

## **FY2015 IT Plan Highlights**

### **770 NMCD – New Mexico Department of Corrections**

#### **Executive Summary:**

1. The New Mexico Corrections Department (NMCD) is committed to the safety and well-being of the people of NM by doing the right thing, always.
2. The Department provides a balanced system approach to corrections from incarceration to community-based supervision with training, education, programs and services that provide opportunities for offenders to successfully transition back to communities.
3. The NMCD's mission critical IT system, Criminal Management Information System (CMIS), tracks approximately 26,000 offenders that are under the jurisdiction of the CD. It is essential for the Department to have high-quality data, tracking and reporting related to the housing, services and programs for offenders.
4. The Department of Information Technology has rated NMCD's Criminal Management Information System (CMIS) the number two most critical application in the state due to its effect on public safety.
5. The Agency's goal is to transition the current CMIS two-tier client/server (Informix database and Power Builder front end), to a three-tier web enabled environment using current technologies. The complete CMIS will host seventeen (17) modules which have been identified by the Corrections Technology Association (CTA) as necessary components to manage inmates and offenders through the correctional system.
6. Successfully implemented a new IP based video management server in two locations that consolidates over 134 video streams into one appliance. At each location, the video is no longer stored on multiple DVR's but rather on a single 20TB EMC VNXe ISCSI SAN.
7. Continue the migration of all public facilities and Probation and Parole offices to this latest technology to continue the safety of people who rely of those systems.
8. To further ensure safety and reduce violence, the Department continues to implement a statewide enhanced inspection system. The new web-based system, referred to as GAR (Green, Amber, Red), allows for real-time automated tracking of inspections.
9. The system empowers the operations staff with specific expertise to take responsibility for the facilities and operations under their control, log in and assign corrective action to be taken when an inspection reveals an area that must be addressed.
10. NMCD ITD continues moving servers (physical to virtual) to the DoIT datacenter and with building a disaster recovery site to ensure business continuity in case of a disaster.

#### **Agency Vision:**

Set the ethical standards and correctional best practices for the statewide corrections community

#### **Agency Description:**

1. The NMCD commits to public safety service by operating a professional corrections system that provides programs for habilitation and rehabilitation so offenders are afforded opportunities to return to communities as productive members of society.
2. The NMCD provides a balanced system approach to corrections from incarceration to community-based supervision with training, education, programs and services that provide opportunities for offenders to successfully transition back to communities.
3. The NMCD ITD budget is one percent of the total agency annual budget of \$300 million, or \$3.7 million. Also one percent of the total 2,469 Department positions, or 34 positions, are dedicated to IT. Currently ITD has six vacancies or 18% vacancy rate.

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

- CMIS: Since 1/2013, 32 RKV deliverable tasks completed for the development of good time and sentencing including tasks for:
  - Good time - high level design; detailed design; and deployment planning
  - Good time modularization - architecture plan, gap analysis/regression testing; coding
  - Sentencing - high level design; detailed design and deployment planning
  - Sentencing Modularization - architecture plan, gap analysis/regression testing; coding
- CMIS IV&V: received positive IV&V periodic, monthly, quality, and requirements management reports
- Migrating from Symantec enterprise antivirus to Sophos AV & malware protection
- Migrating older obsolete cisco switches to new lifetime warranty switches
- Migrating from track-It service desk & inventory tracking tool
- Migrating to new Windows 7x64 workstations from obsolete Windows XP which will become unsupported in 2014
- Migrating standalone servers to VMware platform
- Migrating video security system from Verint to Next Level

- Migrating video security system from Pelco DVR
- Migrating from HP data protector, data domain & networker to commvault at two locations
- Migrating obsolete cisco core switches at public prison facilities with modern cisco network switches
- Upgraded active directory from 2003 to 2008 R2
- Create research and analysis unit
- Help system for CMIS modules
- NMDWS and HSD/ASPEN inmate and absconder data extract
- VINE system
- CORRSTAT performance measure system
- GAR – Green, Amber, Red System
- FAA state prison match program
- New NMCD public website for information and access to NMCD resources
- Enhanced offender search for public and other justice entities to access data on offenders under the jurisdiction of NMCD
- Implementing VMware - TCSERVER on production / development / test QA & UAT application server environments
- Initiating / implementing interface with NMCOURTS to accept data via batch process to import offender information directly into CMIS
- Migrate WebCMIS / department external and internal website to new VM TC server / VM servers
- Upgrade ITD MS SQL servers to MS SQL 2008 version
- Implement new single sign-on via CAS and active directory for WebCMIS and other production base applications
- Database Virtualization: created NMDEV, NMQA, MOCPROD Informix instances on Redhat enterprise Linux virtual servers
- Implemented IPro investigative tool

**Infrastructure Services – Plans to Expand:**

- Video Conferencing and Surveillance

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

- Web CMIS Applications / Modules
- VINE / Apprise Interface
- AOC Interface
- Travel System – Web based
- GAR Application
- CORRSTAT
- COMPAS Assessment Tool

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

Quality NM Recognition and Adobe Award - Over 100 performance measurements will need to be tracked and reported on a quarterly basis.

**Agency IT Strategic Goals:**

Goal 1: Create and maintain strong information technology tools and systems to support agency staff and promote agency efficiency and accountability and to provide and promote public safety to the citizens of New Mexico.

**Staffing Gaps and Recruitment:**

- Help Desk and Workstation Group – Windows 7, Linux, VMware, Cisco, Video Conferencing
- DBA – Informix and SQL server.
- Applications - Java

**IT Staff Training Plans:**

- Advanced Java, Business Analysis, Project Management
- Video Conferencing
- Cisco / Linux
- Microsoft server / Microsoft Windows 7
- VMware
- Informix Database and SQL Server
- Fiber Certification