

## **FY2015 IT Plan Highlights**

### **631 NMDWS – New Mexico Department of Workforce Solutions**

#### **Executive Summary:**

1. The Workforce Technology Division (WTD) provides a full range of information technology (IT) services and support to the New Mexico Department of Workforce Solutions (NMDWS), our strategic business partners, and our customers. WTD is an essential component of NMDWS in that we implement and support critical applications and technology required delivering services to our State's citizens and business community.
2. Our goal is to ensure each citizen and business in our State has easy, quick, reliable access to our services. The FY15 NMDWS IT Plan is designed to align the agency strategic business goals and objectives with the State IT Strategic Plan. It also centers around designing solutions aligned with improved security and consolidated infrastructure.
3. Enhance existing applications, specifically uFACTS and REX, with the goal of incorporating new functionality to monitor claimant work search activities. The project will also implement enhanced incarceration cross matches and augment garnishment and lien activities.
4. Claimant and Employer Messaging (CEM) project will focus on leveraging the functionality and features of the DWS Virtual One-Stop System's ReEmployment eXchange (REX) component.

#### **Agency Vision:**

Is to be a leader in and facilitator of a competitive workforce for the benefit of all New Mexicans

#### **Agency Description:**

1. The NMDWS provides a range of employment and job-related services to employers, employees, veterans, disabled workers, migrant and seasonal workers, and economic developers and planners across the state.
2. The NMDWS is located in Albuquerque, NM with 24-regional offices throughout the state. Two key business functions performed by NMDWS are: The collection of unemployment taxes from state employers (referred to as UI Tax) to address the state's unemployment needs; and payment of unemployment benefits (referred to as UI Claims) to unemployed constituents. A third and growing agency role includes a stronger emphasis on Reemployment Services to help the unemployed return to gainful employment.

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

- uFACTS
- Solarwinds
- Mainframe shutdown
- Intranet/Internet redesign
- SIDES
- Consortium environment
- MyUI version 2
- SAN/NAS expansion and upgrade
- IVR upgrade
- VOSS upgrade
- Helpstar upgrade
- Qradar

#### **Infrastructure Services – Plans to Expand:**

- Exadata
- IVR
- NMDWS Field Office support including network infrastructure and staff desktop computer.

#### **Business Applications Services – Expand and Enhance:**

- uFACTS
- NM Virtual One Stop Services (VOSS)
- MY UI
- WOTC
- LEF
- PWAT
- Treasury Offset Program (TOPS)
- SIDES
- Consortium

**Facility Improvements:**

Data Center/Facility - The TIWA building is currently completing an Engineering study with DOIT and PCD to rework the whole building including the data center to allow DOIT to utilize now unused space for Simms disaster recovery site.

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

- NMDWS must comply with all Federal Mandates as directed by the US Department of Labor initiatives and responses directed by both USDOL and NM based on economic and market conditions. Changes are frequent but unknown - All application and services may be impacted. Alternatives and change requirements are to be determined.
- Consortium - New Mexico is the lead state for the Consortium as more states become members, NM could see an increase in federal funding to support those states and new targeted UI functionality.

**Agency IT Strategic Goals:**

- Goal 1: Expand and refine reemployment services for New Mexico constituents and businesses.
- Goal 2: Reduce the amount of improper payments by focusing on the reduction of unemployment insurance fraud.
- Goal 3: Work with State and Federal agencies on cooperative information technology solutions. Reducing IT development through cost sharing.

**Joint Funding Opportunities:**

- Disaster Recovery Data Center - DOIT/DWS
- Oracle Exadata - DoIT/HSD
- IVR - DoIT

**Staffing Gaps and Recruitment**

Application Developer