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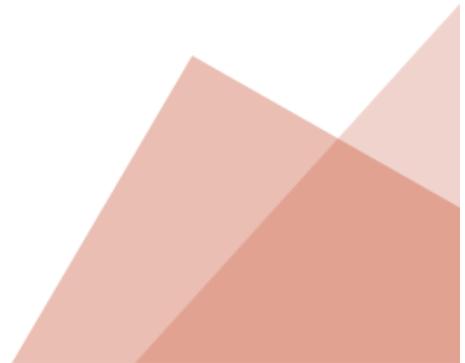
*NASCIO 2022 State IT Recognition Awards  
Business Process Innovations*

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## ASET Website Refresh - Government IT Service for the 21st Century

**Title:** ASET Website Refresh  
**Category:** Business Process Innovations  
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(602) 316-8369  
**Start date:** 5/2021  
**End date:** 11/2021



## **EXECUTIVE SUMMARY**

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### **Situation**

The Arizona Strategic Enterprise Technology (ASET) Office develops and executes the statewide information technology strategy, while also providing capabilities, services, and infrastructure to ensure the continuity of mission-critical and essential systems. In alignment with the strategic missions of state agencies, the goal of ASET is to transform Arizona into a nationwide leader of advanced IT strategies, methodologies, services, and business processes. As a services provider to state agencies, ASET also offers critical core operations and enterprise-focused IT services with an emphasis on scale and enabling the state to move at the speed of business. A significant portion of this mission is accomplished through the ASET website, which includes key information on the IT service catalog, statewide strategies, IT programs, forms, and relevant policies, standards, and procedures.

### **Problems**

Over the years, the ASET website would generate multiple sections of outdated and redundant information, resulting in a large data repository. Navigation was difficult due to many pages not being properly indexed and the web design layout did not align with standard branding guidelines established by the State of Arizona. Lastly, the website's iteration on Drupal 7 would inevitably reach its end of life on the platform. While previous attempts had been made to refresh the ASET website, the project stalled due to limited support and coordination between divisions and the lack of a dedicated budget to ensure accountability and success.

### **Solution**

In order for the ASET website to continue functioning while maintaining relevance to customers, detailed planning and an approved budget would need to be developed, followed by a complete refresh of the site content and structure in conjunction with a migration to the Drupal 9 platform.

## CONCEPT

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To remedy the outdated website, the team would develop a project plan and secure a sufficient budget. Once the budget was established, ASET would work with a vendor, Zyxxware Technologies, to assist with the creation of a website shell for the ASET team to build out the site structure and features. Next, an internal content audit would be conducted with pages updated by assigned content owners and additional resources added to create a website that properly represents ASET to the present day. The Service Catalog would be overhauled to improve site navigation and include more detailed information for each IT service available to state agencies, boards, and commissions. In addition, IT support information would be added to the homepage and a dedicated menu tab for ease of access to submit requests to the Service Desk.

Key performance indicators for the project include:

- Data Quality: Increased data collection and quality
- Cost Reduction: Easier system development and maintenance
- Increased Collaboration: Data exchanges with external systems
- Modular Design: More flexible and adaptive to allow for future changes
- Follows IT Standard: Promotes efficient, economical, and effective development
- Shareable: Capable of being shared and reused by other states, tribes, and agencies

## SIGNIFICANCE

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The ASET website refresh aligns completely with leadership priorities. As the IT service provider for state agencies in Arizona, the ASET website is a hub for customers to access information to learn about available IT services and their benefits, prerequisites (where applicable), related services, and current rates. The ASET website refresh also aligns with state branding guidelines, which can be found in the [State of Arizona Agency Website Style Guide](#).

## IMPACT

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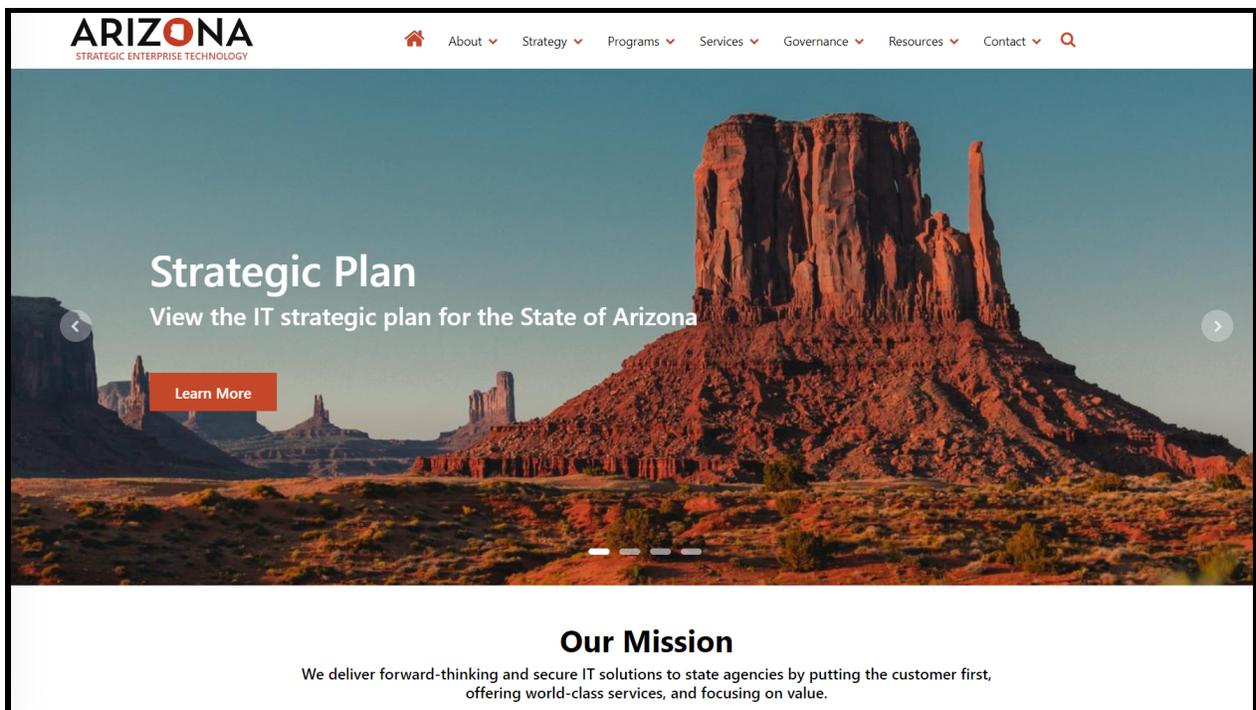
The ASET website was successfully refreshed, including a system upgrade from Drupal 7 to the Drupal 9 platform, and went live in November 2021, on time and on budget. As a key component, the Service Catalog contains 48 updated and expanded IT service information pages.

Leading by example, ASET is one of the first state agencies in Arizona to fully migrate to the Drupal 9 platform. The lessons learned from this project have been documented by the Agency Platform Migration Team as they assist other state agencies with their move to the Drupal 9 platform.

The [ASET website](#) is audited on a quarterly basis by the ASET communications manager in coordination with assigned content owners and IT service owners. This ensures that the website is consistently updated to maintain exceptional customer service.

## REFERENCES

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## Service and Support Desks

Visit the [main Support page](#) for more information and options.



### ADOA-ASET Service Desk

To create a ticket for the ADOA-ASET Service Desk, click the button below.

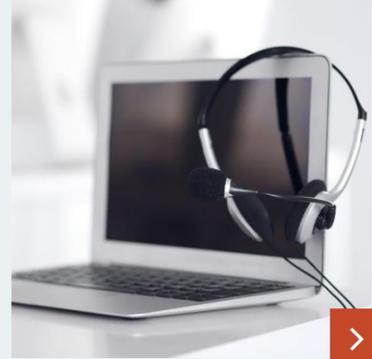
ADOA-ASET Service Desk



### AZNet Support Desk

To report an issue to AZNet Support, email [AZNetSupportDesk@azdoa.gov](mailto:AZNetSupportDesk@azdoa.gov) or click the button below.

AZNet Support Desk



### Salesforce Support

To create a ticket for eLicensing or the ADOA Salesforce CRM, click the button below.

Salesforce Support

# Service Catalog



## Cloud Operations

Cloud Operation services include the delivery, management, storage, and consumption of software within the cloud environment.

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## Data Center Infrastructure Services

Data Center Infrastructure Services provide data storage in physical data center facilities.

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## Mainframe

Mainframe services simplify tasks that involve the handling of large amounts of data, including data storage and data processing.

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## Software

Software services increase communication, host websites, manage database operations, and more.

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## Professional Services

Professional Services include solving technical problems and issues, server support, licensing, and programming assistance.

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## Enterprise Security

Enterprise Security services reduce the risk of security breaches and cyber threats across systems.

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## Online Services

Online Services simplify the process of website creation, payment processing, and domain approval.

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