

## **FY2015 IT Plan Highlights**

### **431 OSI - Office of Superintendent of Insurance**

#### **Executive Summary:**

1. Office of Superintendent of Insurance (OSI) was created on July 1, 2013 pursuant to enabling legislation laws of 2013, chapter 74 and a 2012 Constitutional amendment that removed the insurance Regulatory Function from the Public Regulation Commission and housed it in its own newly-created adjunct state agency. That enabling legislation also created an Insurance Nominating Committee to appoint the Superintendent of Insurance.
2. Technology used as a tool and vehicle to fulfill its vision, achieve its mission and accomplish its programmatic goals. The OSI has strategically aligned its IT projects, short term and long term, to support the goals of each of its programs.
3. The OSI's IT plan is focused on streamlining agency operations, increasing staff productivity, reducing total cost of ownership, supporting technical and business operations, increasing cyber security and security awareness, and improving services to the public. Due to the inherent benefits of technology, the OSI's IT plan is biased towards electronic commerce, web based solutions encompassing interactive business solutions for all OSI stakeholders.

#### **Agency Vision:**

As a newly-created adjunct agency, the OSI envisions revising its organizational structure to improve its functionality and to attract and retain qualified insurance regulatory professionals.

#### **Agency Description:**

1. The OSI is headed by the Superintendent of Insurance and is the sole regulator of the business of insurance in New Mexico.
2. The Agency has approximately 100 FTEs, all of whom are housed in the PERA Building in Santa Fe. Eleven of these FTEs are currently GOVEX. The OSI is in the process of converting seven (7) of these GOVEX positions to classified positions in order to comply with the state government practice of having no more than four(4) exempt employees unless enabling legislation authorizes or the State Personnel Board authorize more.

#### **Major IT Accomplishments of FY13:**

- Designed, configured and successfully implemented a new OSI network
- Designed, configured and successfully implemented a new Active Directory Organizational Unit to support the OSI
- Successful OSI server migration from the NMPRC DOI
- Designed, configured and successfully implemented a new firewall for OSI
- VPN

#### **Infrastructure Services – New:**

- Storage
- SFTP
- Video conference
- Virtualization of server environment

#### **Business Applications Services – New:**

- Insurance docketing system
- Scan and archive existing documents
- E-IDEAL (SBS Application recommended by NAIC)

#### **Agency IT Strategic Goals:**

Goal 1: Provide the Office of Superintendent with a web based Quality solution for Electronic Data Capture of Documents in order to improve constituent services and to enhance the OSI processing methodology.

#### **Staffing Gaps and Recruitment:**

- Data Base administration
- Application Developer
- Network Management

#### **IT Staff Training Plans**

- Network
- Database Administration