

FY2015 IT Plan Highlights

690 CYFD– Children Youth and Families

Executive Summary:

1. Our FY15 goals are based on availability of budget and resources to fully implement them. Information Technology Division (ITD) has two major goals for FY15:
 - EPICS Master Project – Phase 4 Juvenile Justice (Service Oriented Architecture – SOA)
 - Maintain and implement high quality technology infrastructure to support CYFD IT services.
2. The first major goal is the EPICS Master Project. CYFD has made significant progress towards its vision of a consolidated web-based enterprise system.
 - Phase 1 (Provider Management) - Complete
 - Phase 2 (Client Management) - 50% Complete and on track to be completed May of 2014
 - Phase 3 (Service Management) - Received budget and beginning phase
 - Phase 4 (Juvenile Justice) - Request funding during legislation session
3. EPICS project is well under way with current funding for 60% of the project. This will allow CYFD to eliminate silos that have been created over the years and establish reusable services for CYFD program areas that are currently missing in the Family Automated Client Tracking (FACTS) application.
4. The current FACTS application is still the mainstay of this Agency. Upon completion of EPICS Phase 3, Early Childhood Services (ECS) will be out of FACTS, and upon completion of Phase 4, Juvenile Justice (JJS) will be out of FACTS, leaving only Protective Services (PS) in FACTS.
5. There will be no more major releases of FACTS, the only changes will be based on Federal, State, inter-Agency and Programmatic needs. Based on full funding we believe that FACTS will be fully retired at the end of FY17.
6. The second major goal is to maintain and implement high quality technology infrastructure to support CYFD IT services.
7. CYFD is again making its annual Technology Refresh request. This Agency is established in offices throughout the State providing services to the constituents of New Mexico (NM). This Agency is one of the largest not only in staff but locations throughout the State. It is necessary that the IT equipment used to support Agency staff is fully functional and this can only be done with budget to replace aging equipment and software.
8. The plan calls for recurring budget to proactively replace aging hardware and software with little or no downtime for staff and constituents. Up-to-date and functioning equipment make our employees more productive and enable to meet the needs of our constituents in a faster and more efficient manner.
9. Disaster Recovery (DR) site is currently located in Santa Fe at the Simms building. In FY15, CYFD's goal is to implement a secondary internet connection and have a fully redundant backup site at Simms. ITD will also upgrade its DR virtualized data center to a Flexpod configuration, for greater performance, centralized management and increased scalability.
10. These two major goals represent a significant amount of work along with the daily operations of this Agency. CYFD is always open to modifying its goals based on new technology, opportunities with DoIT and/or others partnerships to streamline its operations and reduce costs.

Agency Mission:

CYFD believes in the strengths and resiliency of families who are our partners and for whom we advocate to enhance their safety and well-being

Agency Description:

1. CYFD offers a safety net to NM families by providing a continuum of preventive, protective, educational and rehabilitative services. In 1992, our agency was created in state statute by combining elements from four state agencies for the purpose of addressing the needs of children, youth and families.
2. Our basic functions and responsibilities structure the services we provide:
 - a. We operate a system of early childhood services to include, home visiting, Pre-Kindergarten, quality childcare and food and nutrition programs. (Early Childhood Services)
 - b. We regulate and oversee community and behavioral health services to children and families as well as assist communities in building local collaborative to plan and advocate for necessary improvements in behavioral health service capacities.(Office of Community Outreach and Behavioral Health)
 - c. We operate the federally designated public child welfare system responsible for promoting the safety, permanency and well-being of children who are at risk of or have been abused and/or neglected and provide community based services to address domestic violence and child abuse and neglect prevention. (Protective Services)
 - d. We operate secure facilities and reintegration facilities that offer education (secondary, post-secondary, and vocational), medical, and behavioral health & psychiatric services. We also provide supervision, care coordination and clinical services to youth on probation and supervised release from juvenile justice correctional facilities as well as youth transitioning out of the juvenile justice system. (Juvenile Justice Services)

Major IT Accomplishments of FY13:

- EPICS Phase 1 Provider Background Check for ECS and Child and Adult Care Food Program (CACFP)
- FACTS application - completed 31 change requests.
- System infrastructure improvements
- Software improvements – completed 19 upgrades
- Network improvements – completed replacement, upgrades of router, switches and security assessment
- Laptop Refresh
- Patch Management / Endpoint Security
- Help Desk Password Reset Policy

Business Applications Services:

- EPICS – new service FY12-17, move into production and enhance FY14-17
- FACTS – plans to sunset FY17
- ARTES – plans to replace service FY15
- BCS Background Check - plans to replace service FY14

Planned Facility Improvement Upgrades

- CYFD Main Data Center at 300 San Mateo, ABQ - Infrastructure upgrades to maintain existing hardware and software (FY15 - FY19)
- CYFD Disaster Recovery Data Center at Simms - Infrastructure upgrades and expansion of hardware and software (FY15 - FY19)

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

- Child & Family Services Review (CFSR), which includes the Performance Improvement Plan (PIP)
- National Youth In Transition Database
- Fostering Connections to Success and Increasing Adoptions Act and 2009 Amendments to the NM Children's Code
- Child & Family Services Improvement & Innovation Act of 2011
- Children's Code changes - Requires CYFD to notify other justice agencies when a juvenile's delinquency record is subject to automatic sealing.
- Title IV-E Administrative Audit in 2011. Findings of the Audit received May 2012
- Race to the Top (RTT) Early Learning Challenge Fund Grant This grant provides federal funding to the Early Childhood Services Division of CYFD to build a web enabled system (EPICS) for CYFD's early learning programs

Agency IT Strategic Goals:

- Goal 1: Implement an enterprise web-based system to consolidate services, streamline CYFD business and improve delivery of services to clients.
- Goal 2: Maintain and implement high quality technology infrastructure to support CYFD IT services.

Staffing Gaps and Recruitment:

- Technical Support Specialist 3 (Help Desk)
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- Systems Manager 4 (System Support)
- Network Specialist 3 (System Support)
- Systems Manager 2 (Desktop Support)
- Applications Developer 3 (Java Developer)
- Generalist 2 (Security/Networking)

IT Staff Training Plans/Needs:

- Web - Java, Jasper and Software Security
- Project Management, Agile Project
- Linux = Certification
- Maintaining MS SQL Server, High Availability and Performance Tuning
- Coaching and Teambuilding Skills for Managers and Supervisors
- SANS Web App Penetration Testing & Ethical Hacking, Computer Forensics, Investigation, Response & Auditing Networks, Perimeters & Systems, Wireless Ethical Hacking, Penetration, Testing & Defenses, Intro to Web Application Security, Securing Unix/Linux and Leadership and Management Competencies

- VMware vSphere and View 5 Virtual Desktop Deployment
- Business Analysis
- OpenNms
- Splunk
- Novell Zenworks 11.2
- OES/SUSE
- Asset Management and Configuration Administration