

FY2015 IT Plan Highlights

550 OSE – State of New Mexico Office of the State Engineer

Executive Summary:

1. The purpose of the Office of the State Engineer (OSE) / Interstate Stream Commission (ISC) Fiscal Year 2015 IT Plan is to specify the information technology (IT) goals, strategies and investments that are planned within the Agency to enable and support the goals and priorities of Agency as a whole. The Agency's IT Governance Committee takes an active role in guiding IT policy and investments decisions.
2. The Agency's major information technology initiatives for the coming year include:
 - Water Rights Business Process Management System - Complete the first major release of the new system with a focus on the domestic water rights permitting and compliance processes.
 - Enhance the Agency web site to provide easy access to content about the State Water Plan, New Mexico drought conditions, Lower Rio Grande AWRM activities, Indian Water Rights Settlements, Arizona Water Settlement Act, Pecos Settlement, Strategic Water Reserve, Non-Potable Deep Wells and Hydrographic Surveys.
 - Implement web content management software to more effectively manage web content on all Agency web sites.
 - Complete the replacement of storage technology that will reach end of life by April 2014. This project is partially complete. Storage servers in Santa Fe and Albuquerque are planned for replacement by April 2014.
 - Continue to improve the Agency's information security posture by establishing mobile device management and security policies, providing encryption capabilities on laptops and providing employee education on high risk security topics.
 - Continue to improve the Agency's end user computing services by implementing new software and procedures to deploy software patches and upgrades to Agency computers across the network.
 - Upgrade the GIS software used by agency programs and develop a strategic plan for the use of GIS technology.
 - Continue to improve the Agency's network access and security services by upgrading the network management system to Microsoft Active Directory 2008 to improve system access and security.
3. The Agency plans to invest in the following major information technology initiatives during Fiscal Year 2015, subject to adequate funding:
 - Water Rights Business Process Management System - Complete the second major release of the new system with a focus on the non-domestic water rights permitting and compliance processes.
 - Utilize business process management software to redesign and automate high priority business processes: Travel Reimbursement Request Process, Litigation and Adjudication File Tracking Process, IPRA Request and Fulfillment Process, Dam Safety Permitting and Compliance Processes
 - Integrate well location capabilities with water rights administration business process management capabilities.
 - Evaluate and pilot mobile technologies to support agency field activities performed by the Hydrographic Survey unit and ISC bureaus.
 - Evaluate alternative enterprise document management solutions to replace current systems and expand support for agency programs.
 - Develop a plan for modernizing litigation and adjudication business applications to meet current and future needs of the agency.
 - Develop GPS standards and requirements for field data collection, select appropriate GPS technology and create a refresh plan for GPS hardware for all programs.
 - Upgrade data storage and data network capacity to support a shared enterprise GIS.
 - Evaluate video-conferencing system refresh options. Consider needs to connect external parties and employees from their offices.
 - Upgrade end user office productivity software to MS Office 2013 or MS Office 360.
 - Continue to improve the Agency's information security posture by establishing new intrusion detection capabilities and conducting a follow-up information security assessment.

Agency Vision:

Is trusted by the public to effectively and transparently manage, allocate and protect New Mexico's water resources.

Agency Description:

1. The OSE is statutorily charged with supervising the state's water resources through the measurement, appropriation, and distribution of all ground and surface water in New Mexico, including streams and rivers that cross state boundaries.
2. The ISC functions as a division within the Office of the State Engineer. The ISC has broad powers to investigate, protect, conserve and develop the state's water supplies.
3. The main agency headquarters is located in Santa Fe, New Mexico. There are seven Water Rights Division district offices located in Albuquerque, Aztec, Cimarron, Deming, Las Cruces, Roswell, and Santa Fe. The ISC has a district office in

Albuquerque and a facility in Los Lunas. ISC staff is divided into four bureaus: the Colorado/San Juan River Bureau, Rio Grande River Bureau, Pecos River Bureau, and the Special Water Projects Bureau.

Major IT Accomplishments of FY13:

- Implement Water Rights Business Process Management System - Model, Design, Build, Deploy and Monitor Domestic Water Rights Business Processes
- Implement Web Sites to Support Priority Agency Activities
- Improve IT Planning and Performance Management Processes
- Upgrade Aging Data Network Circuits and Aging Storage Technology
- Upgrade Agency PC Operating System to MS Window 7
- Improve Agency Information Security Posture

Infrastructure Services – Plans to Expand:

- Video Conferencing
- Secure FTP
- Storage Area Network (HP Left-hand)
- Server Virtualization (VMware)

Business Applications Services – Expand and Enhance:

- Document Scanning, Imaging and Management Systems
- IT Service Management

Planning Facility Improvement or Upgrades:

- Bataan Building Offices FY14 (Upgrade Cabling to Cat5e or 6)
- Lew Wallace Building Offices FY15 (Upgrade Cabling to Cat5e or 6)
- Amazon ECS Data Center - Northern California (supports cloud BPMS platform) FY14 (Increase bandwidth to this facility to support Water Rights BPMS)
- Las Cruces, Deming, Aztec, Roswell Field Offices FY15 (Improve access controls and cooling for servers and network equipment)

Agency IT Strategic Goals:

- Goal 1: Innovate to Make Agency Operations More Efficient and Deliver Better Services to Constituents
- Goal 2: Make Water Resource Management Information Easily Accessible to Internal Staff and the Public
- Goal 3: Use IT to Enable Business Process Management and Improvement
- Goal 4: Use GIS to Improve Agency Work Products, Processes and Decisions
- Goal 5: Continuously Improve Agency IT Planning Processes
- Goal 6: Continuously Improve IT Service Delivery Processes
- Goal 7: Continuously Improve the Agency’s Information Security Posture

Joint Funding Opportunities:

- Information Security Awareness Training - All state agencies.
- Level 1 Desktop Computing Support for Offices in Roswell, Las Cruces, Aztec, Deming, Cimarron- All state agencies.
- IT Project Management - Small and medium sized state agencies that do not have full-time project managers on staff.

Staffing Gaps and Recruitment

- Administrator, Project Manager, Database Administrator and Storage Specialist
- Senior Applications Developer and Business Analyst
- GIS Analyst Senior, GIS Analyst and GIS Specialist

IT Staff Training Plans

- HP Lefthand Storage
- SANS Security, Intrusion Detection and Cisco Switches
- ArcSDE Server Configuration & Management
- GIS and Multi-User Geodatabase Configuration & Management
- Appian Advanced Process Design (2 days)
- MS SQL Server Integration Services, SQL Server 2012, Server Basic, Server Active Directory, and Server Certification
- Appian Records and Reports (2 days) and Partner Boot Camp
- PHP and Joomla