

C I O N E W S L E T T E R

DEPARTMENT OF INFORMATION TECHNOLOGY ESTABLISHES VALUE ENHANCEMENT/COST SAVINGS STRATEGIC INITIATIVE DOMAIN TEAM

Secretary Marlin Mackey has formed the Value Enhancement/Cost Savings Strategic Initiative Domain Team. The team will detail a vision statement, domain goals and technology trends. It will also identify best practices and implementation approaches towards value enhancement through cost savings and standardization. Among the cost savings technology trends the team will investigate are server consolidation, private cloud computing, broadband infrastructure, virtual desktop, enterprise licensing and business application sharing. Members include Secretary Mackey, Deputy Secretary Conny Maki, Deputy Director John Padilla and agency CIOs Bob Mayer of DOH, Larry Pacheco of Corrections (representing the ITC) and Renee Martinez of OSE.

Under Secretary Mackey's leadership, DoIT has established a twofold process towards effecting improvement in the State of New Mexico's information technology service delivery. The first step is the formation of the Strategic Initiative Domain team, and the second is the formation of the Technical Domain team. Business Continuity-Disaster Recovery and Cyber Security are the first two strategic initiative teams whose efforts will complement the tactical efforts of the technical domain team. Another strategic initiative in the formative stage is around the state's Broadband initiative, the goal of which is to create a statewide network of broadband infrastructure that will improve and expand service across state government.

SECURITY REPORT

Security Rule:

The Operations piece of the security policy, written by DoIT staff and previously reviewed by the Information Technology Commission, is being sent to Records and Archives for publication as an emergency rule to be published in the State Register. DoIT thanks the CIOs from the following Departments who were part of the policy drafting committee: Corrections, PED's Division of Vocational Rehabilitation, Office of the State Engineer, Administrative Office of the Courts, Energy, Minerals, and Natural Resources, and Public Safety.

TOPICS

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Security Grant:

The Multi-State Information Sharing and Analysis Center (MS-ISAC) was awarded federal funding from the 2010 Department of Homeland Security Appropriations Act that will enable cyber security program enhancements in the state system, including expanding real-time cyber threat detection and prevention for state, local, territorial and tribal (SLTT) governments. These expanded services will include constant monitoring of participating systems and networks. This initiative will improve cyber security. The state of New Mexico DoIT has been selected to participate in this project and will receive 24x7x365 monitoring of security logs from the ISP firewall and the ISP IPS.

Security Training:

The next training DoIT will offer (target date June) through NM Tech is "Incident Response and Malicious Code Analysis." This course is structured as a series of lectures, discussions, and practicum that provides fundamental concepts and principles of malicious code, malware, anatomy of malicious code (propagation mechanism, underlying vulnerabilities, payload), case studies of the most lethal malware of the decade, reverse engineering principles, incident response (identification, mitigation, and attribution), Web 2.0 and social networking vulnerabilities, browser and script based attacks, and current proactive defense strategies.

Secure Web Gateway:

In the spirit of proactive inbound and outbound security filtering, the DoIT office of Cyber Security is evaluating a secure web gateway (SWG) solution to replace our current web filtering solution. The SWG is a critical tool for protecting computers from various forms of malware and other security risks to our state system, and for monitoring and controlling potentially dangerous Web traffic.

Malicious Software:

Botnets and other malicious attacks have become the platform of choice for people who launch attacks and commit fraud on the Internet. DoIT Cyber Security works to protect the state network from malicious attacks and vulnerabilities at the perimeter and inside the network core, and to provide protection to the state for critical Web infrastructure and key assets in the data center. During the month of March, DoIT blocked approximately 300,000 critical attacks. DoIT cyber security sends out notifications to agency CIO and security staff when an attack is detected. If you have any questions, please contact DoIT Cyber Security office at (505) 827-0712.

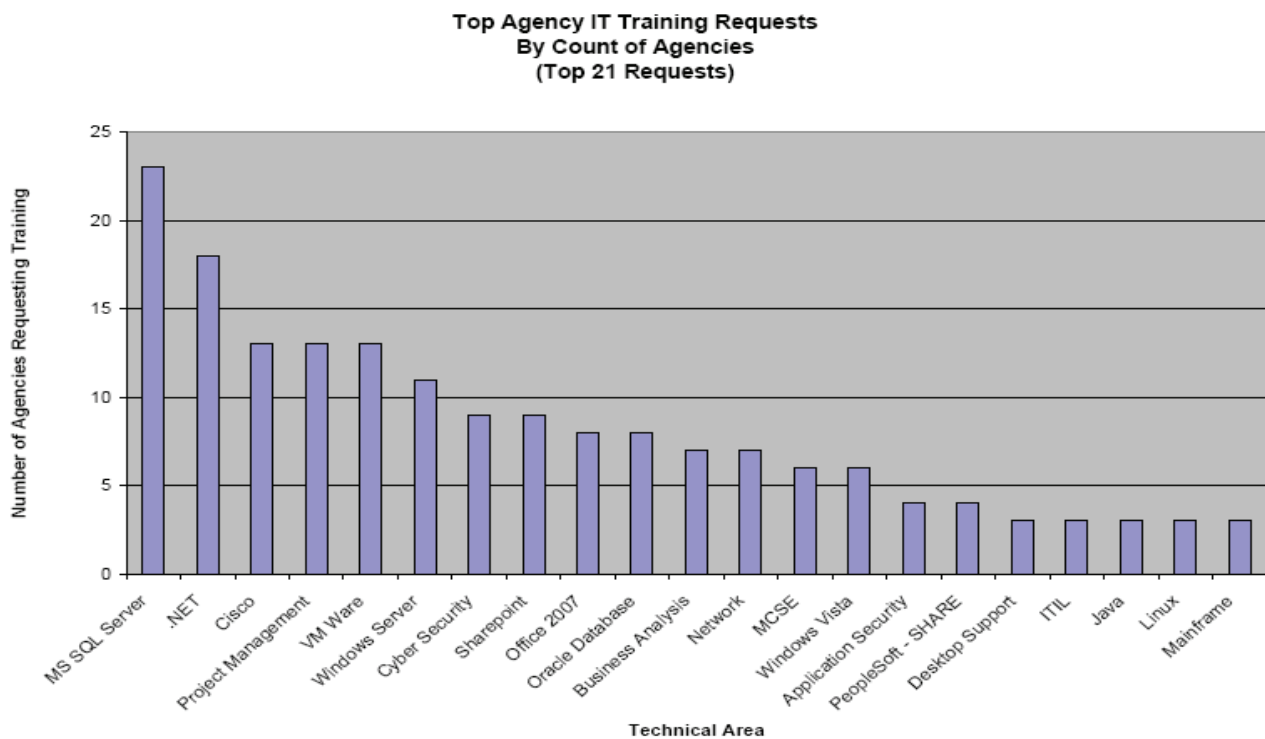
DOIT'S IT TRAINING CENTER – MORE THAN 270 CUSTOMERS TRAINED

Established in 2008, DoIT's training center has worked diligently to meet our staff and customers' IT training needs with professionalism, dedication and commitment.

To date, more than 270 state employees have received hands-on, instructor-led training in CCNA, Project Management, Cyber Security, ITIL, and Customer Service. In addition, many students have taken advantage of the free training workshops. The workshops are scheduled for up to three hours and provide valuable information, based on the most current software upgrades and new features. Workshops include training in DB2 Tools, CA RC/Extract for DB2 x/OS, Cisco, Storage and Networking, Office 2007, Server 08 and Oracle Grid Control.

Data compiled from the agencies' annual IT Plans are used to develop and customize the many training classes that we now offer. It is our goal to focus on the training that our customers utilize on a day-to-day basis. This also ensures that our training services meet our customers' training needs.

The following chart identifies the top training requests:



The following courses are in development:

- Business Continuity
- SQL Server
- VMware
- .NET
- Visual Studio
- Office 2007 Online
- Security Training

Please visit us at www.doit.state.nm.us for a list of upcoming courses. You may also contact DoIT's training coordinator, Jackie V. Padilla at Jackiev.Padilla@state.nm.us or (505) 827-2221.

FEDERAL BROADBAND GRANTS

DoIT is pleased to announce that Gar Clarke is joining the DoIT team as our Geospatial Program Manager for American Recovery and Reinvestment Act (ARRA) Broadband Mapping and Planning Grant. Funding for the position comes from the US Department of Commerce, one of the agencies administering (ARRA) funds.

Mr. George "Gar" Clarke was previously employed at the Office of the State Engineer as a mapping specialist. During his employment with the State of New Mexico, he has voluntarily served as Chair of the DoIT Geospatial Advisory Committee; as lead for several statewide geospatial actions, including large procurements, summits, and memorials; and as a key leader of the Governor's Geospatial Data Acquisition Coordination Committee (see Executive Order 2003-014). His involvement in GIS projects at the State and at the City of Santa Fe over the last two decades has prepared him to undertake the tasks of broadband data collection, mapping and planning called for in the grant. Clark will follow Cabinet Secretary Mackey's directive of clearly mapping the state's broadband access network to show where broadband service can be expanded.

Several New Mexico companies and government entities (including the DoIT) have submitted grant applications for Round Two of the ARRA broadband grant cycle. Those proposals are under review by the US Department of Commerce National Telecommunications and Information Administration (NTIA) and the US Department of Agriculture Rural Utilities Service (RUS). Awards will be announced by this fall.

IT SERVER CONSOLIDATION

A reminder about Governor Richardson's executive order to consolidate IT servers at the Simms Data Center went out recently (see it on our website under Announcements, at <http://www.doit.state.nm.us/announcements.html>). While several agencies have started the process of working with DoIT staff on consolidating their equipment, others have not. Contact Account Manager Mary Jo Vigil, at (505) 827-2222, or Maryjo.Vigil@state.nm.us, or Project Manager Mike Neitzey, at (505) 827-1710, or Mike.Neitzey@state.nm.us.

NEW SERVICE DESK TOOL


The Department of Information Technology is in the process of replacing TeamTrack, the current incident and request management ticketing system. DoIT has chosen to implement the CA's Service Desk Manager - an ITIL-based enterprise service desk system. The new system will better support DoIT's efforts to adopt ITIL best practices, with the goal of improving critical processes such as incident, request, change, problem and configuration management. The end result to our customers will be greater visibility to requests and incidents and better service support performance backed by performance targets and results. Agencies will have access to the system to submit and track requests and incidents.

More detail to follow as DoIT moves through the implementation phase, including training information. For more information, contact David Dikitolia, DoIT Senior Project Manager at David.Dikitolia@state.nm.us.

PERFORMANCE DASHBOARD

The Department of Information Technology will soon begin publishing a monthly "performance dashboard" on the DoIT website. The dashboard will initially provide key high-level performance data for services and processes. The dashboard will evolve and grow as DoIT expands its performance monitoring and reporting capabilities, including key performance indicators and historical performance data for all services, processes and projects.

This is one of several performance-related initiatives DoIT is undertaking to further promote performance management best practices. DoIT has implemented automated network and server performance monitoring tools (CA's eHealth and Spectrum) as a pilot, and is now expanding the monitoring capability to other services. The new service desk tool mentioned above also supports DoIT's dedication to performance management.

 New Mexico Department of Information Technology Enterprise Service Performance January 2010			
Performance Area	Target	Current Performance	
Global Performance Measures			
Speed to Answer Calls	Less than 20 Seconds	20 Seconds	●
Abandonment Rate	Less than 8% Abandoned	7.3%	●
Level 1 Resolution Rate	55% of Calls Resolved by Level 1	52%	●
User Survey	90% of Satisfied Customers	97%	●
Resolution of Incidents on Time	TED	N/A	○
Data Network and Internet Services			
Internet Availability	TED	N/A	○
Core Network Availability	TED	N/A	○
Cyber Security	TED	N/A	○
Enterprise Application and Desktop Services			
SHARE Financials Availability	TED	N/A	○
SHARE HCM Availability	TED	N/A	○
Email Availability	TED	N/A	○
Hosting and Storage Services			
Mainframe Availability	99.9% Availability	100%	●
DNS Availability	99.9% Availability	100%	●
Application Hosting (Unix)	99.9% Availability	100%	●
Data Storage and Backup	100% backed up as scheduled	100%	●
Voice Communication Services			
Desktop Telephony Availability	99.9% Availability	99.9%	●
Public Safety Radio Network	TED	N/A	○
Oversight and Compliance			
IT Contract Review Response Time	90% of Contracts Reviewed in 1 Business Day	N/A	○
IT Contracts Reviewed in Report Month	N/A	23	
Certifications in Report Month & Amount	N/A	5 Projects Certified	\$274k
Total Current Certified Projects & Amount	N/A	61 Active Projects	\$167 M
● Met or Exceeded Target ● Within Tolerance ● Missed Target ○ Data Unavailable			
New Mexico Department of Information Technology January 2010			

DOIT RFP UPDATE

DoIT is in the process of transitioning the state's email system from Exchange 2003 to Exchange 2010. The state's email system consists of about 20,000 email accounts and about 1,800 cell phone (Smartphone and Blackberry) clients. The current system was installed about five years ago, and the system and equipment that support it have reached end-of-life. The new email solution is currently in the RFP process, and the transition to Exchange 2010 is expected to be completed by December of this year. The size of a user's mailbox is expected to increase, and several other new features of Exchange 2010 should be a welcome relief for our customers.

The Business Continuity/Disaster Recovery RFP will be completed by mid-May, with deployment planned this summer for systems at the backup facility in the Albuquerque area.

DoIT Streamlines IT Oversight Functions

On April 12 Cabinet Secretary Marlin Mackey announced key changes to DoIT's oversight functions and processes to improve performance:

- Review and Approval of IT Contracts
 - ◇ IT Professional Services contracts less than or equal to \$50,000 may be procured by the agency (previously the threshold was \$20,000) following the DFA procedures and the State Purchasing Code. IT Professional Services contracts greater than \$50,000 require DoIT Technical review (IT Professional Services greater than \$5,000 must use the IT Professional Services Template).
 - ◇ Legal review of agency contracts is an agency responsibility. DoIT will require the Agency's Legal Review and Approval of IT Contracts. For contracts greater than \$200,000 DoIT will also require DoIT Legal review (previously the threshold was \$20,000).
 - ◇ Exceptions:
 - All professional services contracts related to certified projects must be reviewed by DoIT, regardless of compensation amount.
 - A contract may be deemed appropriate for DoIT review by the Cabinet Secretary of DoIT. Circumstances may include, but are not limited to; by special request of the procuring agency, the DFA, or the SPD.
- Consolidation of DoIT Oversight Bureaus
 - ◇ The DoIT is consolidating oversight bureaus into two bureaus – 1) Project Oversight and Compliance, and 2) Quality Assurance.

DoIT oversight consultants will be the primary contact for all areas of oversight including contract reviews.

DoIT is pleased to announce that Deborah Gallegos has joined the DoIT Oversight Consultant team in the Project Oversight and Compliance Division. Our new consultant brings a wide range of experience and expertise:

Deborah comes to us from the DoIT Office of Contract and RFP review, as well as the Communications Division, where she served as a bureau chief. Deborah also served as a staff manager overseeing the bureau chiefs of the voice and data engineers, last-mile wireless technicians, network operations and procurement. Some of her major projects included Wire NM and the voice core upgrade. She has more than 24 years of industry experience in both the public and private sectors. Prior to joining the State of New Mexico she worked in private industry, most recently as a senior design engineer. She also managed a project with a team of engineers to bring DSL services via remote terminals to an additional 80,000 business and residence customers. Deborah's strengths are her organizational and project management skills and we welcome her to the DoIT oversight team.

DEPARTMENT OF INFORMATION TECHNOLOGY OFFERS BUSINESS CONTINUITY TRAINING IN MAY

The Department of Information Technology has conducted a Business Continuity/Disaster Recovery (BC/DR) assessment and feasibility study to determine the best approach for redundancy of state government's most critical information technology (IT) applications and services. The purpose of the project is to determine the most cost-effective means of providing BC/DR-related services across state government.

The project includes a threat and risk assessment of the State's enterprise systems; a comparison of the BC/DR plans for the DoIT-managed critical systems against industry best practices, standards and guidelines; site visits to other government and private entity data centers to better understand their operating solutions for providing enterprise-wide redundancy; a feasibility study to provide a disaster recovery model for critical application; and recommendations for potential disaster recovery efforts.

Disaster response and resiliency site services will be available to agencies within the next few months. A business continuity planning (BCP) training will be held on May 11th. The free training class will be a full day session, held at the Simms Building, Classroom 2. Contact training coordinator Jackie V. Padilla to sign up, at Jackiev.Padilla@state.nm.us.

UPCOMING MEETINGS

April 28, 2010: Project Certification Committee (PCC), room 321, State Capitol, 9:00a.m.

May 5, 2010: Information Technology Commission (ITC), room 309, State Capitol, 8:30a.m.

Visit the DoIT website for future meetings at:

http://www.doit.state.nm.us/mtg_schedule.html



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