

FY2015 IT Plan Highlights

420 RLD– New Mexico Regulation and Licensing Department

Executive Summary:

1. This FY15 Information Technology (IT) Strategic Plan presents a comprehensive view of the IT Services Bureau within the NM Regulation and Licensing Department (RLD), summarizes key accomplishments achieved during the FY13 fiscal year, outlines future IT initiatives for FY14-FY15 that align with the Governor's priorities and the agency's mission, and identifies possible areas of collaboration with other state agencies in their IT pursuits.
2. Over the past fiscal year, IT staff worked well as a team to identify and evaluate priorities as set forth by the agency's Superintendent, to address gaps in service based on those priorities, and to complete projects that have moved the agency forward in its delivery of services to its constituents. Despite challenges presented by budgetary constraints, increased workload and limited staff, the IT team delivered notable successes in both areas of application delivery and infrastructure improvements. A summary of those accomplishments and how they align with the agency's goals follows.
 - a. Increase the percentage of online license renewals and streamline licensing processes through the use of IT.
 - b. Improve the efficiency of business processes and improve service delivery through the use of IT.
 - c. Use IT to further opportunities for collaboration and information sharing.
 - d. and mature RLD's IT foundational infrastructure to provide reliable and high quality support to the agency business units.
3. Internally developed and beta tested a recycled metals management system which allows recycled metal dealers to electronically submit their transaction directly to a centralized database.
4. Continue to consolidate licensing activities and management under a single software application, My License Office (MLO). New web based Construction Tracking System (CTS) to streamline issuing permits, performing inspections and plan reviews. Using several open source software tools to balance budget and reduce cost.

Agency Vision:

Help assure the safety and health of New Mexicans

Agency Description:

1. RLD certifies and regulates over 220,000 individuals and businesses across New Mexico that fall into the following Divisions:
 - a. Alcohol and Gaming Division: AGO issues and regulates liquor licenses and alcohol server permits, according to the provisions set forth in the Liquor Control Act. It also administers the Alcohol Server Training Program.
 - b. Boards and Commissions Division: BCD oversees more than 29 different professions and trades, from accounting to funeral services. These licensed professionals deliver services across the state and includes counselors, chiropractors, pharmacists, and many others. We issue licenses, provide for continuing education when required, inspect licensed premises, and investigate complaints.
 - c. Construction Industries and Manufactured Housing Division: CID/MHD licenses contractors and certifies journeymen in the building trades; issues permits for residential and commercial construction; and conducts field inspections of building, electrical, mechanical, and LP Gas construction to confirm that the work meets state standards. It also oversees manufacturers, dealers, brokers, salespersons, installers and repairmen of manufactured housing units.
 - d. Financial Institutions Division: FIO regulates state-chartered banks, savings and loans, credit unions, trust companies, collection agencies, endowed care cemeteries, small loan and motor vehicle finance companies, mortgage lenders, and loan brokers.
 - e. Securities Division: SEC licenses broker-dealers, financial advisers, and other investment professionals; registers certain securities offered in New Mexico; and investigates financial fraud.

Major IT Accomplishments of FY13:

- Initial Online Application
- MLO Profession Addition
- Online Data Reporting Expansion
- Wireless Inspections

Infrastructure Services – Plans to Expand:

- Tablet Device Integration
- Virtual Desktop Infrastructure (VDI)
- Public Wireless Internet Access
- Electronic Document Archival
- Disaster Recovery – move in FY15

Business Applications Services – Expand and Enhance:

- My License Office suite application support
- My License Mobile application support
- My License Verification application support
- E-Compliance
- Construction tracking system
- CCMS (Column Case Management System) application support

Facility Improvement or Upgrades:

Toney Anaya Building Disaster Recovery Site

Agency IT Strategic Goals:

- Goal1: Build and mature RLD's IT foundational infrastructure to provide secure, reliable and high quality support to the agency business units
- Goal2: Increase level of services for agency business processes, expedite data exchange, and further information sharing through the use of web-based technology

Equipment/Software:

Dell Compellent SAN Expansion

Joint Funding Opportunities:

My License Office Suite -New Mexico Board of Medicine, New Mexico Board of Nursing, New Mexico Board of Professional Engineers and Professional Surveyors

Staffing Gaps and Recruitment:

- Database Administration
- Network Administration
- Helpdesk Support
- Project Manager

IT Staff Training Plans:

- Microsoft Active Directory Administration
- Microsoft Server Administration
- VMware Administration