

FY2015 IT Plan Highlights

644 DVR – Division of Vocational Rehabilitation

Executive Summary:

1. The New Mexico (NM) Division of Vocational Rehabilitation (DVR) Fiscal Year (FY) 15 Information Technology (IT) Plan supports the agency's mission to "encourage and assist the efforts of New Mexicans with disabilities to reach their goal for working and living in their communities." Simultaneously, this IT Plan focuses on the alignment of the NMDVR Strategic Goals, the Governor's Performance Reviews, and the state's IT Strategic Plan.
2. The IT systems and services provided by the DVR Information Systems Unit (ISU) support and facilitate the agency's vision that "every New Mexican with a disability has the opportunity to contribute to the quality of life and economic prosperity of the state."

Agency Vision:

Every New Mexican with a disability has the opportunity to contribute to the quality of life and the economic prosperity of the state

Agency Description:

1. The NMDVR is a joint effort of federal and state governments to assist people with disabilities and is a result of the Vocational Rehabilitation Act of 1973, as amended; the Technology-Related Assistance for Individuals with Disabilities Act of 1988; and the Social Security Act, as amended. The two main federal agencies administering the program are the US Department of Education's Office of Rehabilitation Services Administration (RSA) and the US Social Security Administration (SSA).
2. The total IT budget in FY14 is \$1,867,190.00 with \$993,745.00 allocated for expenditures not related to salaries and benefits. IT staffing includes 9 total positions in support of a DVR full-time employee (FTE) count of 297.

Major IT Accomplishments of FY13:

- Renegotiated contract and continued upgrades to AWARE case management system 100% Complete
- Negotiate printer support services solution for migration to alternative printer solution 100% complete
- Research & plan in-house SSA Reimbursement System replacement solution 100% complete
- Replace out-of-warranty workstation and laptop computers 90% complete
- 64-bit production database server migration 90% Complete
- 64-bit production application server migration 100% Complete
- Advanced technical training for ISU Staff (Ongoing)
- Updated and created new user and unit documentation of processes 70% complete
- Procurement of agency-wide video conference solution 100% complete

Infrastructure Services – Plans to Expand:

- Web Filtering Device
- Disk-to-disk backup solution

Infrastructure Services – Plans to Move into Production:

- Video Conferencing
- Disk-to-disk backup solution
- Database Server Redundancy
- Application Server Redundancy
- File Server Redundancy

Business Applications Services – Expand and Enhance:

- AWARE Case Management System
- IRON DATA Case Management System
- Staff Contact Management System
- Contact Management System
- LIFT Tracking System
- Training Administration System
- Agency Internet
- Agency Intranet

- Fiscal Automation System (Supplemental reporting system for SHARE)
- AWARE VIS (Graphical reporting add-on for AWARE Case Management System)
- DVR Staffing System

Agency IT Strategic Goals:

- Goal 1: Improve direct service delivery to people with disabilities - Improve Case Management / Service Delivery to clients
- Goal 2: Improve direct service delivery to people with disabilities - Inform / provide resources to Clients / Constituents
- Goal 3: Improve direct service delivery to people with disabilities - Maximize SSA Reimbursement opportunities
- Goal 4: Improve processes that impact service delivery to people with disabilities - Improve staff tools / resources to facilitate provision of services to clients.
- Goal 5: Improve processes that impact service delivery to people with disabilities - Improve infrastructure to facilitate provision of services to clients
- Goal 6: Comply with mandates that may / may not impact service delivery to people with disabilities

Staffing Gaps and Recruitment:

- Advanced application development skills
- Advanced network design & support skills
- Advanced server design & support skills

IT Staff Training Plans:

- Computer Operating Systems Management (Windows 8)
- Server Operating Systems Management (Windows 2012 R2)
- Transact SQL Training
- Advanced Application Development Training (C#, .NET 4.0 & 4.5)
- Advanced Database Training (SQL 2012 R2)
- PowerShell Training
- Advanced Server Operating Systems Upgrade (Windows 2012 R2)