

FY2015 IT Plan Highlights

505 DCA – New Mexico Department of Cultural Affairs

Executive Summary:

1. The Department of Cultural Affairs (DCA) overall purpose is to provide the general public with various museums, historic sites, library, arts and historic preservation programs under one collective umbrella. All of the DCA units or components have a common responsibility for providing cultural and educational services for all the citizens of New Mexico.
2. Information Technology (IT) plays a major role in providing these important services to the general public. IT must also provide all of DCA's employees with the latest and greatest technological tools to accomplish this important task. This IT Plan will hence provide all of the interested readers with our future goals and our latest accomplishments in this always fast paced and continually changing arena.
3. Implemented a free Linux based inventory system in order to track, document, and maintain a perpetual inventory of all IT hardware and software.
4. For the past two or three years partnered on a pilot program for the deployment of new digital assets storage site with University of NM (UNM) Center for Advanced Research Computing. This pilot program requires the partnership between DCA management, which includes Division Directors, UNM, and the IT Division.
5. Establishment of IT Help Desk, which provides a single point of contact for all DCA divisions, has improved the service for all of our DCA staff, and problems are addressed in a much more timely and efficient manner.

Agency Vision:

To become a continually stronger focal point and a magnet for drawing visitors from all over the world to view our cultural treasures which are scattered throughout the State of New Mexico

Agency Description:

The Department of Cultural Affairs is New Mexico's cultural steward – charged with preserving and showcasing the state's cultural riches. With its eight state museums, eight historic state sites, statewide arts programs, historic preservation, archaeology and library services, the Department of Cultural Affairs is among the most ambitious State Cultural Agencies in the Nation.

Major IT Accomplishments of FY13:

- VMware NetApp migration of file shares & applications from old servers to new VM environment for DCA at DoIT was started and is about 90% complete. Final 10% will continue & will be complete in FY14.
- Upgrade of PC's, laptops & monitors as available FY 13 funding allowed
- Installation of Security software suite to Improve IT Security & IT Audit compliance
- Wireless system implementation at Museum Hill for MIAC, LAB of ANTHROPOLOGY & MOIFA
- Relocation of OAS Unit from Bataan to new CNMA Building @ 599
- Annual Cisco SmartNet Maintenance
- SQL server based & Alpha 5 Design & Development of new "in-house designed" NMArts Grants Database for AIPP
- Installation of Security system at Los Luceros
- Creation & Migration of new MS Server 2008 – "DCA.LCL" Active Directory forest and network Domain for all DCA network users, servers, & PC's

Infrastructure Services – Plans to Expand:

- Internet & Data line Services – DoIT & CenturyLink
- Wireless – CenturyLink & Windstream
- Data file storage Backup & disaster recovery
- Voice over IP (VOIP) at Space History, Farm & Ranch, Camino Real, and OAS. Planned expansion to other remote units of DCA to reduce costs & improve communication services

Business Applications Services – Expand and Enhance:

- VISTA – Ticket Master – Admissions system for Museum of NM; Space History; & NMMNH&S – Plans to expand to NHCC, FRHM, & Historic Sites –See ticketing Business Case
- Gallery TMS Lite CMS – NHCC (plans to upgrade to full version in FY14 or FY15)
- NMCRIS database SQL Server – HPD & ARMS
- NM Arts Database SQL Server/Alpha5
- SHARE HCM & Financials – Enterprise service provided by DoIT for all DCA users and/or finance staff - Fixed assets Inventory & federal grants modules needed.

Facility Improvements or Upgrades:

- Space History in Alamogordo & Lincoln Historic Site - install an underground fiber optic line.
- El Camino Real - Fix problematic internet circuit & electrical system to eliminate frequent downtime of VOIP phones and internet connectivity.
- Upgrade or maintenance of fiber optic lines and/or network wiring to CAT6 at multiple DCA facilities – MNM Conservation Lab; Lincoln Historic site; MoA - Install fiber optic lines and/or fix Network wiring.
- New Security Systems and/or maintenance; camera upgrades at various DCA facilities including: – Space History Museum; Lincoln Historic Site for 3 buildings; FRHM; NMNH&S; NHCC; MoA; MOIFA; MIAC; Museum Hill parking areas; Museum Exhibitions; & MNM Hewett House - To maintain SS's in good working order or to replace existing or obsolete systems at DCA facilities where security is a must.
- Wireless or Wi-Fi maintenance or system upgrades – MoA; NMMNH&S; NHCC; State Library; Museum Hill Campus; History Library/POG - Necessary to keep integral wireless systems in good working order.
- Bandwidth upgrades (not part of Business case) – State Library; NMMNH&S; NHCC; FRHM; MNM @ Museum Hill; & OAS at CNMA on Hwy 599 - Upgrades needed for broadband high speed to support better network speed
- Phone System upgrades – NHCC; FRHM; Lincoln Historic Site - Replacement of old telecom systems.
- Computer System upgrades & replacements of old or failing IT equipment for all of DCA
- Network Firewall & switch replacements

Changes in Federal or State of New Mexico Requirements with IT Impact:

- Children's Internet Protection Act (CIPA) - State Library patron web access – lawful weighing & control for filtered and unfiltered web access to general public.
- Health Insurance Portability & Accountability Act (HIPAA) - DCA Human Resources & employee health privacy issues.
- Federal Affordable Health Care Act (aka / Obama-care) - All DCA employees and Human Resources.
- Fair Labor Standards Act (FLSA) - All DCA employees and Human Resources.

Agency IT Strategic Goals:

- Goal 1: Increase financial stability across Department
- Goal 2: Build cohesive messaging and identity branding across Department
- Goal 3: Maximize impact of programs and services across New Mexico
- Goal 4: Strengthen Staff to improve service delivery
- Goal 5: Strengthen Arts and Cultural Industries across New Mexico

Projects:

- Cultural Atlas of NM - See Full Business case
- IT HelpDesk ticket reporting system - Inhouse developed system on DCA intranet website to track all end user submitted IT trouble tickets or requests FY15-FY17.

Equipment:

iPad & Droid Tablets & smartphones - Hardware equipment needed to test mobile applications that are developed in FY15-FY17.

Joint Funding Opportunities:

Cultural Atlas of New Mexico - Department of Tourism; Economic Development Department

Staffing Gaps and Recruitment:

- PC HelpDesk support due to vacancies created by staff departures
- Software application design
- Additional Data Base Programmer/Developer

IT Staff Training Plans:

- Microsoft Servers & Active Directory Admin
- Cisco Firewall & Cisco Switch setup
- MS SQL Server
- Website design