




Dockets and Discovery System Monthly Status Report

December 9, 2022

Project Phase Executing

Project Sponsor:	Nolan Moser	Project Manager:	Michael Dougherty
Project Budget	<p>\$1,518,693, which includes five years of support, adjusted to</p> <p>\$1,586,586 due to requested custom configuration (includes five year maintenance)</p> <p>\$1,609,193 due to Communication Plan Change Request #2</p> <p>\$1,611,493 due to Migration Change Request #3</p> <p>\$1,638,243 due to Pilot Extension Change Request #4</p>	Funds Expended to Date:	<p>PUC</p> <p>\$452,942 PUC personnel costs (based on 46 months of a 48 months at \$9,847 average cost per month)</p> <p>AeonNexus Payments</p> <p>Total = \$519,366.50</p> <p>\$22,500 – Communication Plan Change Request #2</p> <p>\$3,995 – Aquaforest Autobahn</p> <p>\$5,200 - Task#1 – Implementation Oversight and Management</p> <p>\$64,500 – Task 2 – Discovery, Functional Design</p> <p>\$232,500 – Task 3 - Configuration</p> <p>\$49,800 – Task 4 -Migration</p> <p>\$73,000 – Task 5 – Migration</p> <p>\$14,325 – Task 6 – Training</p> <p>\$2,300 – Communication Plan Update Change Request (CR) #3</p> <p>\$25,546.50 – Large File Upload CR #1 (1/2 payment)</p>
Project Start Date:	<p>3/1/2018 – Internal</p> <p>5/11/2021 – Project Kick-off</p>	Est. Completion Date:	<p>12/07/2022 – Go Live - This is an extension of completion date, based on discussions around build and PUC requirements. We will not meet this date based on large file upload and security concerns.</p>

Item	Current Status	Trending	Status Notes
Overall Project Status	Red	↘	Security and Large file Upload solution delaying project. – Have an agreed upon extension
Scope	Green	↔	On track
Schedule	Red	↘	Security and Large file Upload solution delaying project. – Have an agreed upon extension.
Budget	Yellow	↗↔	On track – with agreed upon change requests

Health Rating Standards and Criteria		Trending Indicators Legend	
	Project scope, budget and schedule on track.	↔	Trending the same
	Project scope, budget and/or schedule at risk. If baselined, project is 0-15% above approved budget or schedule baseline and must be actively managed.	↗	Trending up; to better health
	Project scope, budget and/or schedule impacted. If baselined, project is more than 15% above approved budget or schedule and needs immediate attention.	↘	Trending down; to worse health

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Critical Risks		
Risk	Brief Description	Current Status
1	Experience and skill of Vendor	Vendor has been thorough and cognizant of timelines and requirements.
2	E-Board request not approved.	E-Board in Nov / Dec timeframe
3	SOW must be comprehensive to ensure project meets business needs	Vendor modified accepted SOW.
4	Actual costs higher than initial estimates	Budget is on schedule with agreed upon change requests.
5	Unknown timeline that can exceed initial schedule.	Project is on schedule with agreed upon extension. Pilot has extended schedule based on security and large file upload.
6	Complexity of project leads to configuration issues.	Requirements matrix requires exactness by vendor and staff. Matrix is thorough and being followed through project. Noted gaps in the Communication Plan that resulted in a \$22,500 Change Request.
7	EIS technology limitations and security requirements	Dynamics and SharePoint instances are setup, vendor is configuring the environment. Dealing with unacceptable security issue. Working with vendor, EIS, CSS, and MS to come to a solution.
8	The large file upload code using REST API is not working in our tenant, nor in a MS Commercial tenant. AeonNexus suspects that Microsoft has deprecated REST API. AeonNexus is using a SharePoint solution that will upload 2GB and expandable to 10GB.	AeonNexus presented a solution that meets the needs of large files. There is a short delay when uploaded based on user bandwidth and size of file, but it will meet the needs of the system. Verification week of 08/08/2022 The solution would not work in the State tenant. The PUC worked with EIS, AeonNexus, and Microsoft to come up with a different solution. We will be using Service Principal to solve this issue. PUC is working with Aeon Nexus to confirm the FileStack retention of documents after uploaded to PUC azure site. Once confirmed will submit Cloud Workbook for CSS review. PUC has talked to CSS about requesting exception to setup external file sharing on the state tenant for the PUC instances if Microsoft does not have a workable solution for security aspects. With this exception, large file uploads can occur without using FileStack. Continuing to work with EIS, CSS, MS, and vendor to find an acceptable solution. EIS may consider an exception for file level sharing based on architecture input from vendor.
9	External user not signed into the system could open up confidential and highly confidential folder in SharePoint due to the requirement of any portal user should be able to view documents stored in	AeonNexus learned about this on 9/9. on 9/13, they came back with the following:

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	<p>ADS. This is accomplished by changing the ID in the URL to access a SharePoint folder. The ID is 32 characters, though there is no security check when changing the ID.</p>	<p>“Because the ID is 32 characters long and it’s auto generated by SharePoint, the chance of someone hitting the correct number is low. This is a low risk.</p> <p>If PUC feels the need to update how people access, AeonNexus can create a local client JavaScript that hides confidential folders. Because it’s a local client JavaScript, the user could disable on the client side.”</p> <p>PUC is meeting with Microsoft for technical advice and working with PEN tester to confirm the finding on 9/14.</p> <p>AeonNexus proposed to add code to the web page to allow ADS to validate user identity before displaying files.</p> <p>Current AeonNexus solution is not acceptable to PUC or state CSS. AeonNexus continues to explore alternate solutions. PUC cannot go live until an adequate solution is developed.</p> <p>PUC has talked to CSS about requesting exception to setup external file sharing on the state tenant for the PUC instances if Microsoft does not have a workable solution for security aspects. Current Microsoft solution does not meet CSS requirements.</p> <p>Continuing to work with EIS, CSS, MS, and vendor to find an acceptable solution. EIS may consider an exception for file level sharing (User access to SharePoint/Guest licenses) based on architecture input from vendor. Additionally, MS just presented a suggestion on maintaining security that will need to be reviewed by vendor, PUC, CSS, and EIS.</p>
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Critical Issues		
Issue #	Brief Description	Current Status
1	Reviewing SOW for completeness and DAS acceptable format	Complete
2	Requirement to go to E-Board	Complete
3	Standard Level of Service Agreement	Complete
4	Dynamics @ state tenant	Complete
5	M365 with SharePoint @ state tenant	Complete
6	Discovery phase did not cover every use we had in BizApps and the features are not built in ADS.	Complete

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7	Functional Requirements Matrix used for RFP and signed Contract was not used in the Discovery Phase. Certain requirements were not built.	Complete
8	<p>File upload size is currently 50 MB. According to AeonNexus, this is a technology limitation.</p> <p>AeonNexus has a SharePoint Solution that will allow file uploads of 2GB that will be expandable to 10GB.</p>	<p>Proposed workaround by AeonNexus is estimated to be \$64,500 and 6 weeks added to the timeline. The estimate was received on 11/11/2021,</p> <p>Based on discussions with Microsoft, other options may be available to meet PUC requirements on size.</p> <p>AeonNexus stated in an 11/29/2021 meeting that they are still looking at the Graph API option and will update PUC on the cost and time needed. They also stated that they will review the previously proposed option to see if they can eliminate some of the extra steps.</p> <p>Based on custom configuration, PUC and Aeon Nexus have agreed to a \$51,093 increase in contract one-time costs and \$4,200 increase per year in annual support. These amounts are still under the 10% contingency allowed for the project.</p> <p>AeonNexus, PUC and Microsoft are working on the REST API not working issue.</p> <p>AeonNexus, PUC, and Microsoft met on 4/5/2022 and subsequently after. AeonNexus stated they will need 4 to 5 days to digest the information Microsoft Provided. AeonNexus has requested the PUC to finish UAT by 7/22/2022. PUC will have no time to test the large file size upload by end of UAT following the new timeline.</p> <p>As previously mentioned above, AeonNexus has developed a solution that will allow upload up to 2GB that will be able to expand to up to 10 GB.</p> <p>The solution is not working on the state tenant. PUC worked with EIS and AeonNexus to limit the permission to selected.site instead. AeonNexus then told us that the State tenant does not have anonymous file sharing turned on and they need this function turned on to allow the public to upload files using this solution. The work around is either a pre-invite Guest list or SharePoint Online accounts.</p> <p>While discussing the pre-invite guest list or SharePoint Online license options, we learned that these are licenses sitting outside of the ADS system and we need to keep 2 sets of user lists. One for ADS access and one for large file upload. We will use the 50 MB integrated solution for users not needing to upload large files. We do</p>

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		<p>not have an onboarding or off-boarding process right now since we don't know what it takes to manage all these accounts in 2 different systems.</p> <p>Met with EIS and Microsoft on 8/31/2022. During the discussion the idea of a Service Principal was brought up. This is similar to a Service Account, but instead of embedding credentials on a web page, a registered app is used for portal users to upload files.</p> <p>State IT and State Cyber Security teams all agreed this is a better option than configuring the state tenant for guest or SharePoint Online licenses.</p> <p>Currently communicating with Aeon Nexus on the possibility of doing this.</p> <p>Currently working on Cloud Workbook for submittal to EIS on AeonNexus Solution. Waiting on retention and data destruction documentation.</p> <p>Additionally, PUC has talked to CSS about requesting exception to setup external file sharing on the state tenant for the PUC instances if Microsoft does not have a workable solution for security aspects. Current Microsoft solution does not meet CSS requirements.</p> <p>With this exception, large file uploads can occur without using FileStack.</p> <p>Continuing to work with EIS, CSS, MS, and vendor to find an acceptable solution. EIS may consider an exception for file level sharing based on architecture input from vendor.</p>
9	<p>AeonNexus ran into a few delays migrating data Regarding the migration:</p> <ul style="list-style-type: none"> AeonNexus is still unable to access the table tblCPROVAnnual in the PUC or puctemp databases. AeonNexus is waiting on State IT to run the document management wizard, in Test and Prod, to allow discovery documents to properly migrate for UAT The connection between SharePoint and Dynamics in the Test environment is erroring – this means users can't see or upload to SharePoint via CRM (SharePoint is working, it's just not accessible through CRM). The fix for this seems to be running the document management wizard, which we 	<p>Working with PUC and State IT to resolve.</p> <ul style="list-style-type: none"> Table tblCPROVAnnual access on 3/1/2022 State IT ran the document management wizard The CRM and SharePoint connection issue was identified as a Microsoft issue. There is a MS ticket open. This issue is resolved as of 4/4.

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	understand State IT is already going to do. Once this issue is resolved, we can resume the migration of documents to the Test environment. We did migrate Public Meeting documents and specified Action documents, but we're hesitant to do a full load until the SharePoint connection from Dynamics is fixed to be sure the already-migrated documents are showing up where they should be.	
10	Attached documents to Actions are not migrated to Sandbox for testing. UAT won't complete until PUC can verify the data migrated.	AeonNexus ran into issues using the data migration machine due to RAM size. Resolved - The PUC has increased RAM on the computer as of 4/11.
11	File Security	<p>AeonNexus is incorporating solution used in Discovery for whole system. When attempting to open a file in web portal, content will be hidden. System will look at access. If user has proper access, will be able to access file. If user does not have proper access, will not be able to open file.</p> <p>If this solution / process works. It is a valid solution.</p> <p>PUC will use its third party vendor to do a penetration test. If security is maintained, PUC will work with CSS to determine if this solution meets state requirements.</p> <p>PUC has talked to CSS about requesting exception to setup external file sharing on the state tenant for the PUC instances if Microsoft does not have a workable solution for security aspects.</p> <p>Continuing to work with EIS, CSS, MS, and vendor to find an acceptable solution. EIS may consider an exception for file level sharing (User access to SharePoint/Guest licenses) based on architecture input from vendor. Additionally, MS just presented a suggestion on maintaining security that will need to be reviewed by vendor, PUC, CSS, and EIS.</p>

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Recently Completed	Upcoming Activities
<p>Progress Summary/Executive Overview</p> <ul style="list-style-type: none"> AeonNexus has requested documentation from FileStack regarding large file upload. PUC has submitted a ticket with Microsoft regarding item-level portal security. <p>Work Completed This Week</p> <ul style="list-style-type: none"> Pilot is in progress – extension period in progress. PUC worked on PM staging plan. Large File Upload – following up with FileStack on documentation for Cloud Workbook. FileStack may not be necessary if PUC gets EIS/CSS exception. Item-level portal security – PUC reached out to EIS, CSS, and Microsoft to discuss. PUC, CSS, MS, and Aeon discussing options. <p>Work Planned for Next Week</p> <ul style="list-style-type: none"> Pilot continues. Waiting on CSS and EIS regarding item-level portal security. Respond to EIS request for system information. Work with MS on alternate solution for security and large file upload. Vendor does not believe it will work on file level. <p>Action Items</p> <ul style="list-style-type: none"> OPUC <ul style="list-style-type: none"> Confirm PM documents are staged completely. Validate completed support fixes and provide clarification to open support tickets. Provide portal webpage verbiage. Aeon Nexus <ul style="list-style-type: none"> Weekly Status Report. Respond to EIS request for system information. 	<p>Next Steps:</p> <ul style="list-style-type: none"> Continue Pilot – 12/09/2022 Go Live - Delayed <p>Decisions Needed:</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> Vendor selection Hosting M365 tenant Large file upload <p>Contract is signed:</p> <ul style="list-style-type: none"> Design phase complete Dynamics licenses purchased and assigned Dynamics and SharePoint instances setup

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Deliverable Status

Total # of deliverables	Total # of deliverables completed to date	Total # of deliverables to be completed in this timeframe	Total # of deliverables actually completed in this timeframe	# Complete for time period	# complete of total deliverables
18	15	0	0	0	15

Phase	Deliverable	Status	% Complete	Planned Finish	Actual or Expected Finish
PUC Planning	Project Management Plan	Complete	100%	4/23/20	11/14/2020 – Revised on May 24, 2021
PUC Planning	Interfaces Plan	Complete	100%	Fri 10/30/19	Wed 12/2/19
PUC Planning	Project Budget	Complete	100%	Fri 10/16/2020	Fri 10/16/2020
PUC Planning	Cloud Workbook	Complete	100%	Fri 7/24/20	Wed 12/16/20
PUC Planning	System Security Plan	Complete	100%	Tue 8/20/20	Wed 12/30/20
PUC Planning	Requirements Traceability Matrix	Complete	100%	Tue 10/6/20	Fri 12/18/20
Implementation Oversight and Management	Kickoff Meeting	Complete	100%	Tue 5/11/2021	5/19/2021
Implementation Oversight and Management	"JusticeNexus DDS 101" Presentation Recording	Complete	100%	Wed 5/19/2021	Wed 5/19/2021
Implementation Oversight and Management	Project Implementation Plan	Complete	100%	Wed 5/19/2021	Wed 5/19/2021
Discovery	Functional Design Specification document	Complete	100%	Tue 6/22/2021	07/2/2021
Discovery	Discovery Communication Templates	Complete	100%	Tue 6/22/2021	07/2/2021
Discovery	Baseline System Security Plan	Complete	100%	Tue 6/22/2021	07/2/2021
Configuration and Build	User Acceptance Testing Readiness Report	Complete	100%	11/8/2021	1/24/2022
Migration	Data Migration Plan	Complete	100%	1/24/2022	3/7/22
Migration	Data Migration Results Report	Complete	100%	1/24/2022	7/22/2022
UAT	UAT Environment and Report	Complete	100%	3/7/2022	7/22/2022
UAT	Release Notes	Complete	100%	3/7/2022	7/22/2022
UAT	User Acceptance Testing Readiness Report	Complete	100%	3/7/2022	7/22/2022
UAT	Pilot Readiness Assessment Report	Complete	100%	3/7/2022	7/22/2022
Training	Training Plan	Complete	100%	7/25/2022	7/29/2022
Training	Training Materials	Complete	100%	7/25/2022	7/29/2022
Training	Training Report	Complete	100%	7/25/2022	7/29/2022
Migration for Pilot	Migration	Complete	100%	8/1/2022	8/29/2022

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Pilot Training	Training	In Progress	80%	8/31/2022	12/31/2022
Pilot	30 day Pilot Resolution Report	Complete	100%	8/31/2022	12/01/2022
Pilot	Final Pilot Resolution Report	Complete* Still working in Pilot environment until security and large file upload is resolved.	80%	8/31/2022	12/01/2022
Migration for Go Live	Migration	Not Started	0%	12/02/2022	Undetermined
Go-Live	Go-Live checklist	Not Started	0%	12/07/2022	Undetermined
Go-Live Training	Go-Live Training	Not Started	0%	12/08/2022	Undetermined
Post Go-Live Support	Final Post Go-Live Resolution Report	Not Started	0%	12/08/2022	Undetermined
Post Go-Live Support	Project Close Out Documents	Not Started	0%	12/08/2022	Undetermined

GREEN:	Expected to finish on schedule - Complete
YELLOW:	Behind schedule but may be recoverable.
RED:	Expected to finish late.

Table to track progress when deliverables have not been identified.

MAJOR MILESTONES	Planned Finish	% Complete*
Initiation Phase	11/11/2019	100%
Analysis & Detailed System review Phase	11/25/2019	100%
Stage Gate 2 approval	9/19/2019	100%
Select Vendor	10/18/2020	100%
Stage Gate 3 endorsement	4/26/2020	100%
Vendor Work	9/26/2022	80%
Training	7/29/2022	Completed / Pilot Training in-process
Production	9/26/2022	Not started
Close-Out Phase	10/27/2022	Not started