

FY2015 IT Plan Highlights

370 SOS– New Mexico Secretary of State’s Office

Executive Summary:

1. The New Mexico Secretary of State's Office (SOS) is a small agency with a great responsibility including a large volume of statutory and constitutional obligations and a large external constituency. The SOS is currently staffed with 49 full time employees (FTE) and five temporary employees including seven IT staff
2. Despite the growing pains of acquiring this new division and the increased IT responsibilities, the IT Division has worked to proactively mitigate issues and reduce customer complaints and the document backlog. Immediate accomplishments in this effort include:
 - a. Implementing an automated call distribution system so that supervisors manage call volume and ensure all calls are answered,
 - b. Enhancing self service capabilities on the web including requiring entities to file annual reports online,
 - c. Streamlining the copy request process, and
 - d. Completing numerous system enhancements allowing internal users to process documents at a faster rate.
3. In-house developed Corporate Information System (CIS) recently acquired from Public Regulations Commission (PRC), to this scope of work and plans to create a fully integrated Business Services Filing System.

Vision:

Execute elections in a fair and bi-partisan manner; ensure campaign and other reporting requirements by public officers are filed in a timely and transparent manner and made available to the public; maintain efficient business services and leverage technology to improve efficiency and customer service.

Agency Description:

1. The Secretary of State is an elected state office and is second in line of succession for the Governorship. The Secretary of State is the keeper of the Great Seal of the State of New Mexico and affixes the seal to all commissions issued in the name of the Governor's Office. The SOS is currently comprised of 49 FTE.
2. The agency is charged with the responsibility of providing oversight of the election process consisting of 15 election related systems, including the statewide voter registration system and the statewide vote tabulation systems. The 15 largely disparate election systems are utilized across the state by 33 county clerk offices for maintaining the state's voter registration information and conducting local and statewide elections across New Mexico.

Major IT Accomplishments of FY13:

- Business Services & Corporations Division Assessment
- IT Security Assessment
- Corporations Migration from PRC to SOS
- Document Management System Expansion
- Implementation of consolidated secure web application and database environment
- CIS software enhancements

Infrastructure Services – Plans to Expand:

- Disaster recovery & data replication
- Server Virtualization
- Security / System Logging Monitoring
- Dell Kace System and Patch Management

Infrastructure Services – Plans to sunset:

Novell Network Administration

Business Applications Services – Expand and Enhance:

- Document Imaging
- Campaign Finance Information System
- Candidate Filing System

Facility Improvement:

SOS- North Capital (exploring the possibility of moving equipment at SOS facility to DoIT)

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

- HB 497 Electronic Voter Registration Updates - Allows voters to update voter registration record electronically via the SOS web site.
- HB 225 Electronic Voter Registration Updates - Allows voters to register to vote or update voter registration record
- HB 46 Transfer Corporations from PRC to 505 - Implements constitutional mandate transferring all employees, assets, services from PRC Corporations Division to SOS.
- SB 146 Uniform Commercial Code Secured Transactions - Implements amendments to NMSA 1978, Chapter 55, Article 9 to bring uniformity across the states in regards to filing UCC financing statements.

Agency IT Strategic Goals:

Goal 1: Replace and/or consolidate existing end of life and legacy IT resources to improve IT service delivery to SOS and constituents.

Project:

- Business filing system - System will replace all SOSKB legacy software components with integrated Business Services System FY14-FY15.
- Election/VREMS system replacement - Implement NM custom, integrated election system that could include ability to complete candidate filing, voter registration, statewide reporting, building election definition, provisional ballot tracking, election night reporting, and result canvass tracking. Initiation and planning phases will occur in FY14 with implementation occurring in FY15-FY16
- Statewide Vote Tabulator – Replace aging precinct and central count tabulator equipment, statewide FY14-FY17.

Staffing Gaps and Recruitment:

- Application Development and Database Administration
- Business Analyst/Project Management
- Infrastructure Support

IT Staff Training Plans:

- IT Security
- Windows Server refresh skills
- VMware Certification
- Visual Studio refresh
- Disaster Recovery Planning