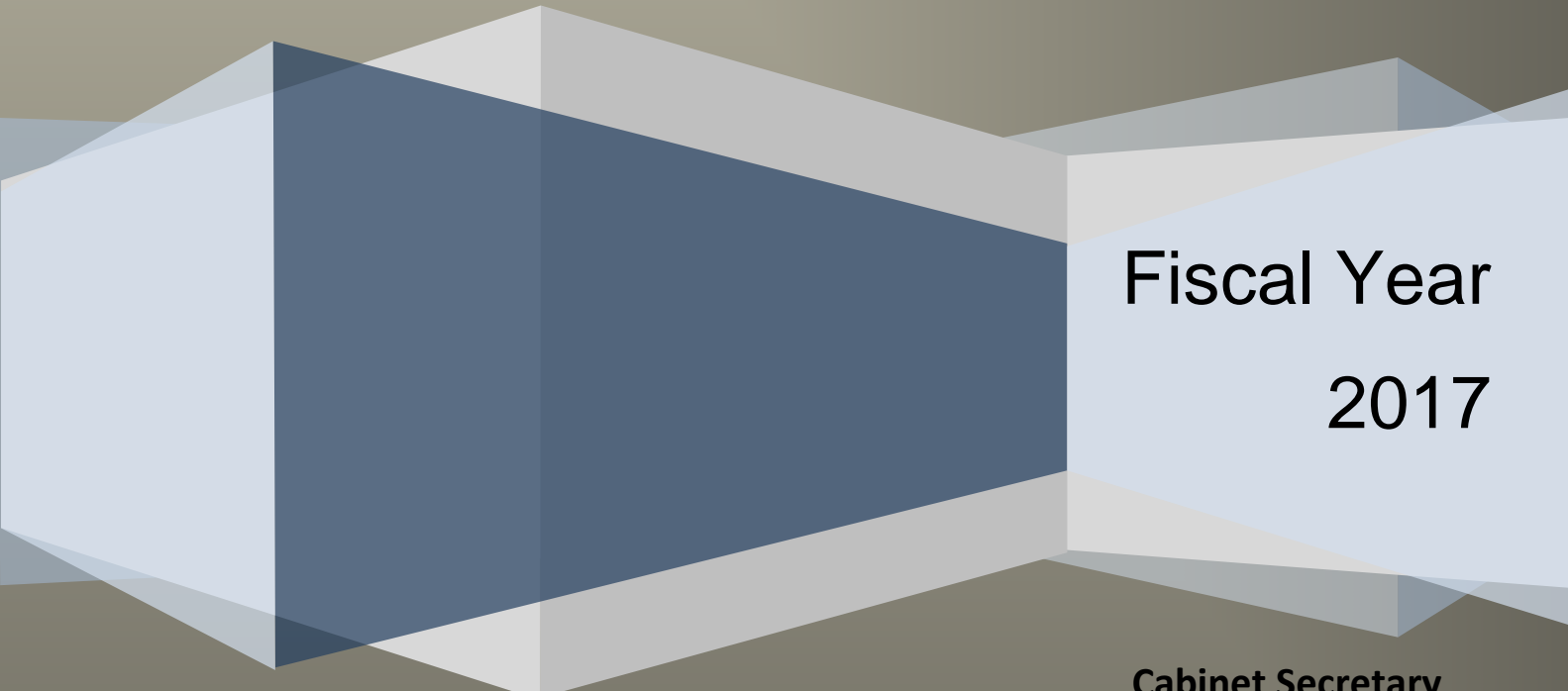




NEW MEXICO
INFORMATION TECHNOLOGY

Annual Information Technology Plan

September 1, 2015

A large, abstract graphic composed of several overlapping, semi-transparent geometric shapes. The shapes are primarily light blue and white, with some darker blue and grey tones. They are arranged in a way that creates a sense of depth and movement, resembling a stylized, multi-faceted object or a series of overlapping planes. The graphic is positioned in the lower half of the page, partially overlapping the text for the fiscal year.

Fiscal Year
2017

Cabinet Secretary
Darryl Ackley

Deputy Cabinet Secretary
Jacqueline Miller

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Section 1. Executive Summary

The *Department of Information Technology (DoIT)* or Department was created as a single executive branch department to consolidate enterprise information technology services duplicated within executive agencies (agencies) and provide additional information technology services and functionality to improve and streamline the executive branch's information technology systems. The Department develops an annual information technology plan that is designed to provide a vision and direction for the Department's information technology initiatives in the upcoming year.

This *Department FY 2017 Annual IT Plan* or IT Plan details the effective and efficient use of Information Technology (IT) enterprise resources across the State of New Mexico (State). The strategic direction within the IT Plan aligns with the *Draft New Mexico IT Strategic Plan FY17 – FY19* (State Strategic Plan): goals, strategies, and initiatives.

The goals outlined in the IT Plan have a direct correlation with the State Strategic Plan's goals as the Department is directly responsible for many of the strategies and initiatives outlined in the State Strategic Plan. The IT Plan ties the Department IT goals to strategic objectives, performance measures, strategic strategies and initiatives, positioning the plan to be forward thinking.

The primary responsibility of the Department is the enterprise services that are offered. The Enterprise Services Program continues its efforts to improve, update, and expand many of the Department's services and underlying infrastructure. The Department has embraced continual improvement with the many projects in which enterprise services have enhanced. A summary of successful projects this past fiscal year are expounded upon as accomplishments in this document.

In the continuum of improving enterprise services, the effort to modernize Public Safety communications statewide, includes heightening infrastructure, land-mobile radio, and digital broadband. This IT Plan incorporates many related project and initiatives. One of the Department's major projects is the BTOP Early Adopter Project. The Department is actively involved as an early-adopter in the area of Public Safety broadband in the 700MHz spectrum, working closely with the First Responder Network Authority (FirstNet) Board. As part of this effort the Department negotiated a statewide lease in the FirstNet 700MHz spectrum. The pilot project will complete in FY16 and transition into the subsequent State and Local Implementation Grant Program (SLIGP); which will extend to the end FY18. The SLIGP grant is designed to provide the Department resources to assist regional, state, local and tribal government in education, outreach and data collection as the State identifies needs, gaps, and priorities for the nationwide public safety broadband network.

In addition, the New Mexico Broadband Program (NMBBP) has completed five years of activities that essentially defined the availability of broadband technologies and provide mechanisms to expand broadband adoption within the state. The NMBBP is considered a huge success and future funding sources are being pursued. However, of note with regards to the accomplishment list; most of these programmatic accomplishments have ended due to lack of funds.

Lastly, the Department is committed to sustain a highly skilled, educated and productive workforce. Such a workforce supports innovation and the spread of technological advances. As such, staffs need the opportunity to acquire skills and education in order to fully contribute to and perform in their specific technology fields. This IT Plan addresses staff educational needed to attain skills to perform their jobs at an optimum level.

Section 2. The Agency Information

Section 2.1 Agency Mission

The mission of the Department is to provide enterprise IT services, oversight, policy and planning to the agencies of the State of New Mexico

Section 2.2 Agency Vision

The vision for the Department is to be a leader and advocate for effectively leveraging IT in partnership with other agencies and jurisdictions through strategic investments in technology and impactful delivery of IT support services.

Section 2.3 Agency Description

The Department was created in 2007 to consolidate enterprise information technology services duplicated within agencies and provide additional information technology services and functionality to improve and streamline the executive branch's information technology systems.

In addition to the responsibility of consolidating and providing enterprise IT services, the Department provides the core technical infrastructure which includes the State's Data Center and the infrastructure for voice, radio, video, and data communications. The Department is also responsible for the oversight of IT projects, plans, and procurements ensuring compliance with the State IT Strategic Plan and the *State of New Mexico Framework for Enterprise Architecture Program or State IT Architecture*.

The Department is organized into three program areas directed by the Department's Cabinet Secretary: Program Support; Compliance and Project Management; Enterprise Services. In addition there is an Office of Chief Information Security; Office of Strategic Planning and Grant Administration; New Mexico Broadband Program; and State Geospatial Program.

Program Support

The Program Support Division provides leadership, guidance and administrative services to the Department in support of its mission to provide state of the art information processing, radio, IT contract review and telecommunication services to agencies statewide. Program Support includes the Office of the Secretary and the Administrative Service Division. It is responsible for the Department's direction, administrative policies and procedures, human resources, budget, financial management, general ledger, accounts receivable and payable, as well as purchasing and contractual support. Additionally, the Program Support program is responsible for establishing a cost recovery model and developing fair rates for services provided by the Department.

Compliance and Project Management

The Compliance and Project Management Program is the State's Enterprise Project Management Office. The office provides IT Management Lifecycle policies, methodologies and templates for IT initiatives to promote quality and success and report regularly to the Executive Branch, Legislative Branch, and Information Technology Commission (ITC) on the status of the State's IT

Project Portfolio. The office provides support, guidance and oversight on IT projects and procurements (including promulgation of rules) to promote improved outcomes. The office reviews executive agency IT plans for prudent allocation of IT resources and monitors compliance of projects with agency IT plans and the State IT Strategic Plan. The office reviews appropriation requests and legislation related to IT and makes recommendations to the Department of Finance and Administration (DFA); and Legislative Finance Committee (LFC) for formal approval by the Legislature and the Governor. The office provides senior project management guidance for enterprise projects.

Enterprise Services

The Enterprise Services Division provides the State with the IT fabric that enables agencies to innovate and excel in their specific domains with the goal of consolidating services duplicated within agencies to promote cost savings and efficiencies. This is accomplished through the delivery and management of cost effective and efficient IT infrastructure services, enterprise applications and other value added IT services. The Enterprise Services Division is enterprise funded thereby assessing fees for services which includes the depreciation cost for providing service. This enables an Equipment Replacement Fund to be utilized to maintain and enhance services over time.

This division is responsible for infrastructure IT services provided 24x7x365 which includes: the State's telecommunications system, two-way public safety radio, digital microwave, the State's core data network and internet connectivity, and the State's Data Center. The State's Data Center provides a secure facility with redundant power and cooling which houses many of the State's critical IT systems including the State's mainframe and agency servers. This division also provides enterprise system services which include the State's consolidated email system, the State's consolidated financial and human capital management system [Statewide Human Resource, Accounting, and Management Reporting (SHARE)], and system infrastructure for many of the State's websites and web applications. Other services provided by Enterprise Services include application development, database management and the Enterprise Service Desk which provides level-one technical support 24x7x365 for all State employees.

Office of Chief Information Security

The Office of Chief Information Security is responsible for the State IT Security Program. Inclusive in the program is the responsibility to promulgate and enforce State cyber security policy and standards. Within the office is the role of the Chief Information Security Officer that is responsible to identify, evaluate and report on information security risks. Within the office, the role of the Communications Engineer will exist to oversee the engineering responsibilities of the Department.

Office of Strategic Planning and Grant Administration

The Office of Strategic Planning is responsible for coordinating the State IT Strategic Plan, State IT Architecture Framework, Agencies Annual IT Plan Guidance and the Department Annual IT Plan. Included within the office is the responsibility of implementing enterprise and Department policy; development of IT Technology NMAC Rules and Architectural Configurations Requirements; Department performance metrics; and the coordination and planning of the executive agencies IT Working Group.

The Office of Grant Administration is responsible for federal grant awards' fiscal management and administration. The office assures that the Department as an award recipient follows federal and State laws, rules, regulations, policies and best practices. The office is responsible for all state and federal reporting obligations and establishes the official grant files to maintain comprehensive documentation on all aspect of grant funds and activities to meet audit requirements and enable sufficient oversight by federal representatives.

New Mexico Broadband Program

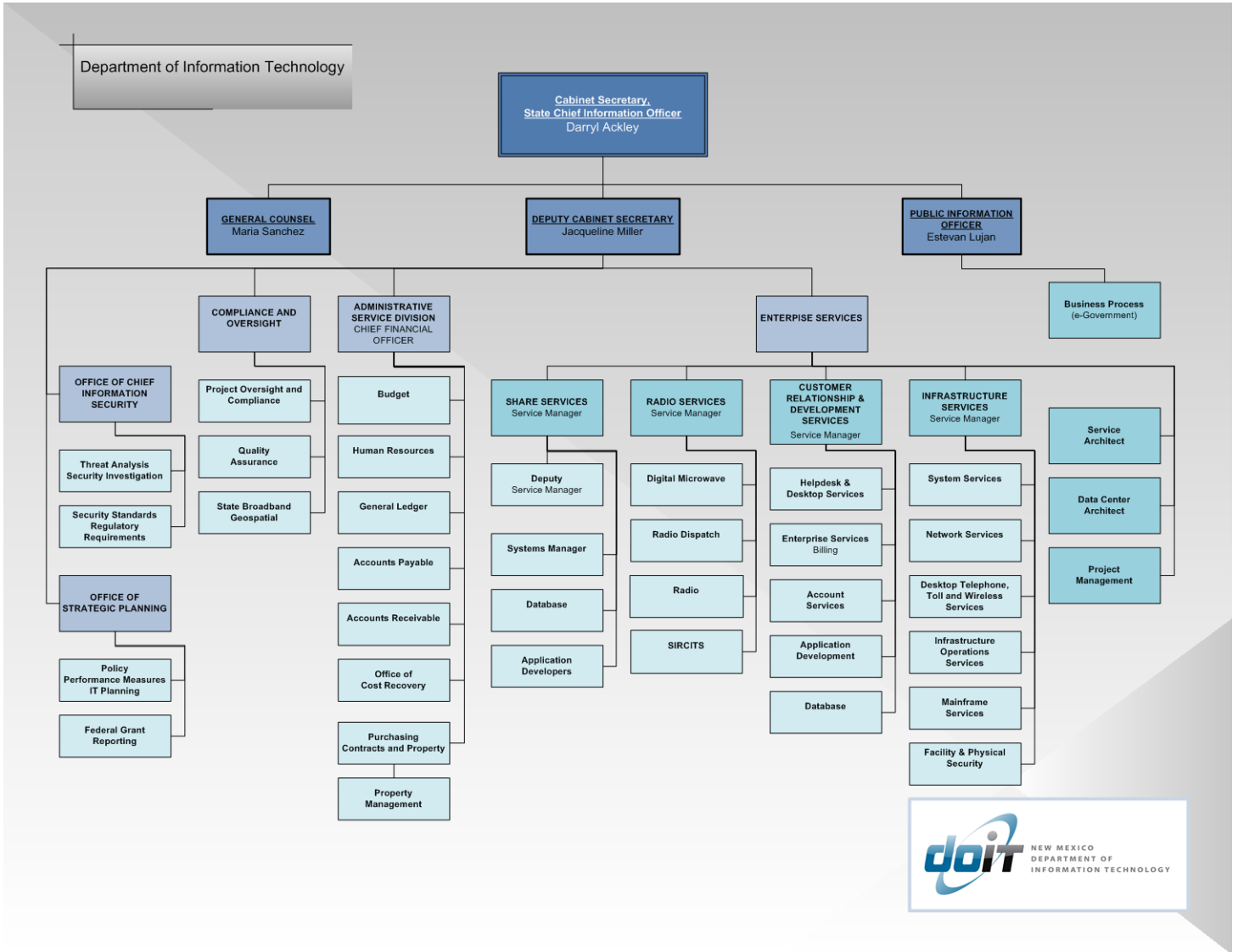
The NMBBP is managed and administrated by the Department Broadband and Geospatial Program Manager with the guidance of the Broadband Executive Committee chaired by the Department Secretary. The Committee that meets monthly includes expertise from the industry, tele-health, education, nonprofit businesses, tribal, regulatory, and libraries. The NMBBP objective is to identify availability of broadband technology types within New Mexico by incorporating the Internet Service Providers (ISP) customer data into a Statewide Broadband Online Interactive Map. The NMBBP implements a number of projects that are geared towards establishing adoption or increased access to broadband through education, training, planning, and technical assistance. To accomplish these activities the NMBBP utilizes a mix of twelve contractors to define the availability of broadband within New Mexico and to enhance adoption/access.

The initial five year increment was funded largely by the National Telecommunications and Information Administration (NTIA) for approximately \$4.8M with nearly \$1.2M of in-kind match provided by the Department. Federal funding ceased at the end of January 2015 with a final federal closeout completed at the end of April 2015. The NMBBP is considered a huge success and future funding sources are being pursued.

State Geospatial Program

The Department oversees the State Geospatial Advisory Committee (GAC) by staffing the Geospatial Program Manager. The manager is the committee chair who hosts a monthly meeting for federal, state, local, tribal, and private geospatial professionals within New Mexico. The function of GAC is to guide the use and development of Geospatial Technologies within New Mexico by advising the Department Cabinet Secretary/CIO. The GAC works closely with the State Geospatial Data Clearinghouse managed by the Earth Data Analysis Center. The Geospatial Program represents the State Geospatial Community in national issues that include being a member of the National States Geospatial Information Council.

Department of Information Technology Organizational Chart



Section 2.4 Business Drivers

The Department business drivers are vital for the continued success and growth of enterprise services:

- State Statutes and Regulatory Requirements;
- Federal Regulatory Requirements;
- Legislative Requirements;
- Federal Grant Requirements;
- Agency Projects, Contracts, and Requests for Proposals;
- Agency Hosting Requirements;
- Agency Telecommunications, and Storage Requirements;
- Agency Data Classifications;
- State Adoption of New Technologies;
- Oversight and Compliance Requirements;
- Adoption of ITIL Service Model;
- Consolidation Efforts;
- Equipment End-of-Life;
- SHARE Requirements (i.e. Financial, Human Capital Management);
- Security Requirements (i.e. technical, operational, and administrative); and
- State Data Center Requirements for redundancies.

Section 2.5 Guiding Principles

- Operate transparently, efficiently, and collaboratively with clearly defined roles, responsibilities and expectations.
- Embrace conflict constructively and as a necessary building block to consistent leadership across the state enterprise.
- Encourage buy-in, ownership, investment, and accountability at all levels of leadership.
- Identify, diagnose, and collaboratively remedy operational inefficiencies and bottlenecks.

Section 2.6 Core Values

The IT Plan supports the Core Values addressed in the State Strategic Plan as follows:

Collaborate: We believe in working together, participating, sharing, staying involved, and consensus building.

Communicate: We believe in disseminating correct and timely information, promptly informing those affected by our decisions and encourage feedback and constructive criticism.

Creativity: We encourage creativity, thinking out-of-the-box, valuing other people's ideas, challenging the status quo and seeking opportunities to implement cutting-edge technologies.

Excellence: We strive for excellence in everything we do and work hard to exceed the expectations of our partners.

Foresight: We are visionaries who strive to envision the future promise of technology, make every

effort to consider the impact of today's decisions on future endeavors and bring those opportunities to fruition, through thoughtful and strategic planning.

Hard Work: We constantly work hard to accomplish greater success, believe in perseverance, resolve, and not becoming dissuaded by failures.

Integrity: We are honest, responsible for our actions, reliable and trustworthy, deliver what we promise and follow our mission with utmost sincerity.

Learn: We constantly seek opportunities to learn new things, commit ourselves to professional development and personal growth, encourage cross-training and mentoring and learn from our mistakes and successes.

Respect: We believe in professionalism and are courteous, cordial, sensitive, considerate and supportive.

Task Oriented: We are focused; organized; make informed decisions; produce results that support the State's priorities; act with a sense of urgency; encourage feedback; and clearly define our goals and objectives.

Team Environment: We foster a team environment within IT; value diverse skills and experiences; support each other and work hard towards organizational success.

Section 3. Agency Accomplishments

Section 3.1 Agency Major IT Accomplishments of FY15

| Accomplishment | Actual Expenditures | IT Item Procured, Built, Developed or Updated |
|--|---------------------|--|
| Special Appropriations | | |
| StateWide Infrastructure Replacement and Enhancement (SWIRE) Project | | |
| Land Mobile Radio (LMR) Antenna Systems | \$1,034,233 | Replaced LMR Antenna Systems at 24 sites. |
| Digital Microwave (DMW) Network Equipment | \$1,001,855 | Replace Routers at 21 sites |
| Dispatch Console Systems | \$573,724 | Implemented Moto. IP Dispatch Consoles Systems at Department of Public Safety (DPS) D2 (Las Vegas) and Espanola/Rio Arriba Co. Regional E911 Center. |
| Decommissioned Huerfano | \$14,435 | Decommissioned old communications site at Huerfano. |
| UHF In-Band repeater | Recovered | Implemented UHF In-Band Mobile/Portable Repeater for Corrections |

| Accomplishment | Actual Expenditures | IT Item Procured, Built, Developed or Updated |
|----------------|---------------------|--|
| system | Resources | Department Probation and Parole Division |
| Solar Winds | \$31,597 | Deployed Solar Winds Enterprise Network Monitoring and Management System. Will enable us to more efficiently manage the LMR and IP networks and to more effectively respond to outages, problems and requests for service as well as identifying and determining trends and levels of service. |
| Solar Winds | \$129,601 | Purchased Anritsu Spectrum Analyzer and Site Master Test equipment – will enable us to cut vendor dependency and contract costs while increasing training, skill level and knowledge among in-house personnel. |
| Solar Winds | \$1,039,872 | Installed Motorola M3 radio system core (upgraded from K2 core). Core for foundation of system-wide LMR modernization and enterprise service offerings. |
| Solar Winds | Internal Resources | Secured SNMP feature keys for Tait Base Stations to enable adding them to Solar Winds for management. This is a \$250,000 value the Department convinced Tait to provide at no cost. |

| Accomplishment | Actual Expenditures | IT Item Procured, Built, Developed or Updated |
|--|---------------------|---|
| SHARE | | |
| SHARE Oracle Database Upgrade | Internal Resources | Upgraded the SHARE database to the current, fully-supported version of Oracle (11g). Resulted in an immediate savings of 61K in Oracle support costs. |
| SHARE PeopleTools Upgrade | Internal Resources | Upgraded one of the primary components of PeopleSoft, PeopleTools, from 8.49 to 8.52. PeopleTools 8.52 improved the look and feel of SHARE, and enabled additional features for the DoIT support team. This upgrade was a requirement for any future functional upgrades of the application. |
| SHARE Enterprise Learning Management (ELM) pilot | Internal Resources | Implemented a new PeopleSoft module, Enterprise Learning Management, which is on the most current PeopleSoft version, 9.2, and is fully integrated, with the State's Financials and HCM modules. ELM functionality is being piloted with NMDOT, and provides a training/certification history that follows an employee across agencies. |

| Accomplishment | Actual Expenditures | IT Item Procured, Built, Developed or Updated |
|----------------------------------|---------------------|---|
| Enterprise Services | | |
| Application Development | Internal Resources | <ul style="list-style-type: none"> • Internal Purchase Request (IPR) Information System: Automated purchase requisition manual paper system • System Human Services Department (HSD) Critical Incident Reporting System: Improved system for health care providers to report critical incidents • BEA Architect Information System and Website: Displaying and looking up New Mexico architect Information • FirstNet/SLIGP Website: Display FirstNet/SLIGP Information • Medical Board's Website: Updated and redesigned Medical Board's Information • Training classes and modules for Visual Studio .NET- Trained Staff in the use of programming tools and standardization • SQL Server Manager, Visual Studio .NET: Maintained thirty applications and websites for DoIT and other agencies |
| Service Desk and Desktop Support | Internal Resources | <ul style="list-style-type: none"> • Easy Vista (EV) Service Desk implementation into production was on scheduled in FY15. EV Service Desk is the new ITSM that replaced the CA Service Desk. The CA server has been shut down. EV Service Desk is more cost effective and user friendly. • Average call wait time and queue time to reach a customer service improved reflecting positive in the Departments Performance Measures. • Incidents Resolved: Assessed the priority level within the EV system for alignment with the ITIL Service Model. The assessments provided a better resolution time based on ticket priority. • Replaced computers in the Training Center with newer computer and the latest operating system of Windows 7. • Completed the physical inventory of all Department desktops and laptops. • Updated inventory of all DoIT software licenses. • Replaced the majority of the Department XP desktops/laptops with Windows 7 operating system. |
| Database | Internal Resources | <ul style="list-style-type: none"> • Developed process and procedure for masking Social Security Numbers in SHARE HCM system running in QA and Non-Prod environments. • Assisted with the successful launch of Phase One of the Pinnacle implementation. • Assisted with the successful implementation of the new SIMMS Exadata server. • Developed a comprehensive Long Term Storage solution for HSD ASPEN and begun implementation of Phase I. |
| Account Manager | Internal Resources | <ul style="list-style-type: none"> • Completed the Department Service Catalog. • Updated the Service Information Catalog. • Coordinated the marketing for the 2015 Internship Program. • Reconciled 98% of circuit billing dispute with various agencies. |

| Accomplishment | Actual Expenditures | IT Item Procured, Built, Developed or Updated |
|--------------------------|---------------------|--|
| | | <ul style="list-style-type: none"> • Worked with Mobile Service Manager to change plans to lower pooled minutes and reduce costs. • Completed twenty-two service reviews. • Coordinated nine large training sessions. • Worked with multiple agencies and the Network Services Bureau (NSB) to migrate data circuits from old ATM to a new platform. • Worked with Telecom on the large telephone upgrade for DPS, Environment Department (ENV), and 2nd Judicial Court. |
| Data Network Initiatives | Internal Resources | <p>Support the state's core network and agency wide area networks at higher bandwidth and greater resiliency:</p> <ul style="list-style-type: none"> • MOE/QMOE Turn ups/MOE Upgrades for <u>forty-six</u> sites. • PLATEAU MOE POP (SIMMS AND COMPASS BANK) Turn ups/upgrades for <u>fifteen</u> sites. • WINDSTREAM MOE POP (COMPASS BANK) Turn ups/upgrades for <u>three</u> sites. • DoIT Managed Ethernet Service (MES) for <u>five</u> sites. • BTOP POP (SIMMS) Turn ups/upgrades for <u>four</u> sites. • SIP Network Turn ups five SIP Trunking paths. • MPLS Turn up <u>eight</u> sites and Renewed All DOC MPLS circuits on Lower SIP Contract rates <p>Internet:</p> <ul style="list-style-type: none"> • Proof of Concept Plateau ISP 200MB • Completed DoIT ISP RFP <p>Circuit Migration/Replacement: <u>Thirty</u> sites VOIP/Voice Implementations: <u>Thirteen</u> sites Replace/ Decommission EOL Equipment :</p> <ul style="list-style-type: none"> • MOE implementations replaced outdated EOL Hardware (Routers, Switches, Firewalls) • Voice/VoIP implementations replaced outdated EOL Hardware (Routers, Switches, Firewalls) <p>DOIT Enterprise Wireless System – Implementations at the following:</p> <ul style="list-style-type: none"> • CFB-Abq (1 Access Point) • PERLB (1 Access Point) <p>RGON Hardware Support and Management: Turn up 1–10MB interface for three sites Cyber Security Initiatives: Additional network security management tools</p> |

| Accomplishment | Actual Expenditures | IT Item Procured, Built, Developed or Updated |
|--|---|--|
| Voice Services | \$200,000 Plus Internal Resource | Voice Services have been implemented in the following locations: <ul style="list-style-type: none"> • 2nd Judicial District Court/Children’s Court - VoIP • Environment Department (ENV) Albuquerque • ENV Los Alamos • DPS Socorro - VoIP • DPS Albuquerque – VoIP • DPS Santa Theresa - VoIP • New Mexico Corrections Department (NMCD) Plaza Maya, Albuquerque - VoIP • NMCD MTPD, West Cap, Santa Fe • Human Services Department (HSD) Anthony - VoIP • General Services Department, Office of the Secretary, Montoya Building, Santa Fe |
| Victim Information and Notification System | \$351,517 which is recovered through bill back to key agencies | <ul style="list-style-type: none"> • Children Youth and Family Department (CYFD) integrated inmate data with VINE application allowing victims and other stakeholder to obtain inmate status information. • NMCD integrated inmate data with VINE application allowing victims and other stakeholder to obtain inmate status information. • NMCD established VINE portal allowing victims to access the VINE application directly from the NMCD home page. |
| Internship Program | Internal Resources | The internship program was a success. Students work on data analytics of DoIT and State historical procurements. |

| Accomplishment | Actual Expenditures | IT Item Procured, Built, Developed or Updated |
|--|-----------------------|---|
| Compliance and Project Management | | |
| | Internal Resources | <p>Provided oversight of \$388 million IT project investments in over 94 certified projects.</p> <p><u>Impact of Accomplishment to Department:</u> Provide a single, unified executive branch function that assures adequate project management to ensure strategic alignment and benefits realization.</p> |
| | Internal Resources | <p>Provided oversight of 270 IT procurements totaling over \$175 million (contracts, amendments, and RFP’s).</p> <p><u>Impact of Accomplishment to Department:</u> Provide a single, unified executive branch function that assures compliance and overarching strategic alignment</p> |
| | Internal Resources | <p>Reviewed and provided recommendations for twenty-four FY16 funding requests totaling over \$58 million.</p> <p><u>Impact of Accomplishment to Department:</u> Sixteen projects were funded for a total appropriation of \$27.9 million.</p> |

| Accomplishment | Actual Expenditures | IT Item Procured, Built, Developed or Updated |
|---|---------------------|---|
| Office Strategic Planning and Grant Administration | | |
| Strategic Planning | Internal Resources | <ul style="list-style-type: none"> • FY2017 – FY2019 New Mexico Information Technology Strategic Plan (Draft) • FY2017 Agency Annual IT Plan Guidelines • FY2016 Department Annual IT Plan • FY2016 Department Performance Measures • FY2015 Department Performance Monitoring Reporting • FY2015 – FY2016 Agency Information Technology Highlights • Development of Enterprise and Department Policies |
| Grant Administration | Internal Resources | <ul style="list-style-type: none"> • Successfully closeout State Broadband Initiative (SBI) Federal Grant • Budget Restructure for Eighteen Month Extension of the State and Local Implementation Grant Program (SLIGP) Federal Grant • Implement a process for the Statewide Interoperable Radio Communications Internet Transport System (SIRCITS) Federal Grant to monitor, train and assess compliance to the Davis Bacon Act and Related Acts. • Manage a Grant Administration Office to include six FTE positions |

| Accomplishment | Actual Expenditures | IT Item Procured, Built, Developed or Updated |
|-------------------------------------|----------------------|---|
| New Mexico Broadband Program | | |
| State Broadband Initiative | \$4.7M Federal Grant | <p>The New Mexico Broadband Program (NMBBP) was comprised of a team of over 12 contractors, a plethora of cooperative providers, engaged regional participants, a knowledgeable Executive Committee, a spot on Statewide Broadband Working Group, and a responsive PFO. For the last five years this team accomplished amazing things and this fabric of individuals, institutions, and companies are interested in continuing the effort.</p> <p>Mapping is of immense importance, is recognized as such, yet to come up with just \$150K each year to continue the fine work; has been disappointing. Of note, the NMBBP Mantra has been "Same High Quality for Half the Price". The Department can continue the entire program with two collections each year and include active Technical Assistance, Capacity Building, and Planning components for \$500K per year; half the price. The program has already demonstrated that the returns have outstripped that investment. The program will continue to pursue funding in a race before the data, governance, projects and interest unravel.</p> |

Section 4. Agency IT Description of Services

Section 4.1 Infrastructure Services

IT services that are commonly provided are desktop support; help desk; server administration; file; print; application; web; database; active directory; enterprise email; telecommunications / networking; firewall administration; firewalls; VPN; and storage. Listed below are unique infrastructure services provided by the Department.

| Unique Business Service | Application (s) that support the service | Plans to develop as a new service | Plans to move service into production | Plans to expand, enhance or replace the service | Plans to sunset or remove the service |
|---|--|---|---------------------------------------|---|--|
| RS-Dispatch Console Core Services | Motorola IP Core Console | Develop Rate structure to provide external users access to Core Console System | | | |
| RS-DMW – MES (Managed Ethernet Services) | DMW Network | | | Incorporate into existing Enterprise MES. | |
| RS-Remote Base RS-Local Base | LMR | | | | Consolidate into single service offering RS-Base Station |
| RS-Base Station | LMR | Single service offering by consolidating RS-Remote Base and RS-Local Base service offerings | | | |
| <ul style="list-style-type: none"> • RS-Telemotes • RS-Single Channel Console • RS-Multi Channel Console | LMR/DMW | | | | Sunset service as console services are migrated to an IP enable application - Dispatch Console Service |
| RS-Dispatch Console Services | LMR / DMW / Motorola Dispatch Console Core | Develop new service utilizing Motorola IP Console Core | | | |
| RS-Public Safety Broadband LTE Network Services Early adopter in a Nationwide POC FY16 – FY19 | DMW/PS-LTE | Develop new Enterprise Public Safety LTE (cellular) service, | | | |
| Help Desk Service | | | | Enhance EV ticketing system | |

| Unique Business Service | Application (s) that support the service | Plans to develop as a new service | Plans to move service into production | Plans to expand, enhance or replace the service | Plans to sunset or remove the service |
|---|--|---|--|--|---------------------------------------|
| Enterprise Service – Billing Management | | | | Implement Pinnacle Telecom and Data Circuit Inventory System | |
| Website Development | Visual Studio, Dreamweaver | | Develop sites for Agencies who want new websites or plan to enhance existing websites. | | |
| Web Application Development | Visual Studio .NET | | Develop web applications for Agencies who want new business software. | | |
| Software/website Maintenance | Visual Studio.Net | | Troubleshoot and update software and/or websites for agencies | | |
| Business Application Consulting | Microsoft Project, SQL Server Manager | Assist agencies with bringing in new applications | | | |
| Database SHARE | | | | Continued Peoplesoft, OS, and Oracle version upgrades | |
| Database Pinnacle | | | | Phase Two (Phones) (~FY16) and Phase Three (Wireless) (~FY17) | |
| Database DOH | | | | Migration to a new immunization system (~FY17) | |
| Database HSD/ASPEN Complete Phase I and Phase II of the Long Term Storage solution implementation | | | | Replace the TIWA Exadata (~FY17) Replace the Production Audit Vault Server (~FY18) Replace the SIMMS Exadata (~FY20) | |

Section 4.2 Business Application Services

Listed below are business application services the Department provides internal and to agencies, smaller boards, and commissions.

| Unique Business Service | Application (s) that support the service | Plans to develop as a new service | Plans to move service into production | Plans to expand, enhance or replace the service | Plans to sunset or remove the service |
|---|--|-----------------------------------|---------------------------------------|---|---------------------------------------|
| Enterprise Service - Software As A Service (SAAS) | | | | Preliminary FY16 | |
| Enterprise Service - Database As A Service (DAAS) | | | | Proof of Concept FY17-18 | |

Section 5. Planned Facility Improvements or Upgrades

| IT Facility | Plans to move, expand or enhance a facility |
|------------------------|--|
| Enterprise Data Center | <ol style="list-style-type: none"> 1. Implement new features and reduce cost such as fiber to the North Capital complex; Albuquerque Data Center; and Department of Public Safety. 2. Expanded fiber connections to agencies. These efforts will deliver the potential for real-time replication and file services at LAN speed. 3. Reduced HVAC with outside air economizer; which also reduces carbon foot print. 4. The Data Center Co-location service is not expected to see growth in FY17. Therefore, a shift in business model will be needed. 5. The Data Center will undergo an upgrade to a communication hub (<i>if funds are made available</i>). This will match the functionality of the current telecommunication hub at 505 Marquette in Albuquerque. The strategy is to connect the three State campuses known as the North Capital complex, the South Capital Complex and the West Capital complex. 6. In FY 17 the diesel fuel tank will have reached an age where the corrosion protection system will have to be replaced. |

Section 6. Changes in Federal or State of New Mexico Requirements with IT Impact

The following table lists the changes in Federal, State or regulatory compliance changes; statutory mandates; opportunities for productivity improvements; and collaboration opportunities with other state agencies that will significantly impact the agency use of IT and IT applications.

| Federal or State of New Mexico Initiative, Statutory Mandates or Regulatory Compliance Change | Impact |
|--|---|
| Department Annual IT Strategic Plan FY 17 | As a State agency, the Department is required to plan its own IT activities, including its role as the enterprise service provider in accordance and compliance with the State IT Strategic Plan. |
| The State is the recipient of a \$38 million grant to complete the upgrade of 68 of the 110 Digital Micro Wave (DMW) sites owned and/or operated by the State. Approximately \$4 million of the grant money is planned for a 700MHz Public Safety Communications System for 14 sites. | The DMW upgrade and 700MHz Public Safety systems will provide a substantial backbone for the State's communication system and will provide new and/or improved service. |
| The State is the recipient of a \$4.7 million five year State Broadband Initiative (SBI) grant from the National Telecommunications and Information Administration (NTIA). Funding terminated at the end of January 2015. The resulting NM Broadband Program (NMBBP) charged the Department mapping and planning of broadband availability and adoption within New Mexico. | Defined areas within the State that require improved broadband performance, provides education and training exposure to expand broadband adoption, engaged state and local entities into regional broadband planning collaborative, and created data/applications for other agency consumption. |
| The State is the recipient of a \$1.9 million four year State and Local Implementation Grant Program (SLIGP) grant from the NTIA. Funding terminates at the end of December 2016. With this award the Department will assist in the development of the framework for interoperable broadband communications, including outreach and education. This grant will initiate meeting with local and federal partners and engage with existing public safety 700 MHz LTE core network operators. | The Department is charged to address interoperable broadband communications, including outreach, the planning process, and to educate the general and core membership on FirstNet and the Public Safety Broadband Network. |

Section 7. Agency IT Strategic Goals

With the Department as the Enterprise IT Service provider and having an IT oversight role relative to the executive agencies, the Department’s strategic goals relate directly to the delivery of enterprise information technology services and oversight of IT for executive agencies. The Department’s goals align with the Draft New Mexico Information Technology Strategic Plan FY17–FY19. For FY17 the Department continuously supports the following ten goals:

| FY2017 DEPARTMENT OF INFORMATION TECHNOLOGY ANNUAL INFORMATION TECHNOLOGY PLAN GOALS | |
|---|--|
| GOAL 1 | <i>Be the Trusted Service and Solution Provider for Agencies In Terms of IT Service Delivery, IT Project Management, IT Strategic Planning and Sustainable IT Operations</i> |
| GOAL 2 | <i>Be the Thought Leader Among Agencies with Respect to Emerging Trends and Application of Enabling Technologies</i> |
| GOAL 3 | <i>Drive Digital Leadership via Rationalization, Demystification and Business Translation</i> |
| GOAL 4 | <i>Drive External Credibility by Operating Efficiently, Effectively, and Seamlessly in the Delivery of Services and Execution of IT Oversight</i> |

| FY2017-FY2019 DRAFT NEW MEXICO INFORMATION TECHNOLOGY STRATEGIC PLAN GOALS | |
|---|---|
| GOAL 1 | <i>Deliver High Quality Government Services that will Benefit Constituents and Support Economic Development</i> |
| GOAL 2 | <i>Optimize Efficiency via Continuous Process Improvement and Maintain a High Quality Agile Technology Infrastructure</i> |
| GOAL 3 | <i>Fully Leverage IT Investments through Effective Development, Implementation, Resource Optimization and Management of IT Technical Services</i> |
| GOAL 4 | <i>Effectively Manage and Value Information as an Asset to Drive Operational Efficiencies, that Support Mission Needs</i> |
| GOAL 5 | <i>Recruit, Sustain and Retain the Best Technology Workforce to Effectively Deliver Excellent IT Services</i> |
| GOAL 6 | <i>Develop and Implement Governance by Which the State Coordinates Data and Information Management</i> |

Section 7.1 Agency FY17 IT Strategic Goals

Section 7.1.1 Agency IT Strategic Goal -1

| Agency IT Strategic Goal-1 | | |
|--|--|--------------------------------------|
| GOAL 1 - BE THE TRUSTED SERVICE AND SOLUTION PROVIDER FOR AGENCIES IN TERMS OF IT SERVICE DELIVERY, IT PROJECT MANAGEMENT, IT STRATEGIC PLANNING AND SUSTAINABLE IT OPERATIONS | | |
| (Why) Goal-1 Alignment | | |
| State IT Strategic Goal: | GOAL 1 - DELIVER HIGH QUALITY GOVERNMENT SERVICES THAT WILL BENEFIT CONSTITUENTS AND SUPPORT ECONOMIC DEVELOPMENT | |
| (What) Target Objectives | IT Performance Measure (PM) | FY17 PM Target |
| Objective-1.1 All existing enterprise services operate at high levels of efficiency and availability with low overhead of provisioning. Additionally, new or modified services are only made available where there is demand and a solid business justification. | <i>P773-11 Queue-time to reach a customer service representative at the DoIT Help Desk</i> | <i>Less than twenty (20) seconds</i> |
| | <i>P773-12 Percentage of desk incidents resolved within the time frame specified for their priority level</i> | <i>90%</i> |
| | <i>P773-13 In-service percentage of the state voice communication network</i> | <i>99.99%</i> |
| | <i>P773-14 Percent of mainframe uptime affecting user access and/or batch scheduling</i> | <i>99.99%</i> |
| | <i>P773-19 Percent of scheduled uptime the human capital management suite of the Statewide Human Resources, Accounting, and Management Reporting system is available during business hours</i> | <i>99.5%</i> |
| | <i>P773-20 Percent of scheduled uptime the financial suite of the Statewide Human Resources, Accounting, and Management Reporting system is available during business hours</i> | <i>99.5%</i> |

| Agency IT Strategic Goal-1 | | | | | | |
|--|--|---------|---------|---------|---------|---------|
| <p>Objective-1.2 Established models of IT governance, service management, project management and system development life cycle, as well as independent verification and validation; which are used to provide productive frameworks and best practices used to improve enterprise IT efforts.</p> | <p><i>P772-8 Number and budget requested for reoccurring IT appropriations as incorporated within annual agency IT Plans</i></p> | | | | | N/A |
| (How) Strategies | (When) | | | | | |
| | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p>Strategy-1.1 The Department will facilitate the Project Certification process so as to provide effective oversight of statewide IT projects.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-1.1.1</i> The Department's Compliance and Project Management will provide guidance and clear oversight to promote quality and compliance for executive agencies.</p> | | X | X | X | X | X |
| <p><i>Initiative-1.1.2</i> The Department's Compliance and Project Management will provide statutory approval of IT contracts, including emergency procurements, sole source contracts, price agreements, and RFPs prior to approval by DFA and General Services Department and State Purchasing Division (SPD).</p> | | X | X | X | X | X |
| <p>Strategy-1.2 The Department will Increase knowledge and understanding of project management best practices within the agencies by providing opportunities for project management training for IT staff.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-1.2.1</i> The Department will facilitate project management training for staff.</p> | | X | X | X | X | X |
| <p>Strategy-1.3 The Department will established models of IT service management, project management and system development life cycle that will be used to provide productive frameworks and best practices for improving enterprise IT efforts.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |

| Agency IT Strategic Goal-1 | | | | | | |
|---|-------------------|----------------|----------------|----------------|----------------|----------------|
| <i>Initiative-1.3.1</i> The Department's Compliance and Project Management will develop, promulgate, and ensure compliance with rules, standards, best practices and guidance for management and certification for IT projects. | | X | X | X | X | X |
| <i>Initiative-1.3.2</i> The Department will meet with enterprise service owners on an annual base and assess the applications which are used to support such services. Weigh the criticality of the applications for planning of continuity and ease of recovery. | | X | X | X | X | X |
| <i>Initiative-1.3.3</i> The Department will promote the use of ITIL an Enterprise Model for Operations and Service Delivery. | | X | X | X | X | X |
| <i>Initiative-1.3.4</i> The Department will promote an Enterprise Model for Managing IT Projects. | | X | X | X | X | X |
| <i>Initiative-1.3.5</i> The Department will promote the use of an Enterprise Model for a System Development Life Cycle. | | X | X | X | X | X |
| Strategy-1.4 The Department in consultation with public entities will plan, invest, and implement services that maximize advances in technology and service options. | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <i>Initiative-1.4.1</i> The Department's Compliance and Project Management will enhance IT project oversight and compliance to ensure quality and success. | | X | X | X | X | X |
| <i>Initiative-1.4.2</i> The Department will establish a collaborative effort (IT Working Group) between the Department and agencies to define the necessary information to be included in the annual Agency IT Plans. | | X | X | X | X | X |
| <i>Initiative-1.4.3</i> The Department will continue education and outreach to attract additional users of the Victims Information and Notification Everyday (VINE) application. | | X | X | X | X | X |
| <i>Initiative-1.4.4</i> The Department will implement One-Stop Business Portal. | | X | X | X | X | X |
| <i>Initiative-1.4.5</i> Account Managers: <ul style="list-style-type: none"> • Implement approved marketing/training plans. • Develop new service performance measures • Explore Customer Relationship Management software resources • Implement Service Proposal Automation • Achieve target for Customer Service Reviews • Improve customer relations during the Discovery | | X | X | X | X | X |

| Agency IT Strategic Goal-1 | | | | | | |
|--|-------------------|----------------|----------------|----------------|----------------|----------------|
| Phase of high profile/large telecommunications Improve Customer Service Review process <ul style="list-style-type: none"> • Publish DoIT Service Catalog • Improve the Service Managers process for updating the Service Catalog | | | | | | |
| <i>Initiative-1.4.6</i> Database: <ul style="list-style-type: none"> • Continued Peoplesoft, OS, and Oracle version upgrades • Pinnacle: <ul style="list-style-type: none"> o FY16 Phase Two -Phones o FY17 Phase Three - Wireless • FY17 Department of Health - Migration to a new immunization system • FY16 HSD/ASPEN - Complete Phase I and Phase II of the Long Term Storage solution implementation • FY16 Software upgrades and improvements to the performance of the Audit Vault Server • FY17 Replace the TIWA Exadata • FY18 HSD/ASPEN :Replace the Production Audit Vault Server • FY20 HSD/ASPEN :Replace the SIMMS Exadata | X | X | X | X | | X |
| <i>Initiative-1.4.7</i> Application Development: <ul style="list-style-type: none"> • Acquire additional programming projects from State Agencies • Offer alternative software development solutions for projects not funded by the Computer Enhancement Fund. • Mobile Device Creation- Offer mobile device applications for State employees who work in a non-office environment. • NM IT Knowledge Sharing - Establish a forum for IT individuals to share knowledge and experiences. | | X | X | | | |
| Strategy-1.5 The Department will promote solutions to improve the State public safety interoperability communication capabilities. | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <i>Initiative-1.5.1</i> Improve Interoperability of Public Safety Communications. This initiative includes the SLIGP grant, which will provide the framework for interoperability within public safety. | | X | X | X | X | X |
| <i>Initiative-1.5.2</i> The development of the Broadband Strategic Plans will be standards-based to ensure the interoperability of systems. | | X | X | X | X | X |
| <i>Initiative-1.5.3</i> Continue SLIGP education and outreach via annual, regional and local meetings throughout the State of | | X | X | | | |

| Agency IT Strategic Goal-1 | | | | | | |
|---|-------------------|----------------|----------------|----------------|----------------|----------------|
| New Mexico. | | | | | | |
| Strategy-1.6 The Department will leverage the expanded broadband telecommunications in New Mexico to increase bandwidth available via fiber or digital microwave to rural agency sites, tele-health sites, public safety and public education institutions. | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <i>Initiative-1.6.1</i> The Department will enhance the State-Wide Broadband Network. | X | X | X | X | X | X |
| <i>Initiative-1.6.2</i> The primary initiative for the NMBBP is “sustainability”. Much effort will be extended to step into action the recommendations and options to continue the NMBBP beyond the funding stream. Anticipated are funds to continue supporting a Broadband Program Manager and many of the activities that provide essential data and services to enhancing broadband infrastructure and education within New Mexico: Broadband Mapping; Broadband Capacity Building; Broadband Planning; and Broadband Technical Assistance. Administrative action to align and modernize policy will be needed in addition to new legislation. | X | X | X | X | X | X |
| Strategy-1.7 The Department will promote solutions to enhance and improve the Statewide Human Resources Accounting Reporting (SHARE) system. | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <i>Initiative-1.7.1</i> Fully Modernize SHARE Upgrade PeopleSoft to version 9.2. | X | X | X | | | |

Section 7.1.2 Agency IT Strategic Goal- 2

| Agency IT Strategic Goal-2 | | | | | | | | | |
|---|---|--|--|---|----------------|-----------------------|----------------|----------------|----------------|
| GOAL 2 - BE THE THOUGHT LEADER AMONG AGENCIES WITH RESPECT TO EMERGING TRENDS AND APPLICATION OF ENABLING TECHNOLOGIES | | | | | | | | | |
| (Why) Goal-2 Alignment | | | | | | | | | |
| State IT Strategic Goal: | GOAL 1 - DELIVER HIGH QUALITY GOVERNMENT SERVICES THAT WILL BENEFIT CONSTITUENTS AND SUPPORT ECONOMIC DEVELOPMENT | | | | | | | | |
| (What) Target Objectives | | | | IT Performance Measure (PM) | | FY17 PM Target | | | |
| Objective-2.1 Research and development of new technologies and enhancement of existing services | | | | <i>P773-10 Number of anchor institutions utilizing the forthcoming 700MHz Long Term Evolution (LTE) public safety network</i> | | 5 | | | |
| (How) Strategies | | | | (When) | | | | | |
| | | | | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| Strategy-2.1 Ongoing identification of new and revised enterprise technology services will be facilitated through consultation with public entities, planning documents, industry research, technology service providers and discussions with other states. | | | | | | | | | |
| (Strategic Actions) Initiatives | | | | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <i>Initiative-2.1.1</i> Complete Phase III of SWIRE Project (Refresh and reinforce Radio (LMR, DMW) infrastructure, initiated deployment of 700Mhz LMR system and completed migration to IP based Radio Dispatch Console system | | | | X | X | | | | |
| Strategy-2.2 The Department will identify and actualize ways of collaborating with agencies on the funding and support of innovative and emerging technologies. | | | | | | | | | |
| (Strategic Actions) Initiatives | | | | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <i>Initiative-2.2.1</i> SAAS Test SAAS Production | | | | | X | X | X | | |
| <i>Initiative-2.2.2</i> DAAS Develop Proof of Concept (POC) in FY17-18 DAAS Pilot FY19 DAAS Test / Production FY20 | | | | | X | X | X | X | |

Section 7.1.3 Agency IT Strategic Goal – 3

| Agency IT Strategic Goal-3 | | | | | | |
|---|--|--|--|--|-----------------------|---------|
| GOAL 3 - DRIVE DIGITAL LEADERSHIP VIA RATIONALIZATION, DEMYSTIFICATION AND BUSINESS TRANSLATION | | | | | | |
| (Why) Goal-3 Alignment | | | | | | |
| State IT Strategic Goal: | GOAL 3 - FULLY LEVERAGE IT INVESTMENTS THROUGH EFFECTIVE DEVELOPMENT, IMPLEMENTATION, RESOURCE OPTIMIZATION AND MANAGEMENT OF IT TECHNICAL SERVICES GOAL 6 - DEVELOP AND IMPLEMENT GOVERNANCE BY WHICH THE STATE COORDINATES DATA AND INFORMATION MANAGEMENT PROGRAMS | | | | | |
| (What) Target Objectives | | | | IT Performance Measure (PM) | FY17 PM Target | |
| Objective-3.1 IT investments carried out in the most responsible manner through collaboration with agencies, DFA, State Personnel Office (SPO), and LFC | | | | <i>P772-7 Quarterly number and budget of approved IT professional services contracts and amendments</i> | N/A | |
| Objective-3.2 IT governance evaluates technology initiatives; proposed and current; to ensure the State is properly leveraging existing investments and planning future investments; to better position the State as a technology leader | | | | <i>P772-6 Number and appropriated budget of executive agency certified projects reviewed quarterly for oversight requirements</i> | N/A | |
| Objective-3.3 Reduced wasteful duplication, decrease costs and increase the efficiency of services with established processes for service consolidation, decommissioning, and redefinition that include strategies for revenue replacement and/or reduction in cost | | | | <i>P773-9 Percentage of phone systems using internet protocol or other similar technologies to achieve virtual local calling within the state enterprise</i> | 40% | |
| Objective-3.4 An IT Enterprise Architecture Framework that supports the State's business by providing the fundamental technology and process structure for an IT strategy. | | | | <i>Performance Measure not established</i> | N/A | |
| (How) Strategies | | | | (When) | | |
| | | | | Prior Year | FY 2017 | FY 2018 |

| Agency IT Strategic Goal-3 | | | | | | |
|---|-------------------|----------------|----------------|----------------|----------------|----------------|
| <p>Strategy-3.1 The Department will continue to work with the Agencies, the DFA, the SPO, and the LFC to improve the processes that assure that IT investments are carried out in the most responsible manner.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-3.1.1</i> The Department's Compliance and Project Management will review appropriation requests and legislation related to IT and makes recommendations to the DFA, and LFC for formal approval by the Legislature and the Governor.</p> | X | X | X | X | X | X |
| <p>Strategy-3.2 The Department will implement a governance structure for service consolidation, decommissioning, redefinition, etc. that will include strategies for revenue replacement and/or reduction in cost.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-3.2.1</i> The Department will define and implement an Enterprise Model for IT Governance. And, determine if the COBIT model fits the State.</p> | | X | X | X | X | X |
| <p>Strategy-3.3 The Department in consultation with public entities will evaluate and select enterprise services that can be provided in a cost-effective manner across multiple organizations.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-3.3.1</i> Determine long term strategy and plan for State LMR network, including public safety.</p> | | X | X | X | X | |
| <p><i>Initiative-3.3.2</i> <i>Modernization of Local Government Console System.</i></p> | | X | | | | |
| <p><i>Initiative-3.3.3</i> <i>Modernization and Integration of all remaining NMSP console systems into Motorola Core.</i></p> | | | X | | | |
| <p><i>Initiative-3.3.4</i> Secure long term funding for LMR system modernization.</p> | | X | X | X | X | X |
| <p>Strategy-3.4 The Department has been designated as the custodian for the State Geospatial Strategic Planning Program. The Department in collaboration with local and private entities; will plan and implement geospatial technologies to better service the public</p> | | | | | | |

| Agency IT Strategic Goal-3 | | | | | | |
|---|------------|---------|---------|---------|---------|---------|
| and government. | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-3.4.1</i> The Department will implementing a Geospatial Program:</p> <ul style="list-style-type: none"> Acquiring a funding source that will continue support to State Agencies in development of geospatial resources and projects is being assessed; Determine funds to support “Collaborative Geospatial Projects” required by State Agencies. These to include data acquisition and application development requirements; Enterprise License Agreements (ELA) towards Geospatial Software Products used by most agencies; and Federal/State/Local Stewardship Program that will support securing funds to develop geospatial data products. | X | X | X | X | X | X |
| <p><i>Initiative-3.4.2</i> The Department will coordinate geospatial information and technologies in New Mexico State Government through the Geospatial Program Manager who chairs the Department’s Geospatial Advisory Committee that engages state, federal, local, and professional participants.</p> | X | X | X | X | X | X |
| <p><i>Initiative-3.4.3</i> The Department will develop policy recommendations and guidelines concerning geospatial data and technologies in New Mexico State Government.</p> | X | X | X | X | X | X |
| <p><i>Initiative-3.4.4</i> The Department will share geospatial information among all government agencies and the public in partnership with the State Geospatial Data Clearinghouse.</p> | X | X | X | X | X | X |
| <p><i>Initiative-3.4.5</i> The Department will have a designated Tribal Liaison as set forth in statute and investigate funding sources to stabilize that function.</p> | X | X | X | X | X | X |
| <p>Strategy-3.5 The Department will Identify and develop multi-agency service delivery applications providing comprehensive and easy to use access to government services which ensure public trust and establish transparency.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-3.5.1</i> The Department’s Application Development Bureau will</p> | X | X | X | | | |

| Agency IT Strategic Goal-3 | | | | | | |
|---|-------------------|----------------|----------------|----------------|----------------|----------------|
| acquire more programming projects from State agencies; to include cloud computing applications. | | | | | | |
| Strategy-3.6 The Department will develop and use a State IT Enterprise Architecture as its business, application and technical architecture, inclusive of enterprise portals. This framework will serve as the basis for IT governance, standards and rules. | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <i>Initiative-3.6.1</i> The State Framework for Enterprise Architecture Program will be re-written to support and guide ongoing architecture efforts. Technical and business domain teams will be established to identify and to develop standard-based enterprise services. | X | X | X | X | X | X |

Section 7.1.4 Agency IT Strategic Goal – 4

| Agency IT Strategic Goal-4 | | |
|---|---|----------------|
| GOAL 4 - DRIVE EXTERNAL CREDIBILITY BY OPERATING EFFICIENTLY, EFFECTIVELY, AND SEAMLESSLY IN THE DELIVERY OF SERVICES AND EXECUTION OF IT OVERSIGHT | | |
| (Why) Goal-4 Alignment | | |
| State IT Strategic Goal: | GOAL 2 - OPTIMIZE EFFICIENCY VIA CONTINUOUS PROCESS IMPROVEMENT AND MAINTAIN A HIGH QUALITY AGILE TECHNOLOGY INFRASTRUCTURE GOAL 4 - EFFECTIVELY MANAGE AND VALUE INFORMATION AS AN ASSET TO DRIVE OPERATIONAL EFFICIENCIES, THAT SUPPORT MISSION NEEDS GOAL 5 - RECRUIT, SUSTAIN AND RETAIN THE BEST TECHNOLOGY WORKFORCE TO EFFECTIVELY DELIVER EXCELLENT IT SERVICES | |
| (What) Target Objectives | IT Performance Measure (PM) | FY17 PM Target |
| Objective-4.1 Compliance with state and federal regulations, standards and laws | <i>P771-1 Percent of audit corrective action plan commitments completed on schedule</i> | 95% |
| | <i>P771-5 Percent of voice, data, and radio services meeting federal standards for cost recovery</i> | 100% |
| Objective-4.2 Continual improvement of enterprise services to ensure high levels of efficiency and availability. | <i>P771-2 Percent of accounts receivable dollars collected within sixty days of the invoice due date</i> | 75% |
| | <i>P771-3 Dollar amount of account receivables over sixty days</i> | \$7.5M |
| | <i>P771-4 Percent of mainframe services meeting federal standards for cost recovery</i> | 100% |
| | <i>P773-15 Growth of virtual machines running on hosted enterprise server</i> | Quantity 375 |

| Agency IT Strategic Goal-4 | | | | | | |
|---|---|----------------|----------------|----------------|----------------|----------------|
| | <i>P773-21 Percent on time delivery of Statewide Human Resource, Accounting, and Management Reporting System approved projects to the agreed upon implementation date</i> | | | | | 80% |
| Objective-4.3 A secure secondary State Data Center provisioned with redundancies for continuity for use in establishing resilience and recovery environments for State critical applications. | <i>P773-16 Number of enterprise systems hosted or owned by the Department with a disaster recovery or resilience presence</i> | | | | | N/A |
| Objective-4.4 An IT Security Program with an assigned Chief Information Security Officer responsible for identifying, evaluating and reporting on information security risks | <i>P773-17 Percentage of co-located and enterprise hosted systems with documented system security plans</i> | | | | | 65% |
| | <i>P773-18 Number of perimeter and security-logged devices reporting security metrics to the Network Operations Center</i> | | | | | 80% |
| Objective-4.5 Assessment and provision of IT training needs of staff and agencies to define the technical skills required to provide high level IT services | <i>P773-22 Percent of staff that receive at minimum 24 hours of training in their specific technology field within a year</i> | | | | | 60% |
| (How) Strategies | (When) | | | | | |
| | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| Strategy-4.1 The Department will comply with federal standards for grant awards and cost recovery in regards to mainframe, voice, data and radio services. | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <i>Initiative-4.1.1</i> The Department will assign resources to federal awards to provide compliance will all federal rules, regulations, and requirements; to include reporting and monitoring. | | X | X | X | X | X |
| <i>Initiative-4.1.2</i> Delivery of the State Local Implementation Grant Program (SLIGP) data collection to FirstNet. | | X | X | | | |
| <i>Initiative-4.1.3</i> Upgrade CMS for Avaya Call Center: FY17 Begin Strategic Plan for Fujitsu Migration to Avaya | | X | X | X | X | X |

| Agency IT Strategic Goal-4 | | | | | | |
|---|-------------------|----------------|----------------|----------------|----------------|----------------|
| <p><i>FY18 Begin actual migration from Fujitsu to Avaya</i> <i>FY19 Planning for Telephone Network 10 Digit Dial Plan</i> <i>FY20 Complete PRI trunks conversion to SIP</i> <i>FY21 Complete Dial Plan conversion</i></p> | | | | | | |
| <p><i>Initiative-4.1.4</i> Revise standards and publish engineering standards for sites, hardware and technology.</p> | | X | | | | |
| <p><i>Initiative-4.1.5</i> If committed to 700 MHz using State frequencies need to follow and meet Federal Communications Commission (FCC) build out timeline requirements.</p> | | X | X | X | X | |
| <p><i>Initiative-4.1.6</i> Fully integrate Solarwinds monitoring, management and Tait Base stations.</p> | | X | X | | | |
| <p><i>Initiative-4.1.7</i> Update Albuquerque Radio Communications Bureau (RCB) building and bring up to at least minimum OSHA standards.</p> | | X | | | | |
| <p><i>Initiative-4.1.8</i> Maintain current support levels for all mainframe hardware and software.</p> | | X | X | X | X | X |
| <p>Strategy-4.2 The Agency IT Strategic Plan process will be leveraged and improved to structure a common framework for Agency IT planning and to gather data for a statewide enterprise approach to IT planning.</p> | | | | | | |
| <p>(Strategic Actions) Initiatives</p> | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-4.2.1</i> The Department will update the New Mexico Information Technology Strategic Plan for FY17 – FY19. The plan will provide guidance to agencies, outlining cost-efficient strategic directions to be incorporated into annual agency IT plans. The plan will include cost-efficient solutions for agency business requirements.</p> | | X | X | X | | |
| <p><i>Initiative-4.2.2</i> The Department will assess and revise the Agency Annual IT Planning guidelines and template as a strategic planning tool and include objectives; strategies and initiatives and connect performance measure</p> | | X | X | X | | |
| <p><i>Initiative-4.2.3</i> The Department will incorporate the Annual IT Planning guidelines and template into a planning and assessment tool so that agencies can develop and submit their <i>IT Plans electronically</i> (i.e. online). The tool will have the capability for analysis on the IT Plans.</p> | | | | X | X | X |
| <p>Strategy-4.3 The Department will develop an Annual IT Strategic Plan that defines the vision for services and revenues over a multi-year horizon.</p> | | | | | | |

| Agency IT Strategic Goal-4 | | | | | | |
|---|-------------------|----------------|----------------|----------------|----------------|----------------|
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-4.3.1</i> The Department will develop an Annual IT Strategic Plan with prior year accomplishment, current project, and planned initiatives. This effort will require participation from key staff to engage in a strategic planning forum and plan development.</p> | X | X | X | X | X | X |
| <p>Strategy-4.4 The Department will plan and implement a secondary State Data Center that will be used for resilience and recovery for State applications.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-4.4.1</i> The Department will assess current data center locations to establish recovery locations for enterprise systems.</p> | X | X | X | X | X | X |
| <p><i>Initiative-4.4.2</i> The Department will establish the mainframe hardware and software disaster recovery environment.</p> | X | X | | | | |
| <p><i>Initiative-4.4.3</i> The Department will test the mainframe hardware and software disaster recovery environment.</p> | | | X | X | X | X |
| <p>Strategy-4.5 The Department will assign a Chief Information Security Officer (CISO) to manage and administer an IT Security Program. The CISO will develop, implement and monitor a strategic, comprehensive enterprise information security and IT risk management program to ensure the integrity, confidentiality and availability of information owned, controlled or processed by the state.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-4.5.1</i> The Department will facilitate information security governance through implementation of a hierarchical governance program, including the formation of an information security steering committee or advisory.</p> | X | X | X | | | |
| <p><i>Initiative-4.5.2</i> The Department will establish an Information Technology Security Program that will develop enterprise information security architecture and information security policies, standards, and procedures using best practices.</p> | X | X | X | | | |
| <p><i>Initiative-4.5.3</i> The Department, Information Technology Security Program will facilitate a metrics and reporting framework to measure the efficiency and effectiveness of information technology security and facilitate appropriate resource allocation.</p> | | X | X | | | |

| Agency IT Strategic Goal-4 | | | | | | |
|---|-------------------|----------------|----------------|----------------|----------------|----------------|
| <p><i>Initiative-4.5.4</i> The Department's Chief Information Security Officer will identify, evaluate and report on information security risks. Reporting will be in compliance with regulatory requirements and aligned with and support the risk posture of the State Enterprise Services.</p> | | X | X | | | |
| <p><i>Initiative-4.5.5</i> The Department's Chief Information Security Officer will proactively work with agencies, local public bodies and private entities to implement practices that meet defined enterprise policies and standards for information security.</p> | | X | X | | | |
| <p>Strategy-4.6 The Department will develop a program that is structured to improve the status of the Information Technology professionals to result in higher retention rates, improve staff morale, productivity, innovation while maintaining a more stable and knowledgeable IT.</p> | | | | | | |
| (Strategic Actions) Initiatives | Prior Year | FY 2017 | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| <p><i>Initiative-4.6.1</i> Secure and provide Motorola training for ENG and OPS personnel. This is critical for ongoing support and no dependency on vendors.</p> | | X | | | | |
| <p><i>Initiative-4.6.2</i> Ongoing cross-training for engineers in various disciplines (LMR, IP, Routing etc.)</p> | | X | X | X | X | X |
| <p><i>Initiative-4.6.3</i> Reclassify NSB Positions and add NSB FTE positions. Implement training curriculum and certification program for DOIT-NSB Staff.</p> | | X | X | X | X | X |

Section 7.2 Agency FY17 IT Projects

| FY17 Project Name | Project Description | Estimated Project Cost | Estimated End Date |
|---|---|---|---------------------------------------|
| SHARE PeopleSoft 9.2 Upgrade | Upgrade SHARE Financials and HCM modules to version 9.2 | \$20,000,000 | June 2018 |
| Telecommunications PINNACLE Project | Phase Three (Wireless) Pinnacle Telecom Enterprise Management: Wireless phone service from provider to chargeback of DoIT customers | \$20,000 | June 2017 |
| SWIRE | Complete Phase III of the SWIRE Project: Refresh and reinforce the Radio LMR and DMW infrastructure; initiate deployment of 700Mhz LMR system; and completed migration to IP based Radio Dispatch Console system. | \$5,700,000 | June 2017 |
| Solar Winds Netflow Module Integration | Implementation of Netflow module for Solarwinds; implementation in-house at no costs other than software licensing. | \$12,138 | Fall 2017 |
| Mainframe Disaster Recovery Phase 3 with full testing | Install and replicate Virtual Tape System at off-site DR NMSU location | \$200,000 per year for four years | December 2016, ongoing annual testing |
| Mainframe Software upgrades with rightsizing | Install all current versions and maintenance of multiple software products; zVM zOS, DB, Security, Tools, Utilities | ongoing operational expense | continuous |
| Mainframe Software return-on-investment (ROI) evaluation with rightsizing | Evaluate ROI on all software products: security, tape manager, common services, Datacom, Dispatch, reporting tools, JCL checker, Panvelet, job scheduler, SMF Director; system monitors, sort facilities; database Performance, utilities and admin tools | \$1,200,000 onetime investment \$230,000 ongoing maintenance | December 2016 |
| Network: Continue ATM transition | ATM transition to MOE, MPLS, DSL, RGON: 1. DoIT 2. Department of Transportation 3. Assist State agencies (identify, and transition) | Enterprise Fund | June 2017 |

| FY17 Project Name | Project Description | Estimated Project Cost | Estimated End Date |
|-------------------------------|--|------------------------|--------------------|
| Network: Decommission EOL | Final Decommission EOL ATM Hardware (Simms- BPX) | Enterprise Fund | June 2017 |
| Network: Voice Enhancement | Continue to Turn up New SIP Provider Trunks (Voice) | Enterprise Fund | June 2017 |
| Network: VIOP | <ol style="list-style-type: none"> 1. Homeland Security 2. CYFD – eight sites 3. HSD – three sites 4. TRD, one site 5. ISP Bandwidth Upgrade – five sites | Enterprise Fund | June 2017 |
| Network: Pinnacle | Pinnacle Telecom Expense Management | Enterprise Fund | June 2017 |

Section 7.3 Agency Equipment and Software

| FY17 Equipment/ Software | Equipment/Software Description | Equipment/ Software Cost |
|---|---|--|
| SHARE Servers <i>(hardware)</i> | New hardware for database servers, to maintain currency | \$250,000 |
| Mainframe <i>(software)</i> | Compuware, IBM, ASG, SAS, Mainline, BMC, XeroxSolimar, Syncsort, MacKinney, Merrill Consultant, Open Tech, Netec, CA | \$3,600,000 per year (on going operational expense) |
| Mainframe <i>(hardware)</i> | IBM; CPU, DISK, VTAPE, DR-DISK, DR-CPU, DR-VTAPE | \$1,100,000 per year (on going operational expense) |
| Mainframe <i>(hardware)</i> | Xerox Enterprise Printers | \$101,000 per year |
| LMR <i>(hardware)</i> | Mobile/Portable/Repeater radio systems replacement for DPS and other agencies. | \$4,000,000 |
| Netflow <i>(software)</i> | Netflow module for Solar Winds core package to enable more comprehensive network and IP troubleshooting and better network traffic awareness | \$12,138 |
| SolarWinds <i>(software maintenance renewal)</i> | Software maintenance renewal for Solarwinds. Must be executed by October 31 st , 2015. This is an annual cost and will go up in FY18 due to addition of Netflow Module above. | \$11,355 |
| Motorola <i>(support)</i> | Motorola 24x7x365 Telephone Technical and Engineering Support (Cost may go up with hardware added to network in FY16). This is an annual cost. | \$19,183 |
| Motorola <i>(software maintenance)</i> | Software Maintenance Upgrades and Security Updates on all system software and platforms. This is an annual cost which increases with the equipment added to the system. This cost is projected for FY17 based on possible pending projects. | \$204,060 |
| Customer Service: Visual Studio .NET | 5 Copies of Microsoft Visual Studio 2015 | \$5,000 |

| FY17 Equipment/ Software | Equipment/Software Description | Equipment/ Software Cost |
|--|--|-------------------------------------|
| 2015 <i>(software)</i> | | |
| Customer Service: Adobe's Creative <i>(software)</i> | Adobe's Creative Cloud Suite | \$6,000 |
| Customer Service: PC Upgrade <i>(hardware)</i> | Replace three personal computers, purchase three dual monitors, and purchase three laptops | \$7,000 |
| Customer Service: Customer Relationship Management <i>(software)</i> | To help businesses manage customer data and customer interaction, access business information, marketing and customer support and also manage employee, vendor and partner relationships. Business Analytics | \$1,495.00 \$65 /month/user |
| Network: Refresh Network Core Equipment | (Routers, Switches, Firewalls, IPS, VPN, etc...) under DOIT-NSB management - Annual goal is to refresh 25% of all Network Core Equipment | TBD |
| Network: Support /Maintenance Contracts | Support and Maintenance contracts for equipment under DOIT-NSB management | TBD |
| CPMO - Equipment <i>(hardware)</i> | Equipment Refresh (Misc. laptops, phones, monitors, printers) | \$9,500 |
| CPMO - Microsoft Project, Visio and Quickbase <i>(software)</i> | Software updates, licensing (MS Project, Visio, Quickbase) | \$9,500 |
| CPMO - Gartner <i>(license)</i> | Gartner Licensing - information technology research and guidance | \$30,000 |
| | | |

Section 7.4 Equipment and Software that is anticipated to be refreshed in FY17

The purpose of the Equipment Replacement Fund (ERF) is to support the process that was established with the enabling language contained in the Department of Information Technology Act, authorizing the Department to set up equipment replacement funds in order to be able to keep current the underlying equipment and software required for providing enterprise services. Furthermore, the Department's NSB has committed to refresh annually 25% of all network core equipment (routers, switches, firewall, IPS, VPN, etc.) under the Department's management.

In FY15 the Department utilized the Equipment Replacement Fund to replace network, radio and servers that had served their useful life. This included: the purchase of two-way radios and base stations to support radio communication services; data center core infrastructure to support the co-location of enterprise and agency equipment in the state's data center; web filter security; network

equipment within the data center, as well as, replacement of switches, firewalls and routers for the state’s core network; and servers, storage and a database machine to support numerous enterprise services.

| Service Area | Type of IT Asset | Description | FY17 |
|---------------------|---|---|---------------------|
| Public Safety Radio | Hardware | Purchases to replace public safety console systems for additional DPS districts; additional LMR for public safety Agencies. | \$2,529,300 |
| Communications | Hardware | Data and voice equipment to support VoIP implementations | \$1,609,600 |
| Data Center | Hardware/Software | Data Center end of life equipment procurements | \$2,529,300 |
| SHARE | Hardware/Software and Professional Services | Hardware and software to support SHARE upgrade, expansion and implement new modules | \$3,622,300 |
| Other | Hardware/Software | Miscellaneous hardware and software purchases to support end of life equipment replacement | \$996,400 |
| | Enterprise Services Total | | \$7,664,600 |
| | SHARE Total | | \$3,622,300 |
| | Department TOTAL | | \$11,286,900 |

Section 8. Joint Funding Opportunities

List below any possible joint funding opportunities that the agency might be or wish to be planning with other agencies or other funding sources that could be working on a more enterprise level:

| Potential Application, Services or Process | Potential partners |
|--|--|
| SHARE Budget Preparation System | State Budget Division |
| The Department has obtained a signed Memorandum of Understanding (MOU) with the Department of Interior (DOI) and with Customs Border Protection (CBP). The MOU is pursuant to the FirstNet Key Learning Condition (KLC) to | Department of Interior (DOI) Customs Border Protection (CBP) Federal Law Enforcement Training Center (FLETC) |

| Potential Application, Services or Process | Potential partners |
|---|--------------------------------|
| establish a federal partnership for the Early Builders Project for the SIRCITS Grant Award. The Department will use the signed MOUs as the baseline to complete a MOU with the Federal Law Enforcement Training Center (FLETC) organizations. | |
| The Department continues to pursue agreements with the counties of Dona Ana and Eddy for use of their respective towers and shelters for the Early. | Dona Ana County Eddy County |
| The Department has signed agreement with Adams County, Colorado for the Remote Core connection | Adams County, Colorado |

Section 9. Key Statewide Initiatives

Section 9.1 Security

Beyond the ability to detect and assess cyber threats to the State’s IT infrastructure, it is crucially important to be able to quickly respond to incidents involving enterprise IT systems. In an effort to better formalize and standardize the State’s ability to respond to these threats, a formal System Security Plan (SSP) template was developed for use with enterprise systems.

The purpose of the SSP is to provide system security requirements and describe the controls in place or planned to meet those requirements. The SSP should be viewed as a structured process for planning adequate security protection for major critical systems. The SSP reflects input from various managers with responsibilities concerning the information system, including information owner(s), system owner(s), system operator(s), and the information security manager.

Reporting of Department performance measure requires an assessment of the system security controls. Additionally, many agencies have federal requirements that mandate SSPs. In order to identify which agencies have SSPs in place an assessment must be done. In moving forward the Department has formulated a Security Advisory Group and a Security User Group.

Section 9.2 Strategic Planning

Strategic Planning Statutory Authority and Structure

The statutory authority within the Department of Information Technology Act establishes the basis for the Department Annual IT Plan for FY17. The organization of the FY17 Plan is structured in a common framework provided in the FY17 Agency IT Plan Guidebook. Within this structure is the agency planning inputs outlined within the State IT Strategic Plan.

Strategic Planning Development Process

Strategic Planning for the Department is a hybrid of various methodologies which consists of the following process:

1. Gather and analyze information from internal key staff; external organizations such as IT Commission, IT Working Group, etc. and the market.
2. Identify critical issues facing the Department. Identify what are the Department's weaknesses; what needs improvement; and what could disrupt enterprise services.
3. Recognize the Department's strengths. Identify what unique resources the Department provides that other do not.
4. Identify opportunities for the Department. Research current trends in the market and what others are pursuing.
5. Review the strategic vision statement and mission statement.
6. Develop strategic goals and assure the strategic goals align with the State IT Strategic Plan. When IT strategic goals are developed there are specific qualities that are addressed with a common practice using the acronym *S.M.A.R.T.* acronym:
 - Specific: A business goal must be clear and unambiguous, and describe exactly what you are trying to achieve.
 - Measurable: The business goal has a specific outcome.
 - Attainable: The goal can be somewhat of a "stretch" goal, but it must be a goal that can be achieved.
 - Relevant: The goal must be consistent with the Agency Mission and Vision
 - Time-based: The goal must have a specific end date.
7. Develop attainable objectives based on the strategic goals.
8. Formulate strategies for each goal and develop initiatives that will carry out the specific strategy.

The strategic planning development process above requires consideration and articulation of values and priorities from key individuals and key stakeholders. Participation from these individuals is critical to the effectiveness of the plan. Strategic plans are not merely laundry lists of goals, but rather reflect the priorities of those participating in the planning process.

Section 9.3 IT Best Practices

The Department as the enterprise service provider has adopted the ITIL Service Lifecycle. The organizational structure of the Department has followed this model. Managers and supervisor have been trained in the ITIL Foundation and the Department plans to conduct additional training for staff. The Department has moved from a Maturity Level Two and is working on the Maturity Level Three. The process or functions has been recognized and procedures are been standardized, documented and communicated through training. The procedures themselves are not sophisticated but are the formalization of existing practices. It is, however, left to the individual to follow these procedures and deviations may occur. The process has a process owner, formal objectives and targets with allocated resources, and is focused on both efficiency and effectiveness. Activities are becoming more proactive and less reactive.

In terms of project oversight and guidance, the Department, through the compliance and project management program, follows best practices, improved transparency and reporting. Increased

involvement through focus portfolio efforts allows stakeholders such as the DFA and LFC to monitor progress in the enterprise portfolio. Improved community collaboration continues through quarterly meetings, PM communications and annual events. In FY15/FY16, the department collaborated with a local PMI chapter on PMP training. The department’s adaptive oversight approach including coaching and guiding projects at the onset in terms of business process and organization change, as well as right sizing project planning requirements to the types of projects, continues to ensure benefits realization and business outcomes with well-defined requirements, schedules, and budgets.

The Department is at a Maturity Level 2.5 (Gartner assessment). This level requires metrics, models, and tools for quantifying the value to be derived from projects. The Department is in the process of assessing project interdependencies and portfolio risks. This analysis allows projects to confirm strategic alignment and benefits realization, while ensuring a value-maximizing project portfolio. Nonetheless, the Department has demonstrated a need for standardized tools to enable more real time monitoring and reporting.

Section 9.4 Workforce Development

Staffing and recruitment is the second highest priority issue identified by the ITC. This priority issue aligns with Goal 5; of the State IT Plan.



Listed in the table below are specific skill sets that represent staffing gaps and recruitment issues.

| Specific Skill Set | Gap Impacts | Mitigation Steps if any |
|--|--|--|
| Mainframe | | |
| Mainframe Database staff, specifically DB2 support | Inability to upgrade version levels; single point of failure depending on one staff member to support all mainframe database regions | Hire contractors or hire qualified staff into one open Mainframe database position (<i>hiring packet for position is complete, pending budget and management approval</i>) |
| Radio | | |
| Las Vegas Radio Shop Supervisor | Inability to meet commitments at an acceptable level. | Get approval to fill position |
| Roswell Radio Tech | Inability to meet commitments at an acceptable level. | Get approval to fill position |
| Roswell Radio Tech | Inability to meet growing demands for network. | Request approval for additional FTEs |
| LTE Tech | Inability to meet demands for new LTE infrastructure. | Request approval for additional FTEs |
| Site Facility, Generator, HVAC Tech | Keep sites current with regard to scheduled maintenance | Technicians were hired as IT Spec II. It is not practical to depend on them for facility/equipment repair/maintenance to the level required to maintain sites. And, maintain the 2way/microwave network. |

| Specific Skill Set | Gap Impacts | Mitigation Steps if any |
|--|--|---|
| Billing and Database | | |
| App Dev 3 Business Application Development | Limits the number of application development projects the Applications Group can take on, which reduces the amount of savings to the agencies by having to select higher-priced vendors. | Reassign current work and constantly monitor the workload. |
| Account Managers - IT Business Analysts. | Unable to conduct Service Reviews, reconcile circuit billing disputes | Six FTEs budgeted for unit, hire four FTEs positions that are vacant |
| Database Manager & Junior Database Administrator | The group is currently down three positions out of five, including the manager position and two Database Administrator positions. | Currently there is no backup DBA for PINNACLE, DOH, SHARE, or HSD/ASPEN, and given the complexity and the criticality of these systems, this staffing shortage presents a great risk both to the agency and its customers. Ideally two junior-ish DBAs would be hired and cross trained, one could focus initially on learning SHARE, the other could focus initially on learning EXADATA, Audit Vault, and Pinnacle. Given the high rate of IT position turnover this would help provide some continuity to the agency in the event of another DBA departure, and would also allow the group to have the capacity to begin to expand the services it provides, including MS-SQL and whatever else is requested by our customers. |

Professional development was also included in the second highest priority issue identified by the ITC and aligns with Goal 5, of the State IT Plan. Specific training needs are listed in the training table below.

| IT Training Area | Typical IT Training Provider | Beg | Interim | Adv | Typical Individual Cost of Training |
|---|---|-----|---------|-----|-------------------------------------|
| Mainframe Technical Training | IBM, SHARE Conference | | | 6 | \$4,500 per staff |
| Project Management | DoIT, UNM, PMI affiliated organizations, etc. | 3 | 2 | 2 | \$2,000 per staff |
| Procurement Management | DoIT, UNM, PMI affiliated organizations, etc. | 3 | 2 | 2 | \$2,000 per staff |
| Agile, PMI, Six Sigma Advanced training | Agile, PMI, Six Sigma, etc. | | | 2 | \$3,500 per staff |

| | | | | | |
|---|---|----|----|----|---|
| | affiliated organizations, Gartner | | | | |
| LMR – Motorola M3 core, dispatch systems and RF platforms | Motorola (includes ongoing training needs for OPS as well as ENG. | 15 | 6 | 3 | \$4,000.00 per staff |
| Ongoing IP and network training | Radio network is evolving to a IP and network system | 15 | 6 | 3 | \$2,500.00 per staff |
| Adv. MS Excel Training | Albuquerque Vendor | 8 | 8 | 8 | \$250 per staff per level |
| Wins 7/10 + Certification | Albuquerque Vendor | 8 | 8 | 8 | \$2800 - \$3500 per student per level |
| Certified Customer Service Training | Customer Service Inst. Of America | | 12 | 12 | \$295 - \$350 per staff per student |
| ITIL (Information Technology Infrastructure Library) Training | Albuquerque Vendor | 8 | 8 | | \$2395 per staff per level |
| Project Management for professionals | Albuquerque Vendor | 4 | | 5 | \$1500 to \$2500 per staff per level Exam not included Electives: \$725-\$995 |
| MS-SQL | Albuquerque Vendor | 2 | 2 | 2 | \$1500 per staff |
| Oracle Database training | Albuquerque Vendor | 2 | 2 | 2 | \$1500 per staff |
| Visual Studio for Application developers | Albuquerque Vendor | 4 | 4 | 4 | \$1,500 per staff |
| C# | Albuquerque Vendor | 4 | 4 | 4 | \$1,500 per staff |
| Crystal Reports | Albuquerque Vendor | 4 | 4 | 4 | \$1,000 per staff |
| Application Security | Albuquerque Vendor | 5 | 5 | 5 | \$1,000 per staff |
| Mobile Device Programming | Albuquerque Vendor | 5 | 5 | | \$1,300 per staff |
| Infinera – Troubleshooting and support | TBD | | | | TBD |
| Cisco Wireless – Wireless fundamentals | TBD | | | | TBD |
| Cisco Wireless – WLAN maintenance and Troubleshooting | TBD | | | | TBD |
| SANs Security Training | TBD | | | | TBD |
| Cisco Live 2016 | TBD | | | | TBD |
| IT Security | Albuquerque Vendor | 12 | 12 | 12 | TBD |
| Enterprise Architecture TOGAF 9.1 Training | The Open Group | 2 | 2 | | \$1,499 per staff |

Section 10. IT Fiscal and Budget Management

Section 10.1 C1Form

The C1 form is used to present a picture of the agency’s base operating budget that includes recurring costs and expenditures to support operational information technology that is integral to an agency’s mission or operations as well as operational components of systems. *Note that this section is strictly for informational purposes.*

| Information Technology Base Operating Budget Informational Purposes Only | | | | | |
|--|--|-------------------|---------------------------------------|---------------------|--|
| Agency Name: | Department of Information Technology | | | Agency Code: | 36100 |
| Appropriation Funding Type: | Base Request Operational Support of IT Please check one of the options below: Flat Budget <input checked="" type="checkbox"/> or Expansion from previous year <input type="checkbox"/> | | | | |
| Revenue IT Base Budget (dollars in thousands) | | | | | |
| | FY14 Actual | FY15 Actual | FY16 OpBud | FY17 Request | FY18 Estimate |
| General Fund | | | | | |
| Other State Funds | \$54,844.1 | \$51,970.1 | \$55,410.6 | \$58,854.9 | \$58,854.9 |
| ISF/IAT | \$11.9 | \$7,049.0 | \$11,579.1 | \$13,204.4 | \$13,204.4 |
| Federal Funds | | | | | |
| Total | \$54,856.0 | \$59,019.1 | \$66,989.7 | \$72,059.3 | \$72,059.3 |
| Expenditure Categories (dollars in thousands) | | | | | |
| Category or Account Description | FY14 Actual | FY15 Actual | FY16 OpBud | FY17 Request | FY18 Estimate |
| Personal Services & Employee Benefits | \$12,777.8 | \$14,857.1 | \$17,300.1 | \$19,407.8 | \$19,407.8 |
| Contractual & Professional Services | \$8,518.4 | \$10,585.0 | \$10,746.0 | \$11,498.1 | \$11,498.1 |
| IT Other Services | \$22,517.8 | \$23,442.1 | \$27,557.0 | \$27,725.3 | \$27,725.3 |
| Other Financing Uses | \$14,219.5 | \$10,134.9 | \$11,386.6 | \$13,428.1 | \$13,428.1 |
| Total | \$58,033.5 | \$59,019.1 | \$66,989.7 | \$72,059.3 | \$72,059.3 |
| | Agency Cabinet Secretary/Director (mandatory) | | CIO or IT Lead (mandatory) | | Budget Director (mandatory) |
| Print Name | | | | | |
| Signature | | | | | |
| Phone | | | | | |
| Date | | | | | |
| Email address | | | | | |

Section 10.2 Projected IT Projects: Capital, Special, Supplemental Form

Note that this section is strictly for informational purposes.

| Agency Name | Department of Information Technology | | | | Agency 3 digit Code | 361 | |
|---|--|------------------------|-----------------------------------|----------------|------------------------------------|-------|---------------|
| Project Name | Funding Type (Capital, Special, or Supplemental) | Anticipated Start Date | Anticipated End Date | Funding Source | FY16 | FY17 | Project Total |
| DoIT Public Safety Communications Equip Statewide | Capital | 07/01/2017 | 06/30/2020 | STB | \$6,200.0 | \$0.0 | \$6,200.0 |
| | | | | | | | |
| | | | | | | | |
| | Agency Cabinet Secretary/Director (mandatory) | | CIO or IT Lead (mandatory) | | Budget Director (mandatory) | | |
| Print Name | | | | | | | |
| Signature | | | | | | | |
| Date | | | | | | | |
| Phone | | | | | | | |
| Email | | | | | | | |

Section 10.3 Request for Reauthorization of General Appropriations Act

Note that this section is strictly for informational purposes.

| Information Technology Request for Reauthorization of General Appropriations Act IT appropriations | | | |
|---|---|--|---|
| Agency Name: | Agency Code: | Lead agency name listed on the appropriation | Project Name: |
| Department of Information Technology | 36100 | Department of Information Technology | SHARE Stabilization Upgrade |
| | Source of Authorization (e.g. Laws of 2008, HB2/Ch3, Section 7, Subsection 12 or Grant/FF#) | Appropriation Amount | Remaining Balance |
| | No Request for Reauthorization of General Appropriation Acts for FY17 | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Total amount appropriated for project life (in thousands) | | | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Reason | | | |


FY17 IT Plan Acknowledgement Signatures

I agree that this document represents the history and planned information technology-related activities for our agency. The elements of this plan, delivered through information technology services, support the agency strategic plan and the State IT Strategic Plan.

Agency Name: Department of Information Technology Agency Code: 361

Agency Head:  Date: 31 Aug 2015
Darryl Ackley,
Cabinet Secretary

Agency IT Lead:  Date: Aug 31, 2015
Jacqueline Miller,
Deputy Cabinet Secretary

Agency Financial Lead:  Date: 9/1/15
Charles Martinez,
Chief Financial Officer

Note: This IT Plan Acknowledgement is required with the agency FY17 IT Plan.