

## **FY2015 IT Plan Highlights**

### **361 DoIT– Department of Information Technology**

#### **Executive Summary:**

1. The goals delineated in the IT Plan have a direct correlation with the State Strategic Plan's goals as DoIT is directly responsible for many of the strategies and initiatives outlined in the State Strategic Plan. The primary responsibility of DoIT is the enterprise services that are offered.
2. Successfully completed the majority of the Mainframe stabilization project, which included both hardware and software refresh. Additionally, the instrumentation of the mainframe, in some cases decades old, was updated and modernized.
3. Drastic improvements to the business instrumentation associated with its service monitoring and chargeback capabilities.
  - Went live with the TUAM billing system, offering for the first time customer agencies the ability to view and examine their service charges online.
  - Successfully implemented a new reporting tool, Xtraction. This system contains enhance reporting capabilities that allows DoIT to measure the effectiveness of improved processes and technology as DoIT adopts the Information Technology Infrastructure Library ITIL standard practices.
  - Implemented the Accounts Receivable module in SHARE, bringing the agency close to a cradle-to-grave automated service management capability.
4. Software development DoIT implemented the New Mexico Environment Nuclear Waste Disposal License Tracking System.
5. Broadband Program a series of statewide, regional, and county broadband maps were updated and deployed on a portal that illustrates technology types, facilities, and statistics.
6. SIRCITS program, DoIT has completed construction of twenty-four digital microwave sites, installed shelters in twenty-two sites and installed new battery banks in thirty sites.
7. In FY14 construction will be complete in all twenty-nine sites and installation of equipment completed in sixty-eight sites. Over eighteen hundred miles of new digital microwave will have been upgraded when the project is complete.
8. In FY15 the design, build, and test of a 700MHz LTE Pilot Communications System for Border Operations will begin and continue to FY19.
9. An IT Enterprise Architectural Team comprised of Agency Chief Information Officers and IT Leads has been created, led by the Office of Strategic Planning. The Team is in the preliminary planning phase of the development of a State Information Technology Enterprise Architecture and in FY14 the team will begin the initial phase of the development. This effort will recreate the business domain and technical domain teams. IT guidance, standards, enterprise policies, best practices and principles will be defined.
10. DoIT continued in the critical role of overseeing the state-wide IT project portfolio, including the routine certification actions and publication of dash-board information. For FY14, the Enterprise Project Management Office provided oversight for over \$322M worth of IT project investments in over 63 certified projects.

#### **Agency Vision:**

Provide the IT fabric upon which the State is enabled to execute its mission in a secure, reliable and efficient manner.

#### **Agency Description:**

DoIT provides the core technical infrastructure which includes the State's Data Center and the infrastructure for voice, radio, video, and data communications. DoIT is also responsible for the oversight of IT projects, plans, and procurements.

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

- Special Appropriations:
  - Exchange Upgrade and Equipment Refresh project completed and closed November 2012
  - Trusted Network project completed
  - Replaced the billing systems CIMS with a new data collection/billing system
- SHARE:
  - Planned and road mapped Financial Management release 9.1
  - Implemented SHARE Accounts Receivable Module
- Customer Relationship and Development Services:
  - Upgraded TUAM- Electronic Delivery of Invoices
  - New Mexico o Environment Department Nuclear Waste Disposal License Tracking System
  - Human Services Department (HSD) Automated System Program and Eligibility Network (ASPEN), Oracle Exadata as a Service
- Infrastructure Services
  - Mainframe z/OS 1.11, Z114 and storage systems upgraded
  - ISP Bandwidth Upgrade – 300 MB to 400 MB

- Network Enhancements – HSD, Office of State Engineer, Governor’s Office, CFB Albq., State Auditor, Aging and Long-Term, and West Capitol Complex
- Voice over IP 19 sites
- Email Domain Migration, Symantec Email Security - Email Encryption and Email - Lincoln County Sheriff’s Department
- SIRCITS
  - Completed construction at 24 sites: built 21 towers; 22 shelters installed; 30 new battery banks installed; and 60 new radios, waveguides, antennas, and routers installed
  - Implemented/upgraded over 900 miles to the new digital microwave links
- Strategic Planning
  - FY14 – FY16 New Mexico IT Strategic Plan
  - FY14 DoIT Annual IT Strategic Plan
  - FY15 Agency Annual IT Plan Guidelines
  - FY15 Performance Measures, FY13 Performance Monitoring Reporting
  - System Security Plan for Low and Medium Data Classification Template
  - Enterprise Policies – Social Media, Mobile Devices
- Spaceport
  - Established Voice, Video and Integrated Data Network Backbone
- State Broadband
  - The Mapping Component has completed two rounds of data gathering and posting
  - Developed and launched a map application that the public can access and edit public facilities within New Mexico
  - Major changes have been made to the NMWatch Active Wildfires application to support government and public requests for additional data and function
  - Deployed a statewide broadband performance speed test program
  - Formed the NM Broadband Working Group
  - A “Broadband Train the Trainer Program” that focused on Basic Digital Literacy and Small Business Success developed a series of Toolkits in a number of different formats and took the course onto the road within nine regions of the state
  - Developed a migration application that accesses New Mexico Assessor Data and translates those locations onto a map.
  - Annual Tribal Report for FY13 activities
- Compliance and Project Management
  - Provided oversight of over \$332M IT project investments in over 63 certified projects
  - Compiled quarterly reports on the top ten certified projects based on budget and introduced Dashboard reports.
  - Provided reviews of IT contracts, amendments, request for proposals, Invitation to Bid’s, price agreements, and other procurements. There were over 275 procurements totaling more than \$534M.
  - For FY14 C2 requests: reviewed and provided recommendations for 26 FY14 funding requests totaling \$34M; 17 projects were funded for a total appropriation of \$25.9M.

**Infrastructure Services – Plans to Expand:**

- Web Conferencing Service
- Equipment Hosting
- Enterprise Desktop Telephony
- Telephone Toll Services
- State Microwave Radio Network
- Wireless Voice And Data Services
- Network Engineering And Design
- Virtualization
- Infrastructure As A Service (IAAS) and Platform As A Service (PAAS)

**Business Applications Services – Plan to Expand or Enhance:**

- Enterprise Email
- Software Application Design, Development And Maintenance
- Service Desk
- Oracle Databases
- SQL Databases
- Mainframe Application Hosting
- Web Development and Conferencing Service

**Business Applications Services – Plan to Develop:**

- SHARE Fixed Assets
- Software As A Service (SAAS) and Database As a Service (DAAS)

**Facility Improvements or Upgrades:**

- Simms Building Fiber – Add a fiber link to the Education Building, City CO and replace the Lujan link
- Simms Building Data Center – Power Distribution Units, IP Cameras

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

- New Mexico Information Technology Strategic Plan FY 2014 – FY 2016  
Impact: As a state executive agency, DoIT is required to plan its own IT activities, including its role as the enterprise service provider in accordance and compliance with the New Mexico Information Technology Strategic Plan.
- Recipient of a \$38M grant to complete the upgrade of 68 Digital Micro Wave (DMW) sites  
Impact: This grant includes the replacement of 29 towers and will complete the conversion from outdated analog equipment to the new digital equipment. Approximately \$4M of the grant money is planned for a 700MHz Public Safety Communications System with 14 sites
- Recipient of a \$4.7 million grant to enhancement and expansion of mapping and planning broadband availability and adoption within New Mexico

**IT Strategic Goals:**

- Goal 1: Efficient Delivery of High Quality Government Enterprise IT Services That Support Agencies that Directly Support Constituents
- Goal 2: Improved Enterprise Services that Support State Agency Information Technology Programs
- Goal 3: Implement and Maintain a High Quality Enterprise Infrastructure
- Goal 4: Establish and Sustain Cost-effective Information Technology Services
- Goal 5: Improve the Value of the Department’s IT Investment through Enterprise Models which Enhance and Streamline the Executive Branch’s Information Technology Systems
- Goal 6: Enhance the IT Investment Management Framework to Identify Critical Process for Successful IT Investments.
- Goal 7: Effectively Secure IT Enterprise Assets, Data, and Systems
- Goal 8: Continuous Improvement in Information Technology Enterprise Services and Leverage Economy of Scales
- Goal 9: Identify and Provide Additional Information Technology Enterprise Services and Functionality
- Goal 10: Sustain a Highly Skilled, Educated and Productive Workforce to Effectively Deliver Excellent IT Services

**Joint Funding Opportunities:**

- SHARE HCM 9.2 Upgrade – Department of Transportation
- SHARE Treasury/Deal Management Implementation – State Treasurer’s Office
- SHARE Budget Preparation System – State Budget Division
- E911 State Road Centerline - Department of Finance and Administration
- E911 Coordinate with DPS to complete the DPS 911 project – Department of Public Safety

**Staff Gaps and Recruitment:**

- Oracle Database Administration
- Security, Network, Help Desk and Systems Administrators
- Application Developers
- Mainframe Support
- Storage Support
- PeopleSoft Functional and Technical Support

**IT Staff Training Plans:**

- Application Development: Visual Studio 2012, Java Script, C#, AJAX, Application Security, and Entity Framework
- Network Service Bureau: zOS v2, Linux on the Mainframe, Mainframe storage/replication training , and SHARE Tech Conference
- Strategic Planning: Enterprise Architecture
- DoIT: ITIL Foundation
- Tribal Collaboration