

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2016-17	POS	AGY AMD REQ FY 2016-17	POS	AGY AMD N/R FY 2016-17	POS	AGY AMD ANZ FY 2016-17	POS	AGY AMD REQ FY 2016-17 OVER(UNDER)	AGY FIN REQ FY 2016-17	
AMOUNT		AMOUNT		AMOUNT		AMOUNT		AMOUNT	AMOUNT	
										70000000
										70010000
										70010400
										16
										<u>1603.00.00.00</u>
										3620000
										36211C0
										040000
GENERAL REVENUE FUND										
	-STATE	950,000							950,000-	1000 1

AGENCY ISSUE NARRATIVE:

2016-2017 BUDGET YEAR NARRATIVE: IT COMPONENT? YES
 This issue requests \$950,000, of which \$450,000 is recurring from the General Revenue Fund, to implement an email retrieval platform to aid the Department in responding to public records requests and preparing for lawsuits and investigations. Public record requests and internal requests for information related to litigation and investigations are a significant requirement in the day-to-day operations of the Department of Corrections. At any point in time the Department has 11 requests in response to on-going cases litigation and approximately 46 requests for public records. The solution will move all of the Department's email archives to one searchable repository. Under the current archive infrastructure, emails are kept in one repository for current emails and a separate repository for emails prior to January 2015. Searches can only be run sequentially and take approximately 2-24 weeks to complete, depending on the extent of the request. For example, due to the number of requests and time involved in completing the current retrieval process, a job initially requested in April 2014 is currently being run with an estimated completion time of 8 weeks.

Business Case Detail

Objectives

- Consolidate two existing email archives into one archives for a more efficient and manageable e-mail archival architecture/system
- Develop a central intake for public records
- Support legal case management regarding legal hold storage and management of information
- Index department information for ease of identification and retrieval

Value Statement

An email retrieval platform will enable the Department to respond to public record requests and other requests, including legal discovery for the Office of the General Counsel and the Office of the Inspector General, accurately and efficiently.

Criteria for Success

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POS AMOUNT	POS AMOUNT	POS AMOUNT	POS AMOUNT	POS AMOUNT	
					70000000
					70010000
					70010400
					16
					<u>1603.00.00.00</u>
					3620000
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CORRECTIONS, DEPT OF
 PGM: DEPT ADMINISTRATION
INFORMATION TECHNOLOGY
GOV OPERATIONS/SUPPORT
INFORMATION TECHNOLOGY
 AGENCY-WIDE INFORMATION TECHNOLOGY
 EMAIL ARCHIVAL AND RETRIEVAL SYSTEM

Single, central portal for discovery requests
 E-mail requests will not be in queue for extended periods of time
 Allow for indexed discovery searches

Project Sponsor

Chief of Staff

Approach

The initiative will be managed through the Department's project governance process, utilizing project management standards set by the Agency for State Technology. The Department will update all program area policy and procedure documents to reflect proper organizational change in the business operations. Prior to completion, the Department will work with designated program area subject matter experts for training purposes.

Cost Estimate

E-mail archive migration	\$300,000
Software	\$120,000
Set-up and Training	\$ 80,000
Recurring Cost	\$450,000

(The recurring cost includes a legal hold storage management for approximately 24,000 mailboxes at an estimated cost of \$1.50 per mail box per month as well as licensing and maintenance fees.)

Non-Action Risk

The response time for public records requests will continue to impede resources supplied to internal stakeholders for litigation and other investigations as well as our ability to comply with Florida's Sunshine laws.

Organizational Impact High

This initiative will have a department-wide impact. The current process and timeline provides no support to program areas that depend on this information.

Priority High

Due to the impact on the listed program areas served/impacted, the priority of this initiative is High.

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CORRECTIONS, DEPT OF									70000000	
PGM: DEPT ADMINISTRATION									70010000	
<u>INFORMATION TECHNOLOGY</u>									70010400	
GOV OPERATIONS/SUPPORT									16	
<u>INFORMATION TECHNOLOGY</u>									<u>1603.00.00.00</u>	
AGENCY-WIDE INFORMATION TECHNOLOGY									3620000	
EMAIL ARCHIVAL AND RETRIEVAL SYSTEM									36211C0	

Exit Strategy

In the event of conditions changing, the Department will respond in the best manner possible. If competitive procurement responses for the cost of e-mail archiving are higher than estimated, funds would be moved from the software component to allow for full ingestion of the archived e-mails.

Assumptions

There are approximately 24,000 email boxes that all require legal hold. The public records request demands will continue. There are no alternative processes which can be adopted that will systemically improve the Department's operational capacity for information discovery and public records.

Constraints

The availability of resources in the Department's Office of Information Technology may be a constraint, but should be mitigated by vendor-led setup, configuration and migration.

Estimated Start Date: 1st Quarter of FY 2016-17

Estimated Completion Date: 4th Quarter of FY 2016-17

This issue is consistent with the Florida Strategic Plan for Economic Development to improve efficiency and effectiveness of government at all levels.

Amended 2016-17 Narrative after December 4, 2015

Summary: The Department is pursuing other options.
