

Washington State Judicial Branch

2023-25 Biennial Budget

Migrate to Office 365

Agency: Administrative Office of the Courts

Decision Package Code/Title: M2 – Migrate to Office 365

Agency Recommendation Summary Text:

The Administrative Office of the Courts (AOC) requests 4.0 FTEs and \$2.7 million to meet the Legislature’s stated intention to migrate state agencies to Microsoft Office 365. This move will ensure that the AOC’s Enterprise environments’ future systems include increased availability, performance, flexibility, and capabilities by incorporating Cloud Services in the Enterprise while addressing the new challenges faced in technology, staff and resources in the future. (General Fund-State)

Fiscal Summary:

	FY 2024	FY 2025	Biennial	FY 2026	FY 2027	Biennial
Staffing						
FTEs	4.00	4.00	4.00	4.00	4.00	4.00
Operating Expenditures						
Fund 001-1	\$1,274,200	\$1,425,000	\$2,699,200	\$1,225,000	\$1,225,000	\$2,450,000
Total Expenditures						
	\$1,274,200	\$1,425,000	\$2,699,200	\$1,225,000	\$1,225,000	\$2,450,000

Package Description

The Administrative Office of the Courts is currently licensed for Office 2021, which is referred to as an “On Premise” solution. Office 2021 reaches its end of life in October 2026. The current version of Skype for Business and SharePoint that AOC currently utilizes will be reaching end of life sooner (Skype for Business on January 9, 2024 and SharePoint on September 1, 2024). Since the Administrative Office of the Courts is not on Office 365, we are also unable to adequately utilize Microsoft Teams, a tool used by the majority of the state agencies.

Office 365 is a cloud suite of applications and services, offered by Microsoft to companies of all sizes. Currently, at the Administrative Office of the Courts and the Court of Appeals, Office applications like Outlook, Word, and Excel are run and managed locally, but with Office 365 all of these tools plus more are available in a cloud hosted solution. Companies pay subscriptions fees for the services they want, depending on the number of users they have.

Benefits of migrating to Office 365

- Office 365 is a cloud-based solution that allows users to access their documents anytime/anywhere.
- Built-in sharing and collaboration features of Office 365 makes it suitable for modern work environments.
- Office 365, users can access their data from anywhere.
- Office 365 is supported by Microsoft while their current on-site products will not be.
- Additional Tools, like SharePoint, Teams, Yammer, etc. work seamlessly together.

Fully describe and quantify expected impacts on state residents and specific populations served:

Without modern infrastructure and the most current technology, the Administrative Office of the Courts and court staff cannot continue to work effectively.

Explain what alternatives were explored by the agency and why they were rejected as solutions:

After careful consideration and a thorough review of the Administrative Office of the Courts budget, it has been determined that there is no funding for this activity.

What are the consequences of not funding this request?

Software will no longer be supported by the vendors. Unsupported software leads to failures and security issues. Staff will not be able to work.

Is this an expansion or alteration of a current program or service?

Not Applicable

Decision Package expenditure, FTE and revenue assumptions:

Staffing Assumptions

Senior Server Administrator. Beginning July 1, 2023 and ongoing, AOC requires salary, benefits, and associated standard costs for 2.0 FTE Senior Server Administrator staff to support the new functionality provided in Office 365; this include Teams Administration, SharePoint Administration, Hybrid Active Directory Administration. Part of their work will include:

- Provide SharePoint administration and technical support for Office 365 Enterprise SharePoint and on-AOC premise environments
- Manage and maintain site Content and Structure settings, Site Hierarchy, and site collection navigation
- Utilize Sharegate tool for migrations of SharePoint sites and collections to the Office 365 SharePoint Online Environment
- Design, configure, manage, and maintain comprehensive site collection, site, and list level usage reports and usability analysis
- Identify and report governance violations for Enterprise SharePoint using DLP and IRM configurations for Office 365 SharePoint and on premise environments
- Update Documentation, Check the validity and accuracy of any documentation that is used by the end users, site owners and Administrators
- Allocate additional Storage Quota to the site collections as they reach the maximum storage limit set by default
- Configure and administer SharePoint and automate tasks
- Design, configure, and maintain enterprise taxonomy, terms, and keywords for the term store
- Support Microsoft One Drive for Business sync issues and work with the users to recover data lost
- Test and implement new features in a SharePoint on premise environment.
- Manage and delete Site Collections and sub sites in Office 365 SharePoint Online system as per service requests
- Create eDiscovery Centers in Office 365 SharePoint Online
- Troubleshoot issues and provide customer support for end users utilizing Office 365 SharePoint Online Office 365 Enterprise SharePoint and on premise environments.
- Schedule, plan, and performing system upgrades, including testing, rollback procedures and risk analysis for email and all related services.

Desktop Support. Beginning July 1, 2023 and ongoing, AOC requires salary, benefits, and associated standard costs for 2.0 FTE Desktop Support staff to support end users. Office 365 brings in a large amount of functionality which will require more end user support. AOC customers will be needing help setting up Teams Meetings and Channels, storing their data in the Office 365 environment, and how to use the new toolsets. Existing Desktop staff will still need to be doing everything they are currently doing, so more staff are needed to support the new functionality the end users will desire.

Other Non-Standard Costs

Purchased Services, Software and Licensing (Object E)

One-time and ongoing funding will also be needed for software licenses, migration consulting services, and training. The costs include the pricing per unit, shipping, sales tax, installation, and five-year warranties.

Microsoft 365 E5 Licenses. Ongoing beginning FY 2024: \$508,000 software and licensing per fiscal year

Migration Consulting Services. FY 2025 One-Time: \$200,000 anticipating a request for proposal to solicit qualified vendors to assist in the planning and migration of the service.

Software Subscriptions. Ongoing beginning FY 2024: \$17,500 per fiscal year

Training. FY 2024 One-Time: \$30,000

- 1) Obtain licenses of M365 (Estimate \$1,016,320 per biennium; Microsoft 365 E5 Licenses are \$684 per person per year))
- 2) Four (4) Additional Staff Members to support the new functionality in the software
 - a. Two (2) at the Senior Server Administrator Level.
 - b. Two (2) at the Desktop Support Level.
- 3) Obtain contracting services to plan and assist in the migration (\$200,000 One-Time)
- 4) Obtain software subscriptions for backup solutions (Estimate \$35,000 per biennium)
- 5) Obtain Training for support staff (Estimate \$30,000)

Expenditures by Object	<u>FY 2024</u>	<u>FY 2025</u>	<u>FY 2026</u>	<u>FY 2027</u>	<u>FY 2028</u>	<u>FY 2029</u>
A Salaries and Wages	406,000	406,000	406,000	406,000	406,000	406,000
B Employee Benefits	129,500	129,500	129,500	129,500	129,500	129,500
E Goods and Services	570,700	740,700	540,700	540,700	540,700	540,700
G Travel	10,000	10,000	10,000	10,000	10,000	10,000
J Capital Outlays	25,600	6,400	6,400	6,400	6,400	6,400
T Intra-Agency Reimbursements	132,400	132,400	132,400	132,400	132,400	132,400
Total Objects	1,274,200	1,425,000	1,225,000	1,225,000	1,225,000	1,225,000

Staffing

Job Class	Salary	<u>FY 2024</u>	<u>FY 2025</u>	<u>FY 2026</u>	<u>FY 2027</u>	<u>FY 2028</u>	<u>FY 2029</u>
SENIOR SERVER ADMINISTRATOR	111,500	2.00	2.00	2.00	2.00	2.00	2.00
DESKTOP SUPPORT	91,500	2.00	2.00	2.00	2.00	2.00	2.00
Total FTEs		4.00	4.00	4.00	4.00	4.00	4.00

Explanation of standard costs by object:

Salary estimates are current biennium actual rates at Step L.

Benefits are the agency average of 31.89% of salaries.

Goods and Services are the agency average of \$3,800 per direct program FTE.

Travel is the agency average of \$2,500 per direct program FTE.

One-time IT Equipment is \$4,800 for the first fiscal year per direct program FTE. Ongoing Equipment is the agency average of \$1,600 per direct program FTE.

Agency Indirect is calculated at a rate of 24.73% of direct program salaries and benefits.

How does the package relate to the Judicial Branch principal policy objectives?

The mission of the Administrative Office of the Courts is to support the courts in the fair and effective administration of justice, providing centralized administration, fiscal services, and technology support for all of the courts, trial and appellate. Managing technology to ensure that information systems are current and the data is secure and available is a key to continuing to maintaining the 'right to justice' in all cases.

Are there impacts to other governmental entities?

Not Applicable

Stakeholder response:

Not Applicable

Are there legal or administrative mandates that require this package to be funded?

Not Applicable

Does current law need to be changed to successfully implement this package?

No

Are there impacts to state facilities?

No

Are there other supporting materials that strengthen the case for this request?

Not Applicable

Are there information technology impacts?

Since Office 365 runs entirely in the cloud, migrating to the platform will reduce challenges, and risks for local IT teams. Staff no longer need to devote time and resources to managing local email servers or network drives. Instead, employees can connect to Office 365 for Outlook email and OneDrive file storage, plus get instant access to all of the apps they rely on, such as Word, Excel, and PowerPoint.

As the cloud vendor, Microsoft is responsible for ensuring uptime of the Office 365 platform and providing support to enterprise customers. This helps take the burden off your own IT personnel.

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