement and maintain than the other options.

ii. Requires more resources to operate and maintain. Note: The ability to maintain current levels of software may be backlogged and cause the same type of maintenance problems that currently exists with GroupWise.

iii. Not as much functionality as the WaTech solution, including secure e-mail and sharing calendar information with other state agency business partners.

iv. Without joining WaTech's Active Directory, other WaTech services will continue to be unavailable to the Workforce Board (such as SharePoint, Office 365, cloud service, etc.). These may be able to be pursued through other service providers.

What are the consequences of adopting or not adopting this package?

The Workforce Board and its staff will be negatively impacted in our work to coordinate implementation of TAP/WIOA, and the day to day work of the agency will continue to be hampered due to usage of an outdated and incompatible email system. The ability of our agency to maintain the state standards for security will also be negatively impacted.

What is the relationship, if any, to the state's capital budget?

There is no relationship to the state's capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

No changes are required.

Expenditure and revenue calculations and assumptions

Expenditures are dedicated to contractor assistance and licensing fees.

Activity: 001 Administrative Activity, program 110

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

All costs are on-going contractor (WaTech) and licensing fees.

<u>Object Detail</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>Total</u>
E Goods\Other Services	19,600	19,600	39,200
Total Objects	19,600	19,600	39,200