



State Fiscal Year 2019 - 2021

Agency IT Plan

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REVISION HISTORY

VERSION	DATE	COMMENTS
0.1	August 30, 2018	Draft for internal review
1.0	September 4, 2018	Submitted plan

EXECUTIVE SUMMARY

Established in 2007, the New Mexico (NM) Department of Information Technology (DoIT) provides information technology (IT) leadership for the State, performs oversight for IT projects and procurements, and delivers enterprise IT services and telecommunications for the State's executive agencies – with the goal of improving and streamlining the executive branch's IT systems.

In State Fiscal Year 2018, DoIT continued delivering reliable, core enterprise services, and also continued working on a number of new initiatives and improvement efforts.

- Continued improvements to the service-delivery infrastructure and planning for the next generation of services and technologies – including evaluating call center as a service, planning email modernization, beginning telecommunications upgrades, improving security infrastructure, and assessing how to address mainframe computing requirements in the future;
- Continued pursuit of administrative and operational excellence – including taking additional actions to reduce costs, to ensure that all services delivered were billed, and revising the way in which cost allocation and rate setting is managed;
- Continued in a leadership role for public safety communications, including:
 - Continuing role as the State's primary contact for deployment of the Nationwide Public Safety Broadband Network (NPSBN) by FirstNet, part of a national public safety broadband initiative;
 - Continued work to upgrade and modernize the State's land mobile radio capabilities;
 - Began transitioning the management of E-911 Program from the Department of Finance and Administration to DoIT;
- Implemented additional capabilities within the Sunshine Portal to include the online publication of information related to State Agency Rule Making and, thus, continuing on the path to improve government transparency in the State;
- Continued development of the Office of the Chief Information Officer, including:
 - Developing and delivering formal training on agency IT strategic planning, IT C2 funding requests, IT procurement, and project initiation;
 - Continued efforts to streamline and clarify project planning, management and certification processes guidance forms and documents;
- Continued relationship building and foster collaboration between DoIT and agencies to enable DoIT staff to work more effectively as strategic partners, and to improve information sharing.

DoIT leadership is committed to continuing on this path moving forward – focusing on strengthening DoIT’s role as a technology leader for the State, while ensuring that the services DoIT provides are designed to support agency performance of their missions, and to insightfully apply current and emerging technologies.

I. AGENCY OVERVIEW

A. AGENCY MISSION

As a strategic business partner of State agencies, the Department of Information Technology (DoIT) serves New Mexico's citizens by:

- Delivering high-quality information technology (IT) service, characterized by efficient performance and consistent processes;
- Educating government decision makers about technology's power to disrupt and transform; and
- Providing government technology investment oversight featuring transparency, consistency, and fiscal prudence.

B. ORGANIZATION STRUCTURE

The Department was created in 2007 to consolidate enterprise IT services duplicated within agencies, and to provide additional IT services and functionality to improve and streamline the executive branch's IT systems and telecommunications, including public safety communications and SHARE, the statewide ERP system. DoIT is organized into the following principal program areas, directed by the Department's Cabinet Secretary:

- Enterprise Services – provides shared infrastructure and services for user agencies;
- SHARE – maintains and operates the State's financial and human resources enterprise resource planning (ERP) system;
- Compliance and Project Management – performs oversight for IT projects and spending across the enterprise;
- Public Safety Communications – manages and provides multiple public safety communications services, including land mobile radio (LMR), National Public Safety Broadband Network (NSBN), E-911 and VINE; and
- Program Support – performs financial and human resources administration for the Department.

Appendix A presents a full set of DoIT organization charts.

II. DoIT OVERVIEW

A. VISION AND PRIORITIES

Over the 11 years since DoIT was established, the vision has evolved from being the provider of technology fabric (infrastructure) through becoming a trusted business partner working with agencies to appropriately leverage technology and services to meet business requirements. The technology landscape continues to change and evolve, however, and DoIT now looks at its role in terms of the changing IT workforce in the State and in terms of more decentralized and componentized technology solutions across the State. DoIT continues to pursue more maturity in executing statutory functions, while being visionary about where technology is going – including governance, data, workforce, updating policies and procedure – and how it can deliver value to the State.

DoIT's vision is to strive for operational excellence in providing IT services for the enterprise.

To execute that vision, DoIT has a lengthy list of priorities, driven both through internal initiatives and external mandates. These include:

- Provide technology-related leadership and expertise across the enterprise, including:
 - ♦ Addressing technology-related challenges driven by requirements for fast, flexible solution implementation;
 - ♦ Insightfully evaluating technology options – such as adoption of cloud-based solutions, as-a-service options, and other emerging technologies;
 - ♦ Developing increasingly comprehensive enterprise architecture models for the State, including consideration of a meaningful enterprise data architecture;
 - ♦ Leading strategic thought and implementation of increased broadband in NM; and
 - ♦ Strengthening and renewing public safety communications capabilities including voice and data across existing and future technologies;
 - ♦ Maturing the public safety communication within the agency into a holistic division responsible for all public safety communication services;
- Continue to build stronger and collaborative relationships with customer agencies to function as a trusted business partner in addressing business needs of agencies and the State through technology-based solutions;
- Continually improve SHARE, the backbone of the State's internal business functions to provide a modern, efficient enterprise system based on standardized business practices; and

- Continue developing the OCIO to address statewide planning and investment IT oversight requirements and to build out additional capabilities to strengthen IT.

B. IT ENVIRONMENT

1. Major Applications

In addition to SHARE, DoIT uses applications to support planning, delivery and management of enterprise services. Supported functions include:

- Billing
- Project and procurement oversight
- Public-facing portals, such as the Sunshine Portal
- Security management
- Budgeting
- Asset management

Appendix B contains a list of major applications.

2. Infrastructure

DoIT maintains, in house or through contracted services, extensive infrastructure to support delivery of services around the State. Principal elements of DoIT infrastructure mirror DoIT services, including:

- Data center and hosting
- Enterprise email
- Internet
- Network
- Public safety communications
- Voice communications
- Wireless networking

Appendix C contains a list of DoIT's principal infrastructure components. Appendix D provides the location of technology architecture drawings.

3. Projects

PROJECT NAME	PURPOSE	CERTIFIED/ STATUS	RELATIONSHIP TO PRIORITIES & IT ENVIRONMENT
Statewide Infrastructure Replacement and Enhancement Project (SWIRE)	Plan, design, acquire and implement updated infrastructure for public safety communications statewide to improve communications equipment affecting all emergency responders.	<u>Certified for Implementation</u> <u>Appropriation:</u> \$19,800,000 <u>Start date:</u> January 3, 2016 <u>Expected end date:</u> December 2018	Supports efforts to strengthen public safety communications across the State.
State and Local Implementation Grant Program (SLIGP)	<p>Outreach, education and planning related to the State’s decision to opt in or out of the NPSBN.</p> <p>SLIGP2 focuses on activities, post opt-in, to pursue procurement options; provide guidance to prospective purchasers of the service; and to create a guidance body of stakeholders to collaborate with the State to ensure requirements of the State users are met</p>	<u>Certified for Implementation</u> <u>Appropriation:</u> \$1,899,423 (National Telecommunications and Information Administration grant) <u>Start date:</u> September 10, 2013 <u>Expected end date:</u> February 28, 2020	Supports efforts to strengthen public safety communications across the State.
New Mexico Business Portal (NMBP)	Public-facing portal that allows businesses – particularly local small businesses – to	<u>Certified for Implementation</u> <u>Appropriation:</u>	Supports emphasis on rapid implementation of flexible solutions to meet business needs – project began as an

PROJECT NAME	PURPOSE	CERTIFIED/ STATUS	RELATIONSHIP TO PRIORITIES & IT ENVIRONMENT
	<p>more readily navigate government requirements related to establishing and operating a business in NM; relies upon participation by nine agencies that are involved at one or more points in the business life cycle.</p>	<p>\$1,000,000</p> <p><u>Start date:</u> June 1, 2015</p> <p><u>Expected end date:</u> September 26, 2018</p>	<p>unfunded mandate to help small businesses in NM.</p>
<p>Enhanced Victim Identification and Notification Everyday (EVINE)</p>	<p>EVINE provides notifications to 20,000 individuals who register to track incarcerated offenders, providing email, telephone and/or text message notifications whenever an individual is transferred from one facility to another or is released – helping to keep victims safe. VINE also provides information on victim services, assistance, and advocacy programs to aid recovery. EVINE will replace the legacy VINE solution, and will provide enhanced functionality. Project is worked in close collaboration with other agencies,</p>	<p><u>Certified for Implementation</u></p> <p><u>Appropriation:</u> \$600,000 (Victims of Crime Act, Victims Assistance grants)</p> <p><u>Start date:</u> March 28, 2017</p> <p><u>Expected end date:</u> December 19, 2018</p>	<p>Supports efforts to strengthen public safety communications across the State.</p>

PROJECT NAME	PURPOSE	CERTIFIED/ STATUS	RELATIONSHIP TO PRIORITIES & IT ENVIRONMENT
	<p>including:</p> <ul style="list-style-type: none"> ▪ Crime Victims Reparations Commission ▪ New Mexico Corrections Department ▪ Children, Youth and Families Department ▪ Bernalillo County Metro Detention Center 		
Billing System Replacement	Replace on-premises billing system, which reaches end of life/end of support in September 2018, with NICUS, a software-as-a-service (SaaS) solution that will provide additional functionality and will enhance external customer access.	<p><u>Certified</u> for Planning</p> <p><u>Appropriation:</u> \$581,500 (Enterprise Replacement Fund)</p> <p><u>Start date:</u> September 1, 2017</p> <p><u>Expected end date:</u> December 19, 2018</p>	Supports DoIT commitment to continually improve operational excellence, and to enhance customer relationships – in this case, through improved transparency of billing associated with enterprise services.
Digital Government Initiative	Address shortcomings and improve applications used to support public transparency in State government as well as with operations and	<p><u>New</u> certified project beginning in State Fiscal Year (SFY) 2019</p> <p><u>Appropriation:</u> \$1,000,000</p> <p><u>Start date:</u> July 1,</p>	Supports DoIT commitments to continually improving operational excellence across State government; using technology-based solutions to creatively

PROJECT NAME	PURPOSE	CERTIFIED/ STATUS	RELATIONSHIP TO PRIORITIES & IT ENVIRONMENT
	<p>finance, which includes:</p> <ul style="list-style-type: none"> ▪ ▪ Readily available services to provide public with access to data regarding State finances, expenditures and all other requirements required by statute. ▪ Data and analytics to support informed management and decision making by policy makers and improve citizen engagement. <p>Plan and implement a comprehensive, scalable and extensible solution to address current and future digital government, business intelligence and analytics, with a view across New Mexico State government and for use by citizens.</p>	<p>2018</p> <p><u>Expected end date:</u> June 30, 2020 (based on current funding)</p>	<p>address business needs; and to enhance customer relationships with other State agencies, government entities in New Mexico and its citizenship.</p>
Enterprise Cybersecurity	Improve the overall cybersecurity posture	<u>New certified project beginning in</u>	Supports DoIT commitment to

PROJECT NAME	PURPOSE	CERTIFIED/ STATUS	RELATIONSHIP TO PRIORITIES & IT ENVIRONMENT
Upgrade	<p>for the State by planning and implementing enterprise cybersecurity leadership and governance, including:</p> <ul style="list-style-type: none"> ▪ Establishing State Office of the Chief Information Security Officer (CISO) ▪ Cybersecurity policies and procedures ▪ Cybersecurity tool suite, as component of enterprise architecture ▪ Statewide security operation center ▪ Security workforce development and collaboration 	<p>SFY 2019</p> <p><u>Appropriation:</u> \$1,000,000</p> <p><u>Start date:</u> July 1, 2018</p> <p><u>Expected end date:</u> June 30, 2020 (based on current funding)</p>	<p>continually improving operational excellence, and to strengthening the State's cybersecurity posture</p>
Public Safety Land Mobile Radio Enhancement	<p>Deploy a state-wide consolidated communications system using 700/800 megahertz (MHz) P25 Digital trunking to provide a feature-</p>	<p><u>New certified project</u> in SFY 2019</p> <p><u>Appropriation:</u> \$10,000,000 (of \$130 million ICIP request)</p>	<p>Supports efforts to strengthen public safety communications and interoperability across the State.</p>

PROJECT NAME	PURPOSE	CERTIFIED/ STATUS	RELATIONSHIP TO PRIORITIES & IT ENVIRONMENT
	rich, contemporary and consolidated state-wide radio communications system. Required to meet Federal Communications Commission (FCC) coverage requirements necessary for NM to retain licenses for FCC-controlled frequencies.	<p><u>Start date:</u> July 1, 2018</p> <p><u>Expected end date:</u> December 2023 (dependent on funding)</p> <p>NOTE: This is part of multi-year, \$130 million project</p>	
State-wide Email System Upgrade	Implement a hybrid cloud/on-premises Microsoft Office 365 email solution to provide more robust, flexible and affordable enterprise email and collaboration capabilities.	<u>Planned</u>	Supports DoIT commitment to operational excellence, and to providing relevant, affordable technology solutions and services to our customers to address business needs.
Voice Communications Upgrade	Replace end-of-life Fujitsu voice communications technology platform used for nearly 75 percent of the nearly 20,000 stations DoIT operates. Implement more current technology to reduce the number of platforms DoIT supports, to improve service, and to improve	<u>Planned</u>	Supports DoIT commitment to operational excellence, and to providing relevant, affordable technology solutions and services to our customers to address business needs.

PROJECT NAME	PURPOSE	CERTIFIED/ STATUS	RELATIONSHIP TO PRIORITIES & IT ENVIRONMENT
	maintainability.		

TABLE II.1: Current and planned IT projects

4. Challenges

DoIT is charged with both providing diverse technology and services and leadership thought for the State. Taking into consideration that role, the State priorities (e.g., broadband, public safety), and evolving expectations from agencies and from NM residents, DoIT faces a number of challenges:

- How best to organize and manage limited resources (funding, staff) to address the increasing reliance on IT, demands for transparency and accountability across government, and security threats;
- How to sustain core enterprise infrastructure solutions while evolving to keep DoIT-provided technology and services current, relevant, affordable and effective in meeting agency needs;
- How to cost-effectively and flexibly address an ever-increasing demand for network bandwidth as use of data becomes more central to every State government function and expectation;
- How to address ever-increasing demand for speed and flexibility in deploying new solutions and in adjusting existing solutions to meet fluctuating customer needs;
- How to establish, continually improve and offer to enterprise efficient, well-designed business processes and tools to support effective IT operations;
- How to maintain awareness of emerging technologies, which offer both opportunities and challenges, and to plan for their effective and appropriation adoption;
- How to develop and sustain a technology workforce with the depth of technical, analytical and management skills required to operate in a complex environment and to lead NM technology into the future;
- How to effectively address cybersecurity threats and to provide credible state-wide cybersecurity governance and leadership;

- How to evolve meaningful discipline around IT oversight (projects, procurement, portfolio management, risk assessment) within the boundaries and priorities of State leadership;
- How to address enterprise IT staff shortages – e.g., network administrators, cybersecurity experts – to take best advantage of available staff to meet all needs;
- How to best educate policy and decision makers regarding how public safety communications infrastructure requires higher reliability and interoperability; and
- How to improve communications and collaboration within DoIT and between DoIT and customer agencies and to build a strong technology community across the State enterprise.

III. SFY 2018 ACCOMPLISHMENTS

A. SFY 2018 STRATEGIC IT ACCOMPLISHMENTS

IT STRATEGIC GOAL 1	IMPROVE THE SECURITY, COMPLIANCE AND RESILIENCE OF STATE SYSTEMS, NETWORKS AND DATA
SFY 2018 Strategy	Complete secondary data center setup
Metric	<i>Retain tenants to use all initial rack capacity – 15 fully used racks</i>
Accomplishment(s)	Established secondary data center at Oso Grande, Albuquerque, NM, in April 2017; facility opened in June 2018. DoIT purchased and installed 15 racks. As of June 30, 2018, 12 racks are fully used and DoIT has expanded capacity to 24 racks.
SFY 2018 Strategy	Develop and implement SHARE disaster recovery (DR) plan
Metric 1	<i>Complete plan and DR implementation by June 30, 2018</i>
Accomplishments	Completed Phase 1 of the SHARE DR Plan – replicating all backups to a secondary location – in October 2017.
SFY 2018-2020 Strategy	Plan and implement cybersecurity program to address security governance, compliance, policies and standards, skill development, and incident response at enterprise level
Metric 1	<i>Retain State CISO by January 2018</i>
Metric 2	<i>Implement restructured security team to support CISO by March 2018</i>
Accomplishments	DoIT submitted an SFY 2019 C2 IT project funding request for an Enterprise Cybersecurity Upgrade project, and was appropriated \$1 million for this initiative. However, DoIT did contract for a virtual CISO (vCISO) to address agency Payment Card Industry (PCI) compliance requirements, including collaborating to draft a full new set of security policies that are currently in review. Additionally, DoIT investigated, selected and implemented improved cybersecurity monitoring and reporting tools, and identify and implement security training for the agency using an on-line training program.
SFY 2018 Strategy	In accordance with DoIT Enterprise Architecture Plan, v.1, plan and implement major upgrades to critical customer-serving technologies

Metric 1	<i>Complete voice communications equipment upgrades by June 2019</i>
Accomplishments	DoIT upgraded Cisco core software at the Simms Building; is expected to complete installation of Cisco voice equipment at Simms and at DoIT DR facility by end of September 2018. DoIT initiated the upgrade of Avaya software at the Simms Building and at the TIWA Building in Albuquerque; also expected to complete installation by end of September 2018.
Metric 2	<i>Complete enterprise email upgrade by June 2020</i>
Accomplishments	DoIT is planning the enterprise email upgrade; the project still is planned to complete by June 2020.
Metric 3	<i>Complete call center-as-a-service (CCaaS) by January 2018</i>
	DoIT completed a CCaaS needs assessment, that indicated the State has four large call centers (>25 agents) and a number of significantly smaller call centers. The assessment showed CCaaS best serves call centers requiring a robust feature set, while the remaining agency requirements are met by the current DoIT-provided voice infrastructure.
IT STRATEGIC GOAL 2	MODERNIZE THE STATE'S ERP SYSTEM – SHARE
SFY 2018 Strategy	Complete configuration and implementation of PeopleSoft 9.2
Metric	<i>25 percent reduction in customizations by SFY 2018, Q4</i>
Accomplishments	Upgraded SHARE to PeopleSoft 9.2 in SFY 2018, with project completed on time and within budget – completing State's transition to a modernized human capital and accounting system. Defined and implemented standardized business practices in multiple areas of both the HR and financial domains. Reviewed and retired code customizations throughout the upgrade process, exceeding the targeted 25 percent decrease in customizations.
SFY 2018 Strategy	Develop and conduct standardized training
Metric 1	<i>75 percent of users complete training by SFY 2018, Q4</i>
Accomplishments	Nearly 20,000 SHARE users completed classroom and/or web-based training for the Human Capital Module (HCM) 9.2, for Financials 9.2, or both. Completion required a passing score on a final assessment for each class. The SHARE 9.2 Upgrade project exceeded the target of 75 percent of users completing related training.

SFY 2018 Strategy	Establish an ongoing plan for SHARE that drives business process improvement and standardization across the enterprise
Metric 1	<i>Adoption of standardized processes by agencies</i>
Metric 2	<i>Realization of measurable cost savings and/or cost avoidance through process improvement and standardization</i>
Accomplishments	Through use of the most up-to-date versions of HCM and Financials, which are updated continually with PeopleSoft Update Manager (PUM) packages from Oracle, the State is able to introduce efficiencies through new features when they are released. Employee time entry and time approval are standardized across the State, as are procurement processing and approvals.
IT STRATEGIC GOAL 3	DEVELOP AND MATURE THE OFFICE OF CHIEF INFORMATION OFFICER
SFY 2018 Strategy	Complete establishment of OCIO organization, including implementing revised team structure and recruiting to fill key positions (as budget allows)
Metric 1	<i>Complete reorganization by January 2018</i>
Accomplishments	Reorganization plan still in review process, although OCIO performed work in most planned areas of responsibility during SFY 2018.
Metric 2	<i>Recruit new IT Investment Management Lead by November 2017</i>
Accomplishments	Filled position on June 4, 2018.
SFY 2018 Strategy	Improve IT planning and performance management function
Metric 1	<i>Complete DoIT Enterprise Architecture Plan, v.1, by October 2017</i>
Accomplishments	Completion of the DoIT Enterprise Architect Plan was delayed, due to competing priorities. Work continues into SFY 2019.
Metric 2	<i>Revise agency IT strategic plan guidance and provide training by May 2018</i>
Accomplishments	Published updated agency IT strategic plan template and guidebook on June 14, 2018, and conducted three classroom training sessions in June and early July 2018.
Metric 3	<i>Develop and implement reusable framework for analyzing agency IT project fund requests by January 2018</i>
Metric 4	<i>Revise C2 form and full business case instructions by March 2018</i>

Accomplishments	<p>Published updated C2 form and full business case instructions on June 14, 2018, and conducted two classroom training sessions in June and early July.</p> <p>Documented framework for DoIT review of agency IT funding business cases in the training materials.</p>
Metric 5	<i>Develop initial performance management tracking and assessment framework by May 2018</i>
	Work deferred due to limited resources and competing priorities.
SFY 2018-2019 Strategy	Implement robust IT investment management (ITIM) and oversight program
Metric 1	<i>Define IT project stratification framework by November 2017</i>
Metric 2	<i>Establish independent project assessment approach and dashboard by December 2017</i>
Metric 3	<i>Identify and implement foundational ITIM processes by June 2018</i>
Metric 4	<i>Train agencies on current certified project requirements and processes beginning no later than October 2017</i>
Metric 5	<i>Revise and update guidance regarding certified project life cycle no later than June 2018</i>
Accomplishments	<p>Overall, work on this strategy was delayed by lack of resources and competing priorities. However, during SFY 2018:</p> <ul style="list-style-type: none"> ▪ Defined draft project stratification framework; ▪ Began monthly independent project assessment reviews with DoIT team members and identified initial requirements for a new dashboard; ▪ Trained agencies on Project Initiation, including work to be performed and certification requirements, in April 2017; ▪ Performed one-on-one training sessions with multiple agencies on certification requirements over the course of the year; and ▪ Began updates to certified project life cycle information posted on DoIT website.
SFY 2018-2020 Strategy	Establish Project Management Center of Excellence (PM COE) to improve leadership of IT projects internally and across enterprise
Metric 1	<i>Establish organization and recruit qualified staff to manage internal DoIT projects (budget dependent)</i>
Metric 2	<i>Begin managing portfolio of DoIT internal projects – at least</i>

	<i>three substantial projects in SFY 2018</i>
Metric 3	<p><i>Review, update and promulgate updated project management guidelines and templates:</i></p> <ul style="list-style-type: none"> ▪ <i>New project charter and project management plan templates not later than March 2018</i> ▪ <i>Additional updated templates not less than one/calendar quarter through completion</i>
Metric 4	<i>Develop and deliver training to agencies regarding revised PM guidance, templates and best practices beginning no later than April 2018</i>
Accomplishments	<p>Overall, work on this strategy was delayed by lack of resources (funding, staff) and competing priorities. However, during SFY 2018:</p> <ul style="list-style-type: none"> ▪ Defined organization composition and staffing model and began working informally with one senior PM to develop PM COE concepts and plans; ▪ Began managing DoIT internal projects, including: EVINE Upgrade, Billing System Replacement Project, DoIT Business Intelligence and Analytics Plan, and E911 program transition; ▪ Identified internal project portfolio and tracking mechanism; ▪ Developed new, draft project charter and piloted it on DoIT and external agency project in fall 2017 (delayed rollout until new project management plan template is complete due to tight relationship between these documents); ▪ As part of Project Initiation training delivered in April 2018, provided agencies training on project management best practices, methodology and artifacts for this phase of life cycle; and ▪ Performed one-on-one training sessions with multiple agencies with new PMs – or staff with no PM experience who were assigned project responsibilities – to help them understand project planning and management best practices, templates and expectations.
SFY 2018-2019 Strategy	Improve procurement review and oversight process to increase efficiency, consistency and value; implement continuous improvement approach
Metric 1	<i>Design and implement streamlined review process not later than December 2017</i>
Accomplishments	Implemented a streamlined review process.

	DoIT reviewed effectiveness of, and adherence to, revised workflow in Spring 2018.
Metric 2	<i>Develop and implement checklists and guidelines for procurement review not later than February 2018</i>
Accomplishments	Work on this metric was delayed due to delays hiring a new ITIM Lead, and a heavy procurement and project oversight workload for the staff performing these functions.
Metric 3	<i>Measure and report on results of procurement review process:</i> <ul style="list-style-type: none"> ▪ <i>Elapsed time for review vs. baseline</i> ▪ <i>Procurement comments vs. project outcomes</i>
Accomplishments	DoIT reviews procurement review turnaround times regularly and is defining requirements and goals for reviews. DoIT anecdotally monitoring project outcomes vs. comments delivered to agency through reviews vs. agency actions on comments.
Metric 4	<i>Train agency staff on procurement oversight approach and criteria beginning no later than July 2018</i>
Accomplishments	In April 2018 DoIT delivered IT procurement training to State procurement staff at the request of the Department of Finance and Administration (DFA) Contract Review Bureau manager (CRB). This training explained the guidelines regarding IT procurement, and walked through the review process and factors in DoIT reviews. Began planning joint IT procurement training to be delivered by DFA, State Purchasing Division (SPD) and DoIT by Winter 2018.
SFY 2018-2020 Strategy	Continuously improve communications within DoIT and with customer agencies to increase effectiveness and insight
Metric 1	<i>Design and implement enhanced client liaison role within OCIO by January 2018</i>
Accomplishments	Revised plan to implement enhanced client liaison role within OCIO in favor of retaining account liaisons within ITIM team and addressing other aspects of the client liaison role as part of realignment. Refined and reinforced role of account liaisons within the ITIM team to provide greater interaction with agencies, and to maintain insight into agency IT environment as a basis for oversight functions.
Metric 2	<i>Complete initial DoIT business intelligence and analytics plan by</i>

	<i>January 2018</i>
Accomplishments	Completed draft business intelligence and analytics requirements and associated market research into products and solutions in December 2017. This work will become input to the Digital Government Project initiated in SFY 2019.
IT STRATEGIC GOAL 4	IMPROVE DOIT FINANCIAL TRANSPARENCY AND DRIVE ADMINISTRATIVE EXCELLENCE
SFY 2018 Strategy	Implement robust, integrated IT financial management (ITFM) capability
Metric 1	<i>Identify DoIT ITFM disciplines and services by December 2018</i>
Metric 2	<i>Perform project initiation and planning for ITFM implementation by January 2019</i>
Accomplishments	<p>Submitted a request for SFY 2019 C2 IT project funding to begin planning for an ITFM solution; however, project did not receive funding.</p> <p>As part of the Billing System Replacement Project, investigated a wide range of ITFM tools and identified leading candidates that might address DoIT ITFM requirements. The SaaS solution DoIT is implementing to replace the core billing system has five modules, in addition to the one DoIT will implement in SFY 2019, that can address ITFM requirements.</p> <p>Increased use of SHARE ITFM capabilities during SFY 2018:</p> <ul style="list-style-type: none"> ▪ Using allocations function to allocate indirect costs; ▪ Used SHARE data to support analysis and development of SFY 2020 rates; ▪ Identifying opportunities and beginning to use additional SHARE reporting to better inform managers about financial information needed to plan and manage operations and service delivery.
IT STRATEGIC GOAL 5	MAKE DOIT A CENTER OF TECHNICAL EXCELLENCE, COLLABORATION AND SUPPORT
SFY 2018 Strategy	Implement a comprehensive, structured communications plan for DoIT and external communications
Metric 1	<i>Complete plan by December 2017</i>
Accomplishments	Began developing an internal and external communications plan – structure, stakeholder analysis complete. Continuing work in SFY 2018.
SFY 2018- 2019 Strategy	Define and implement cloud policy and services for enterprise

Metric 1	<i>Develop and promulgate enterprise cloud policy by January 2018</i>
Metric 2	<i>Implement initial enterprise cloud service offerings not later than July 2018</i>
Accomplishments	Continued research into cloud offerings and State agency use of cloud services. Improved the State's private cloud – a hybrid on-premises and external cloud architecture.
IT STRATEGIC GOAL 5	IMPROVE INTEROPERABILITY AND COMMUNICATION STRUCTURE FOR PUBLIC SAFETY
SFY 2018-2020 Strategy	Develop comprehensive plan for public safety communications – encompassing Land Mobile Radio System (LMRS), FirstNet, VINE and related initiatives – to optimize efficiency, technology adoption and implementation, and use of funds to enhance public safety
Metric 1	<i>Develop comprehensive public safety communications plan not later than June 2018</i>
Accomplishments	DoIT developed conceptual plan for public safety communications during SFY 2018, including organizational realignment changes and funding requests needed to implement the concept.
SFY 2018- 2020 Strategy	Implement 700 MHz Project-25 trunked digital LMR network to improve network quality and efficacy, and to comply with FCC requirements
Metric 1	<i>Develop and promulgate formal plan for P-25 upgrade project by January 2018</i>
Metric 2	<i>Establish P25 upgrade project governance by February 2018</i>
Accomplishments	Developed plan for P-25 upgrade project, which was approved for \$10 million of Capital Improvement Funding (via bond sales) beginning July 1, 2018. Plan to present P-25 upgrade project for Initiation certification at the November 2018 Project Certification Committee (PCC) meeting.
IT STRATEGIC GOAL 6	SERVE AS FOCAL POINT FOR BROADBAND AND GEOSPATIAL INITIATIVES STATEWIDE
SFY 2018 Strategy	Establish the Office of Broadband and Geospatial Initiatives (OBGI) in leadership capacity
Metric 1	<i>Develop and implement plan for broadband and geospatial initiatives in accordance with HB 113</i>
Metric 2	<i>Obtain dedicated funding for OBGI by June 2018</i>

Accomplishments	<p>HB 207, naming DoIT as the Fund Administrator for a new broadband infrastructure fund catering to State libraries, passed, and a fund has been created.</p> <p>Providing ongoing support to the Governor’s Broadband for Education Initiative in collaboration with the Public Education Department and PFSA to reduce costs to public schools for broadband, and increase speeds, meeting the Governor’s goal of 1 mps per student.</p>
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TABLE III.1: SFY 2018 strategic IT accomplishments

B. OTHER SFY 2018 IT ACCOMPLISHMENTS

CATEGORY	ACCOMPLISHMENT	VALUE or IMPACT
APPLICATIONS	Added functionality to the Sunshine Portal that requires agencies to post notices and content related to rule making and public hearings.	Greatly enhances transparency for the citizens of the state to better interact with their government.
INFRASTRUCTURE	Based upon a review of the FirstNet/ATT proposed NM State plan, the Governor opted in to the NPSBN, thus allowing it to be built in NM.	Enables the NPSBN to be implemented in NM to improve public safety communications across the State
PROCESS IMPROVEMENT	Administrative Services Division (ASD) and Enterprise Services implemented cost containment and budgetary controls	Resulted in a fund balance at the end of SFY 2018, and a \$12.5 million reduction in the Department’s liability due to the Equipment Replacement Fund.
	Completed telecommunication audit of data and telecommunication circuits	Reduced telecommunications costs by \$3 million in SFY 2018 and resulted in additional billing for \$1.5 million in services not previously billed
SECURITY	Completed DoIT related activities as part of overall State PCI compliance	Contributes to overall State achievement of PCI compliance – resulting in improved security of State and customer data, as well as reducing or eliminating costs associated with continued non-compliance

TABLE III.2: Other SFY 2018 IT accomplishments

IV. SFY 2019-2021 IT STRATEGIC GOALS & STRATEGIES

IT STRATEGIC GOAL 1	IMPROVE THE SECURITY, COMPLIANCE AND RESILIENCE OF STATE SYSTEMS, NETWORKS AND DATA
SFY 2019-2020 Strategy	Plan and implement cybersecurity program to address security governance, compliance, policies and standards, skill development, and incident response at the enterprise level
Metric 1	<i>Retain State CISO by March 2019</i>
Metric 2	<i>Complete initiation phase of Enterprise Cybersecurity Project by January 31, 2019</i>
Metric 3	<i>Complete planning phase of Enterprise Cybersecurity Project by June 30, 2019</i>
Metric 4	<i>Complete implementation phase of Enterprise Cybersecurity Project initial scope by June 30, 2020</i>
SFY 2019 Strategy	Improve cybersecurity infrastructure, monitoring and reporting
Metric 1	<i>Implement upgraded data center firewall, log aggregation solution, threat detection scanning device, intrusion detection device by June 2019</i>
Metric 2	<i>Define and implement improved, comprehensive security reporting and dashboard by June 2019</i>
SFY 2019-2020 Strategy	In accordance with DoIT Enterprise Architecture Plan, v.1, plan and implement major upgrades to critical customer-serving technologies
Metric 1	<i>Complete core data network and Internet Service Provider (ISP) upgrade to 10 gigabits (Gb) by June 2019</i>
Metric 2	<i>Complete voice communications network upgrade by June 2020</i>
Metric 3	<i>Complete enterprise email upgrade by June 2021</i>
Metric 4	<i>Migrate 10,000 legacy telephone headsets to modern voice and collaboration platform by December 2021</i>
IT STRATEGIC GOAL 2	CONTINUALLY IMPROVE THE STATE'S ERP SYSTEM - SHARE
SFY 2019-2020 Strategy	Business process improvement and standardization across the enterprise

Metric 1	<i>Implementation of two updates per year</i>
Metric 2	<i>Realization of measurable cost savings and/or cost avoidance through process improvement and standardization</i>
IT STRATEGIC GOAL 3	DEVELOP AND MATURE THE OFFICE OF THE CHIEF INFORMATION OFFICER
SFY 2019-2020 Strategy	Complete establishment of OCIO organization, including implementing revised team structure and recruiting to fill key positions
Metric 1	<i>Recruit and hire a full OCIO staff by June 30, 2019</i>
SFY 2019-2021 Strategy	Improve IT planning and performance management function
Metric 1	<i>Complete DoIT Enterprise Architecture Plan, v.1, by December 2018</i>
Metric 2	<i>Develop a new State IT Strategic Plan by June 30, 2019</i>
Metric 3	<i>Develop framework for analyzing agency IT strategic plans, for providing feedback to agencies and executives, and for providing input to enterprise planning and portfolio management by June 30, 2019</i>
Metric 4	<i>Develop and implement initial performance management tracking and assessment framework by September 30, 2019</i>
SFY 2019-2021 Strategy	Implement robust IT investment management and oversight program
Metric 2	<i>Identify and implement foundational ITIM processes and tools by September 2019</i>
Metric 3	<i>Define curriculum for certified projects, develop courses (at least 2/year), and begin delivery of new courses beginning not later than January 2019</i>
SFY 2019-2021 Strategy	Establish PM COE to improve leadership of IT projects internal to DoIT and across enterprise
Metric 4	<i>Define and document project management life cycle (PMLC) by</i>

	<i>January 2019</i>
Metric 5	<i>Define and document enterprise system development life cycle (SDLC) guidance by March 2019</i>
Metric 7	<i>Develop and promulgate additional PMLC and SDLC artifacts, tools and guidance through SFY 2020 and SFY 2021</i>
Metric 9	<i>Develop and deliver training on new PM processes, tools, templates, guidelines</i>
Metric 10	<i>Develop and implement project planning and management tools for small and medium internal projects to support timely, on budget, quality project delivery and improved visibility</i>
SFY 2019-2021 Strategy	Improve IT procurement review and oversight process for the State to increase efficiency, consistency and value; implement continuous improvement approach
Metric 1	<i>Review and improve IT procurement review process at least twice a year to reduce turnaround time to agencies while maintaining or improving review quality</i>
Metric 3	<i>Develop and present training related to IT procurement beginning in 2019</i>
IT STRATEGIC GOAL 4	IMPROVE DOIT FINANCIAL TRANSPARENCY AND DRIVE ADMINISTRATIVE EXCELLENCE
SFY 2019-2020 Strategy	Provide monthly financial reports to support management decisions and to provide transparency to rate analysis
Metric 1	<i>Use SHARE functionality to produce monthly expense-to-revenue reports by service area, with trend analysis and comparison to prior year actuals beginning not later than December 2018</i>
Metric 2	<i>Produce easy-to-understand charts showing key financial indicators, cash, indirect costs, overtime, budget balances and payments by vendor beginning not later than December 2018</i>
IT STRATEGIC GOAL 5	MAKE DOIT A CENTER OF TECHNICAL EXCELLENCE, COLLABORATION AND SUPPORT
SFY 2019-2020 Strategy	Complete and implement a comprehensive communications plan for DoIT internal and external communications
Metric 1	<i>Complete plan by November 2018</i>

Metric 2	<i>In accordance with Plan, implement agreed-upon internal communications by November 30, 2018</i>
Metric 3	<i>In accordance with Plan, implement agreed-upon external communications by January 31, 2019</i>
SFY 2019 Strategy	Define and implement enhanced cloud services for the State
Metric 1	
Metric 2	<i>Implement enterprise cloud service offerings in accordance with DoIT Enterprise Architecture Plan beginning not later than June 30, 2019</i>
Metric 3	<i>Complete implementation of enterprise self-service portal for the State virtual machine environment (private cloud) by June 2020</i>
Metric 4	<i>Migrate internal applications supporting billing and help desk to secure SaaS solutions by June 2020</i>
SFY 2019-2020 Strategy	Plan and implement Digital Government Initiative to establish technology-based framework for analytics, reporting and public-facing reporting and communications
Metric 1	<i>Complete initiation phase of project not later than September 30, 2018</i>
Metric 2	<i>Complete planning phase of project not later than December 31, 2018</i>
Metric 3	<i>Begin phased implementation of solution(s) not later than July 1, 2019</i>
Metric 4	<i>Complete implementation of initial scope not later than June 30, 2020</i>
IT STRATEGIC GOAL 6	IMPROVE INTEROPERABILITY AND COMMUNICATIONS INFRASTRUCTURE FOR PUBLIC SAFETY
SFY 2019-2020 Strategy	Develop comprehensive plan for public safety communications encompassing LMRS, the NSBN and any related voice or data capabilities, EVINE, E911 and related initiatives to optimize efficiency, technology adoption and implementation, and use of funds to enhance public safety communications capabilities
Metric 1	<i>Develop comprehensive public safety communications plan not later than June 2019</i>
SFY 2019-2021 Strategy	Implement 700 MHz Project-25 trunked digital LMR network to improve network quality and efficacy, and to comply with FCC requirements
Metric 1	<i>Establish P25 upgrade project governance by February 2019</i>

Metric 2	<i>Implement P25 upgrade, in accordance with approved plan – and dependent upon funding – not later than June 2024</i>
SFY 2019-2020 Strategy	Facilitate successful deployment of NPSBN in NM by establishing a governance/guidance body comprising key stakeholders who will collaborate with DoIT to publish best practice guidance for NM public safety entities considering subscribing to providers of public safety broadband services
Metric 1	<i>Identify key stakeholders to participate in design of an effective governance/guidance body by December 2020</i>
Metric 2	<i>Conduct up to six focus group meetings in different areas of state with diverse stakeholders to identify key stakeholders to help with design</i>
Metric 3	<i>Conduct up to six stakeholder meetings to define mission of governance body and proposed outcomes to guide NM stakeholders obtaining services related to public safety communications</i>
Metric 4	<i>Define legal status of new entity and where it resides</i>
Metric 5	<i>Document draft goals related to data sharing, cross-entity policies and procedures, and publishing guidance</i>
SFY 2019-2020 Strategy	Facilitate successful NPSBN deployment in NM by identifying and documenting on-going needs and gaps in NM that impact NPSBN deployment
Metric 1	<i>Collaborate with DoIT Radio Systems Integration team to identify coverage gaps that could impact successful NPSBN deployment</i>
Metric 2	<i>Perform drive testing coverage analysis, working within the parameters of the SLIGP grant</i>
Metric 3	<i>Document identified gaps and submit to carrier for resolution</i>
SFY 2019-2020 Strategy	Facilitate successful NPSBN deployment in NM by collaborating with state, local and tribal purchasing agents to determine best mechanisms for including NPSBN on applicable statewide contract vehicles
Metric 1	<i>Participate with purchasing subject matter experts and ASD staff to plan for and create guidance for use by public safety entities to procure NPSBN services throughout the State</i>
Metric 2	<i>Participate in development of new National Association of State Procurement Officials (NASPO) Value Point requirements for NPSBN</i>
Metric 3	<i>Develop recommended language to include in request for proposals and subsequent national contract to meet NM</i>

	<i>requirements</i>
IT STRATEGIC GOAL 7	SERVE AS FOCAL POINT FOR BROADBAND AND GEOSPATIAL INITIATIVES STATEWIDE
SFY 2019-2021 Strategy	Propose and/or support a legislation to create a permanent funding for broadband coordination and collaboration
Metric 1	<i>Bill passed in 2019 Legislative session</i>
IT STRATEGIC GOAL 8	FACILITATE STRATEGIC DISCUSSIONS AND GOVERNANCE FOR THE IMPROVEMENT OF BROADBAND IN THE STATE
SFY 2019-2021 Strategy	Facilitate strategic discussions and governance for the improvement of broadband in the State
Metric 1	<i>Participate and meet with stakeholders to educate and collaborate</i>
Metric 2	<i>Provide data and mapping services to improve data driven decision making</i>
Metric 3	<i>Partner with NMPRC in their ongoing broadband initiatives</i>
IT STRATEGIC GOAL 9	Expand the use of E-rate funds in library across the STATE
SFY 2019-2021 Strategy	Expand the use of E-rate funds in library across the State
Metric 1	<i>Collaborate with State library, PFSA and legislature on a pilot program</i>
Metric 2	<i>Technically assist in data driven assessments for infrastructure improvements and funding</i>

TABLE IV.1. SFY 2019 – 2021 IT strategic goals and strategies

V. IT FISCAL AND BUDGET MANAGEMENT

A. IT OPERATING BUDGET (C1)

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. 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)					
	SFY17 Actual	SFY18 Actual	SFY19 OpBud	SFY20 Request	SFY21 Estimate
General Fund	885.4	845.1	853.2	853.2	853.2
Other State Funds	61,826.1	60,293.4	12,503.2	11,914.8	11,914.8
ISF/IAT	16,523.1	9,769.7	62,371.0	61,983.3	61,983.3
Federal Funds	314.9	377.2		310.0	310.0
Fund Balance	8,389.4	6,600.0			
Total	87,938.9	77,885.4	75,727.4	75,061.3	75,061.3
Expenditure Categories (dollars in thousands)					
Category or Account Description	SFY17 Actual	SFY18 Actual	SFY19 Op Bud	SFY20 Request	SFY21 Estimate
Personal Services & Employee Benefits	15,310.6	14,334.4	18,355.2	18,214.0	18,214.0
Contractual & Professional Services	17,988.1	19,199.1	12,507.0	14,285.7	14,285.7
IT Other Services	28,076.3	23,855.2	32,362.0	30,646.8	30,646.8
Other Financing Uses	15,702.0	9,769.7	12,503.2	11,914.8	11,914.8
Total	77,076.7	67,158.4	75,727.4	75,061.3	75,061.3
	Agency Cabinet Secretary/ Director (mandatory)	CIO or IT Lead (mandatory)	Budget Director (mandatory)		
Print Name	Estevan Lujan	Maria R. Sanchez	Donna Sandoval		
Signature					
Phone	505.827.1051	505.476.3761	505.827.2955		
Date	September 4, 2018	September 4, 2018	September 4, 2018		
Email address	Estevan.Lujan@state.nm.us	MariaR.Sanchez@state.nm.us	Donna.Sandoval@state.nm.us		

B. CAPITAL IMPROVEMENT, SPECIAL AND SUPPLEMENTAL FUNDING (C2)

DoIT has no C2 funding requests for SFY 2020.

C. REQUEST FOR REAUTHORIZATION OF GENERAL APPROPRIATIONS

DoIT is not seeking reauthorization of general fund appropriations at this time.

APPENDIX A – DOIT ORGANIZATION CHARTS

DoIT is currently reorganizing and will add organization charts when completed.

APPENDIX B – MAJOR APPLICATIONS

The Department of Information Technology (DoIT) hosts internal applications and provides shared enterprise services to other agencies. The applications presented below fall into three categories:

- DoIT Internal – support the help desk, billing, telecommunications expense management, websites, oversight and reporting;
- Service Delivery – support shared services, including:
 - ◆ Voice
 - ◆ Mobile Voice
 - ◆ Virtual Server Hosting
 - ◆ Network
 - ◆ Internet Service Provider (ISP)
 - ◆ Desktop
 - ◆ Public Safety Radio and Communications
 - ◆ SHARE
- Legacy Mainframe

NAME	FUNCTIONALITY/ BUSINESS PROGRAM SUPPORTED	SOFTWARE			AGE	SUPPORT MODEL	LIFE CYCLE STATUS
		OS	DBMS	LANGUAGE			
<i>DOIT INTERNAL</i>							
DoIT Website	Internal and external communications, templates, forms, guidance	Linux		Adobe Dreamweaver	5-9 years	DoIT	M&O
EasyVista	Help desk ticketing system	Windows, Linux	SQL	Proprietary	4 years	EasyVista & DoIT	M&O
Pinnacle	Telecommunications expense management	Windows, Linux	Oracle	Proprietary	4 years	Calero & DoIT	M&O
Project Oversight & Compliance Database	Tracks information related to project certification, certified project status, and procurement reviews	Windows	Access	Access	10 years	DoIT	End of life

NAME	FUNCTIONALITY/ BUSINESS PROGRAM SUPPORTED	SOFTWARE			AGE	SUPPORT MODEL	LIFE CYCLE STATUS
		OS	DBMS	LANGUAGE			
Project Portfolio Dashboard	Quarterly reporting of the status of certified IT projects		Access	Tableau	3 years	DoIT	M&O
System Center Configuration Manager	Billing system	Windows	SQL	Proprietary	4-6 years	DoIT	End of life
Sunshine Portal	Consolidates and publicly presents information from State agencies regarding personnel, contracts, expenditures, and other data related to government transparency		SQL	Salesforce	7 years	DoIT, ANM, Realtime Solutions	M&O
Verizon Billing	Mobile call detail	Windows	SQL	C#	5 years	DoIT	M&O
<i>SERVICE DELIVERY</i>							
Avaya Voice System	Telephone system	Linux		Avaya 6.5	13 years	Avaya, Other Contractor, DoIT	M&O
Cisco Voice System	Telephone system	Linux		Cisco 11.5	14 years	Cisco, Other Contractor, DoIT	M&O
Microsoft Exchange	Enterprise email	Windows	SQL	Exchange 2013	13 years	Microsoft, DoIT	M&O
VMware ESXI, 6.0.0	Virtualization hypervisor (separates operating system and application from physical hardware)	Windows		VMware 6.0	5 years	VMware & DoIT	M&O
SHARE	Statewide Enterprise Resource Planning (ERP) solution for financial management and human capital management	Linux	Oracle	PeopleSoft 9.2	11 years	Oracle, Other Contractor, DoIT	M&O (Upgraded in 2017-18)

NAME	FUNCTIONALITY/ BUSINESS PROGRAM SUPPORTED	SOFTWARE			AGE	SUPPORT MODEL	LIFE CYCLE STATUS
		OS	DBMS	LANGUAGE			
vCenters, 6.0	Virtualization hypervisor	Windows		VMware	5 years	VMware & DoIT	M&O
Nessus	Vulnerability scanner	Windows, Linux	Proprietary	Nessus 5.4	< 1 year	Nessus	M&O
<i>MAINFRAME</i>							
Child Support Enforcement System (CSES)	Legacy Human Services Department (HSD) application supporting the Child Support Enforcement Division	zOS	DB2	COBOL	> 20 years	HSD; IBM, Other Contractors, DoIT	End of life
ONGARD/Royalty	Legacy State Land Office (SLO) portion of the former ONGARD system; supports management of oil and gas leases	zOS	DB2	COBOL	> 20 years	SLO; IBM, Other Contractors, DoIT	M&O

APPENDIX C – INFRASTRUCTURE

DoIT hosts its internal and shared services applications in a private cloud using a reference architecture comprising Cisco Unified Computing System (UCS) Servers, Cisco Switches, Cisco Fabric Interconnects and EMC Storage. The following categories of infrastructure are presented in the table below:

- Private Cloud
- Rio Grande Optical Network (RGON)
- Internet Security
- Network
- Mainframe

NOTE:

- The Simms Data Center is located in Santa Fe, NM.
- The Oso Grande Data Center is located in Albuquerque, NM.

TECHNOLOGY PLATFORM	PHYSICAL LOCATION	SUPPORTED APPLICATION(S)	AGENCY-OWNED INFRASTRUCTURE		
			QUANTITY	BRAND & MODEL/VERSION	AGE
<i>PRIVATE CLOUD</i>					
Backup Controller	Simms Data Center	Storage	3 nodes	EMC Avamar Gen4, 7.2.1-32	3 years
Backup Storage	Simms Data Center	Storage	2 – 20 terabyte (TB) nodes	EMC DD860, 5.5.3	3 years
Backup Storage	Simms Data Center	Storage	3 – 30 TB nodes	EMC DD7200, 5.6.0.3	3 years
Cisco Data Center Firewall	Simms Data Center	Data Center Security	1	Cisco ASA 5500, 8.4x	5 years
Cisco UCS	Simms Data Center	Service Delivery	4 chassis with 8 blade servers each	Cisco UCS 5108	3 years

TECHNOLOGY PLATFORM	PHYSICAL LOCATION	SUPPORTED APPLICATION(S)	AGENCY-OWNED INFRASTRUCTURE		
			QUANTITY	BRAND & MODEL/VERSION	AGE
Cisco UCS Blades	Simms Data Center	Service Delivery	25 blades	Cisco B200 M4, 3.12bB	3 years
Cisco UCS Blades	Simms Data Center	Service Delivery	3 blades	Cisco B200 M5, 3.23aB	< 1 year
Disaster Recovery	Oso Grande Data Center	Service Delivery	1	EMC Avamar Data Domain, 7.2.1-32	1 year
Fabric Interconnects	Simms Data Center	Service Delivery	2	Cisco 6248UP, 3.23a	3 years
Fabric Switch	Simms Data Center	Storage	2	Cisco MDS 9396S, 7.3	3 years
Storage Area Network (SAN) Switches	Simms Data Center	Private Cloud/Storage	2	MDS 9396S	3 years
Switches	Simms Data Center	Private Cloud	2	Cisco Nexus N3064, 6.0(2)U5 (3)	4 years
Switches	Simms Data Center	Private Cloud	3	Cisco Nexus N3064, 6.0(2)U5(3)	8 years
Switches	Simms Data Center	Private Cloud	9	Cisco Catalyst 3750, 12.2 (58)SE2	8 years
Switches	Simms Data Center	Private Cloud	2	Cisco Catalyst 3850, 03.03.04SE	5 years
Tier 1 Storage	Simms Data Center	Storage	2 – 20 TB bricks	EMC XtremIO, 3.4.0.2	3 years
Tier 2 Storage	Simms Data Center	Storage	565 TB storage	EMC VMAX 10K, 8.0.2.7	3 years
Tier 3 Storage	Simms Data Center	Storage	50 TB storage	EMC VNX 5500, 05.32	5 years
<i>RGON</i>					
Fiber Backbone	Various	Fiber Transport	8	Infinera DTN-OTN, 16.0	12 years

TECHNOLOGY PLATFORM	PHYSICAL LOCATION	SUPPORTED APPLICATION(S)	AGENCY-OWNED INFRASTRUCTURE		
			QUANTITY	BRAND & MODEL/VERSION	AGE
ISP					
ISP Firewall	Simms Data Center	ISP Security	1	Palo Alto PA5060, 7.09	4 years
ISP Firewall	GigaPop, Santa Fe, NM	ISP Security	1	Palo Alto PA5060, 7.09	4 years
NETWORK					
Firewalls	Various locations	State Network	81	Cisco – multiple models and versions	1-8 years
Routers	Various locations	State Network	231	Cisco – multiple models and versions	1-8 years
Switches	Various locations	State Network	601	Cisco – multiple models and versions	1-8 years
MAINFRAME					
Mainframe Platform, (including Server, Disk, Virtual Tape, Switches)	Simms Data Center	CSES, ONGARD/Royalty	1	IBM 2828-H06 zBC12	3 years
Mainframe Platform, (including Server, Disk, Virtual Tape, Switches)	New Mexico State University (NMSU) Data Center, Las Cruces, NM	CSES, ONGARD/Royalty	1	IBM 2965-N10 zBC13	1 year
VOICE					
Avaya Voice System		Voice Services	93	Avaya 8300 & 8720, various versions	13 years; partial upgrade in 2018
Cisco Voice System		Voice Services	2	Cisco Collaboration 11.5	14 years; partial upgrade in 2018

TECHNOLOGY PLATFORM	PHYSICAL LOCATION	SUPPORTED APPLICATION(S)	AGENCY-OWNED INFRASTRUCTURE		
			QUANTITY	BRAND & MODEL/VERSION	AGE
Fujitsu Voice System		Voice Services	48	Fujitsu 96XX, R14 & R15	21 years (EOL)
Mitel Voice System		Voice Services	85	Mitel – various models and versions	1-6 years

APPENDIX D - ARCHITECTURE DRAWINGS

The following architecture diagrams may be found at

https://nmgov-my.sharepoint.com/:f/g/personal/vincent_martinez_state_nm_us/Eqi84Chzh99JnirOACOj7p0B79uE2FENGza20B1Rxa45fw?e=7vYfsl

- Data Center Network Diagram
- Data Center Reference Architecture
- UCS vSphere Architecture
- Wide Area Network Diagram
- Voice Hubs Diagram
- ISP Network