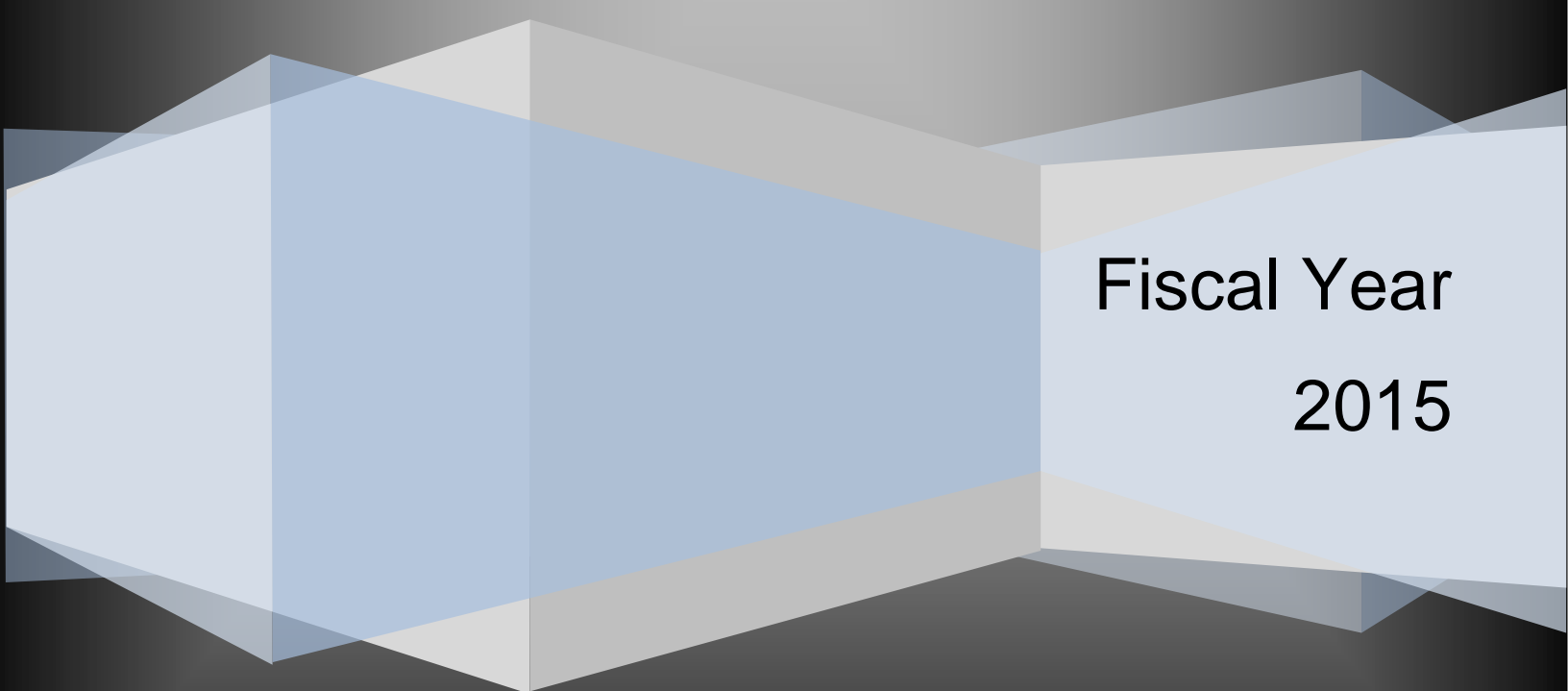




NEW MEXICO  
DEPARTMENT OF  
INFORMATION TECHNOLOGY

# Agencies IT Plans Report Analysis

March 11, 2014

A large, abstract graphic composed of overlapping, semi-transparent geometric shapes in shades of light blue, white, and light grey, creating a sense of depth and movement. It is positioned in the lower half of the page.

Fiscal Year  
2015

Strategic Planning Office  
505-476-1892

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## SECTION I

### Executive Summary

The executive agencies within the State of New Mexico (State) recognize a key requirement for the deployed of technology is an overall strategic technology plan that can be referenced for the purpose of the development of tactical plans and decision making. For FY15 forty-five executive agencies, commissions and boards submitted Information Technology (IT) plans.

In the analysis of the FY15 IT Plans the strategic initiatives were reviewed regarding: prudent allocation of IT resources; reduction of data, hardware, software, and redundancy; and improvement of system interoperability and data accessibility among agencies in compliance with the Department of Information Technology Act of 2009. In defining “prudent allocation of IT resources,” IT Plans were reviewed for skill, good judgment, caution and risk in the planning of IT infrastructure, staff, applications, data and funding.

In FY15 the second step was taken to move the Agency IT Plan in the direction of a strategic planning tool. The Agency IT Plans linked the Agency IT Goal to an objectives, performance measures, strategies and initiatives. This enhancement to the Agency IT Plan, positioned the plan to be forward thinking. The Agency IT Plan also connected the refresh of equipment and software to an Agency IT Goal along with IT projects. This approach establishes that all efforts of IT must be connected to an Agency IT Goal. New to the FY15 Agency IT Plans are Agency Vision; Business Drivers; Facility Improvement or Upgrades; and the Information Technology Security Assessment.

Additionally, IT planning is directly related to Performance-Based Government adopted by the State. This model measures how effectively and efficiently State funds are used to serve the public. This concept emphasizes managing for results, not the process of providing services. The aim is to increase accountability, improve management and ensure efficient resources allocation. Following this model the Accountability in Government Act<sup>1</sup> set forth the structure and requirements for performance-based budgeting for the State. A performance-based budget matches resource needs with results expected from the use of funds and establishes the amount and quality of services that are expected from the use of public resources allocated to an Agency. This is a top-down process; which consists of a strategic plan that lays the foundation for formulating performance measures.

As a result, the strategic plan is the foundation of performance-based budgeting. It is a tool that formalizes the mission and goals of an agency and defines how programs and services provide results that meet prescribed objectives. This is the first year the Agency IT Plan ties performance measures directly to an IT goal’s objective. Many of the performance measure presented in the Agency IT Plans were specifically written for IT; which allows Agencies to plan the allocation of IT resources and request budget for IT initiatives based on a promised result and contribution.

For a final point; as the strategic planning process is enhanced; the State is missing the formal delineation of governance, principles and standards. These fundamental elements are defined within the Enterprise Architecture Framework. The Agency IT Plan alignment to the Enterprise Architecture Framework has not yet been incorporated and cannot be established as part of the planning process until the update and enhancement of the Enterprise Architecture Framework is complete. Developing this framework is the underpinning structure that is essential in the Agencies strategic planning of IT.

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<sup>1</sup> NMSA 1978, §16-3A et seq.

## SECTION II

# FY15 Agency IT Plan Process

### A. About This Document

Within the FY15 planning process the Department of Information Technology (DoIT) in compliance with the New Mexico IT Strategic Plan FY2014 – FY2016<sup>2</sup> (State Strategic Plan) provides guidance to New Mexico Executive Agencies (Agencies) through outlining strategic directions to be incorporated into the FY15 Annual Agency IT Plans (IT Plans). After the IT Plans are submitted they undergo a review process. A phase of the review process is the analysis documented in this report.

This report is structured into seven sections. Section I is the Executive Summary. Section II provides information about the IT planning process. Section III is the purpose of the IT Plan. Section IV documents the IT Plans strategic initiatives grouped into like fields within three areas of planning:

1. Prudent Allocation of IT Resources;
2. Reduction of Data, Hardware and Software Redundancy and
3. Improvement of System Interoperability and Data Accessibility among Agencies.

Section V of this report evaluates the IT Plans Strategic Goals. Section VI is the alignment of the IT Plans with the State Strategic Plan; this section is grouped by IT Plan Inputs<sup>3</sup> from the State Strategic Plan. The final section of the plan, Section VII, provides recommendations for the FY16 IT planning process.

### B. IT Plan Restructure

The major change to the IT Plans was the enhancement made to the Agency IT Strategic Goal table. Within the table, performance measures were connected to the IT strategic objectives. The performance metric provided by the agencies in their plans should have been Department of Finance Administration (DFA) and Legislative Finance Committee (LFC) approved agency performance. However, many agencies defined new performance. A recommendation for FY16 planning process will be to remove that requirement and allow the performance measures to be defined by the IT divisions.

Additional enhancements to the plan were *Section 2.2 Agency Vision; Section 2.3 Business Drivers; Section 5 Planned Facility Improvement or Upgrades; and Section 9 Information Technology Security Assessment*. Including a vision statement within the plan, works toward developing a more strategic than tactical plan. Also significant was the recommendation from the prior year to bring IT security to the forefront and direct agencies to include IT Security as an intricate part of their planning process; which promoted adding the Security Assessments to the plan. Including the security section addressed the planning requirement to alignment with the NMAC 1.12.20 Information Security Operation Management rule.

### C. IT Plan Process

The FY15 Agency IT Plan Guidebook was released on May 31, 2013. The agencies submitted their IT Plans September 3, 2013 to the LFC, DFA, and DoIT. The agencies provided an electronic and

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<sup>2</sup> GOAL 1: INFORMATION TECHNOLOGY MUST DRIVE EFFICIENT DELIVERY OF HIGH QUALITY GOVERNMENT SERVICES THAT WILL BENEFIT CONSTITUENTS AND SUPPORT ECONOMIC DEVELOPMENT

<sup>3</sup> INITIATIVES: 2.1. SUPPORT AGENCY IT PLANNING THROUGH THE AGENCY IT PLAN PROCESS

hard copy of their plans. With the review of the IT Plans a highlighted document was created for each plan; which was the first phase of the review process. The agencies reviewed the highlighted material and made any necessary modifications prior to posting on the DoIT website<sup>4</sup>. The second phase of the review process is the analysis of the IT Plans. The Strategic Planning Office is responsible for the analysis work and the development of the analysis report. The analysis report review process consists of DoIT's executive staff and a final review by the DoIT Secretary. Additional evaluations of the IT Plans were completed by the Oversight and Compliance Consultants.

## D. Agencies that Submitted an Annual IT Plan

Forty-five IT Plans were submitted from State of New Mexico executive agencies, commissions and boards. The plans vary in size and detail; nonetheless the agencies followed the structure provided in the IT Plan Guidebook.

218	AOC	Administrative Office of the Courts
264	AODA	Administrative Office of the District Attorneys
308	OSA	Office of the State Auditor
333	TRD/OSC	Taxation and Revenue / ONGARD System Center (OSC)
337	SIC	State Investment Council
341	DFA	New Mexico Department of Finance
343	RHCA	New Mexico Retiree Health Care Authority
350	GSD	General Services Department
352	ERB	New Mexico Educational Retirement Board
355	PDD	New Mexico Public Defender Department
361	DoIT	Department of Information Technology
366	PERA	Public Employees Retirement Association
369	SRC	State Record Center and Archives
370	SOS	Secretary of State's Office
378	SPO	State Personnel Office
394	STO	State Treasure Office
418	NMTD	New Mexico Tourism Department
419	EDD	Economic Development Department
420	RLD	Regulation and Licensing Department
430	PRC	Public Regulation Commission
431	OSI	Office of Superintendent of Insurance
449	BON	Board of Nursing
465	GCB	Gaming Control Board
505	DCA	Department of Cultural Affairs
508	NMLB	New Mexico Live Stock Board
516	NMDGF	New Mexico Game and Fish
521	EMNRD	Energy, Minerals and Natural Resources Department
539	SLO	State Land Office
550	OSE/ISC	Office of the State Engineer – Interstate Stream Commission
630	HSD	Human Services Department
631	DWS	Department of Workforce Solutions
632	WCA	Workers' Compensation Administration
644	DVR	Division of Vocational Rehabilitation
662	MCMC	Miners' Colfax Medical Center
665	DOH	Department of Health
667	NMED	New Mexico Environment Department
690	CYFD	Children Youth and Family Department
705	DMA	Department of Military Affairs

<sup>4</sup> [http://www.doit.state.nm.us/agency\\_it\\_plan\\_highlights.html](http://www.doit.state.nm.us/agency_it_plan_highlights.html)

770	NMCD	New Mexico Corrections Department
790	DPS	Department of Public Safety
795	DHSEM	Department of Homeland Security and Emergency Management
805	DOT	Department of Transportation
924	PED	Public Education Department
950	NMHED	New Mexico Higher Education Department

## SECTION III

# FY15 Agency IT Plan Purpose

### A. Legislative Background for the Agency IT Plan

The Department of Information Technology Act<sup>5</sup>, establishes the following basis for the Agency IT Plans:

1. Each Executive Agency shall submit an Agency IT plan to the Secretary in the form and detail required by the Secretary.
2. As the State CIO, the Secretary shall:
  - a. Review executive agency plans regarding prudent allocation of IT resources; reduction of data, hardware and software redundancy; and improvement of system interoperability and data accessibility among agencies;
  - b. Monitor executive agency compliance with its agency plan, the State Strategic Plan and State Information Architecture and report to the governor, executive agency management and the legislative finance committee on noncompliance; and
  - c. Provide technical support to executive agencies in the development of their agency plans.

### B. Stakeholders of the Agency IT Plan

IT planning is an imperative part of an agency's business planning process. Agency CIOs and IT Leads worked closely with their stakeholders; executive and program management staff to ensure that their IT plan supports and aligns with the agency's business and strategic plan. Additional stakeholders include DoIT, DFA, and LFC.

### C. Purpose of the Annual Agency IT Plan Analysis

DoIT is required to review the agencies IT Plans regarding prudent allocation of IT resources<sup>6</sup>. The review process encompasses various levels. The second phase of the review process is the IT Plan Analysis which is performed by the Strategic Planning Office. The purpose is to provide:

1. A framework for agencies to use in assessing their IT planning process; determining their compliance with the State Strategic Plan and their use of IT to advance and meet agency business and program objectives;
2. A foundation for staff members of the agencies, DoIT, DFA, and LFC to evaluate and assess how well an agency is selecting and managing its IT resources; and

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<sup>5</sup> [Chapter 9, Article 27, NMSA 1978](#)

<sup>6</sup> Chapter 9, Article 27, NMSA 1978 Section C. As the chief information officer, the secretary shall:

(1) review executive agency plans regarding prudent allocation of information technology resources; reduction of duplicate or redundant data, hardware and software; and improvement of system interoperability and data accessibility among agencies;



3. Gauge the quality and depth of the use of Information technology across all reporting state agencies.

The following section is the assessment of the IT Plans strategic goals, objectives, strategies, and initiatives regarding: prudent allocation of IT resources.

## SECTION IV

# FY15 Agency IT Plan Strategic Initiatives

### A. Prudent Allocation of IT Resources

A “Prudent Allocation” and “IT Resource” is defined as IT Infrastructure, people, money or anything else that might help to deliver an IT service per the ITIL Service Strategy. Resources are considered to be assets of an organization. Prudence defined as the ability to govern and discipline oneself by the use of reason; skill and good judgment in the use of resources; and caution or circumspection as to danger or risk. Therefore, the IT Plans will be reviewed for skill, good judgment, discretion and risk in the planning of IT Infrastructure, IT staff, IT applications, IT data and IT funding.

#### 1. Specific Business Related Applications

In the review of the IT Plans it is evident that agencies have a strong focus on their business specific IT systems. Agencies have addressed these systems or goals in their executive summaries of their IT plans as quoted below:

<u>218 / AOC</u>	Continue with electronic filing, payments and document initiatives state-wide, the initiatives are made possible by the completion of the implementation of the Odyssey case management system.
<u>264 / AODA</u>	Redesign and implementation of the unified Case Management System (CMS) with the help of third party vendor utilizing RDBM Microsoft SQL, PHP, and Java.
<u>308 / OSA</u>	Plan a review of the audit tracking system and other DBs to streamline the review process and enhance the DB structure, unchanged for more than ten years. Anticipate additional enhancements in FY15.
<u>333 / TRD</u>	Re-engineering DRIVE MVD systems; this project is a multi-year effort; GenTax Upgrade; HelpSTAR help desk; and NMVTIS and SAVE implementation.
<u>333 / ONGARD</u>	Move the current ONGARD system to a modern architecture to minimize the risk of interrupting the \$1.72 billion revenue stream.
<u>341 / DFA</u>	Working with multiple state agencies to upgrade the CAPital MONitoring (CAPMON) system.
<u>343 / RHCA</u>	Initiation phase of mission-critical Retiree Benefit Intake System (REBIS) to upgrade and enhance.
<u>352 ERB</u>	Implementation phase of Integrated Retirement Information System upgrade 9.8 version.
<u>361 / DoIT</u>	Completed the majority of the Mainframe stabilization project, which included both hardware & software refresh. Implement the TUAM billing system, new reporting tool Xtraction, and accounts receivable module in SHARE.
<u>366 / PERA</u>	Upgrade third party software for the mission critical pension administration system Retirement Information Online (RIO).

<u>369 / SRC</u>	Centralized Electronic Records Repository (CERR) project is a multi-phase, multi-year project. SRC has chosen HP TRIM (COTS) from Hewlett- Packard that will serve as the basis for the CERR.
<u>370 / SOS</u>	In-house develop Corporate Information System recently acquired from Public Regulations Commission, the scope of work and plan is to create a fully integrated Business Services Filing System.
<u>378 / SPO</u>	Implemented NEOGOV – an applicant tracking system that is used by over 800 public sector entities throughout the US, an internet based SaaS system that SPO subscribes to annually, for recruitment services.
<u>394 / STO</u>	Cash Management Enhancements and replacement of STO's Investment Accounting System (QED); both initiatives will align with the report "Current State of Cash Control".
<u>418 / NMTD</u>	Monitor and analyze visitor use patterns (using Google Analytics, Facebook Insights, etc.).
<u>420 / RLD</u>	Continue to consolidate licensing activities and management under a single software application, My License Office. Implement new web based Construction Tracking System to streamline issuing permits.
<u>449 / BON</u>	Supports the Board's strategic goals: Advance Nursing Systems, Maximize Protection of Public Service, and Maximize Customer Service.
<u>465 / GCB</u>	Award a contract for a new, statutorily required, central monitoring system, the new system will increase the regulatory oversight ability of the agency.
<u>505 / DCA</u>	Partner with University of New Mexico (UNM) Center for Advanced Research Computing on a pilot program for the deployment of a new digital assets storage site.
<u>516 / NMDGF</u>	The Department collects a wide array of population count, harvest rate, disease, law enforcement, and geo-spatial information, and stores this resources management data in electronic databases.
<u>521 / EMNRD</u>	Enhancement and modernization of Microsoft System Center Configuration Manager, continued development and expansion of geospatial capabilities including both internal & external web maps
<u>630 / HSD</u>	CA Gen software upgrade used by Child Support Enforcement System, initial planning phase for replacing the Child Support Enforcement System and Medicaid Management Information System
<u>631 / NMDWS</u>	Enhance existing applications, uFACTS & REX, with new functionality to monitor claimant work search activities, Claimant and Employer Messaging leveraging Virtual One-Stop System's
<u>632 / WCA</u>	Transformation existing Informix database with its legacy text based programs written in 4GL to graphical user interface utilizing .NET technology.
<u>644 / DVR</u>	Information Service Units support and facilitate the agency's vision that "every New Mexican with a disability has the opportunity to contribute to the quality of life and economic prosperity of the state."

<u>662 / MCMC</u>	Build a complete the Electronic Health Record that is moving towards being totally paperless. Adding a RIS, integrating the PACS, and building an interface with the State SHARE.
<u>665 / DOH</u>	Implementation and support for Electronic Health Records, commit to focus on efforts to align technology with business processes, requirements and Healthcare Information Technology.
<u>667 / NMED</u>	Using advanced GIS technology will be included to assist staff in environmental monitoring activities that will also provide integration of financial activities into the state's SHARE system
<u>690 / CYFD</u>	Upon completion of EPICS Phase 3, Early Childhood Services (ECS) will be out of FACTS, and upon completion of Phase 4, Juvenile Justice (JJS) will be out of FACTS, leaving only Protective Services (PS) in FACTS.
<u>770 / NMCD</u>	Transition the current CMIS two-tier client/server (Informix database and Power Builder front end), to a three-tier web enabled environment using current technologies.
<u>790 / DPS</u>	Replacing the existing Computer Aided Dispatch (CAD) system and complete the CAD system with an integrated Records Management System (RMS)
<u>924 / PED</u>	Major initiatives include Data Quality Program; Student Teacher Accountability and Reporting System (STARS); Online Budget Management System (OBMS); P20/W Statewide Longitudinal Data System (SLDS); Educational Data Dashboard (EDD); and Education Technology Program
<u>950 / NMHED</u>	Redesigned the Data Editing and Reporting System (DEAR), now named eDEAR.

## 2. Video Conferencing/Surveillance

Video conferencing and video surveillance projects are still an ongoing initiative for several agencies.

The following agencies have indicated they have plans to expand infrastructure services in video conferencing: AOC; STO; BON; OSE; MCMC; NMCD; DOT; GSD; HSD; DVR; CYFD and DPS.

## 3. Tactical Actions - Equipment and Software

Agencies continually struggle with refreshing equipment and upgrade software due to funding. However, the majority of the agencies have plans for equipment and software procurements; their plans largely included network, servers and desktop equipment. Where the guidelines requested the information provided be **not common** and unique, what was provided was common. A recommendation for next year will be to clarify Section 4.1.

## 4. IT Infrastructure Library (ITIL)

ITIL is an approach for IT Service Management. ITIL provides a practical framework for identifying, planning, delivering and supporting IT services. DoIT has adopted the ITIL model for the enterprise services that DoIT offers<sup>7</sup>. Additionally agencies have begun to adopt ITIL as a project.

350 / GSD Noted in Agency IT Staffing Training Plans.

630 / HSD Processes defined and implemented in accordance with the ITIL Service Model FY15-17

<sup>7</sup> <http://www.doit.state.nm.us/services.html>

665 / DOH Select and structure the organizational assessment and migration to ITIL. Determine documentation approach/ITIL in SharePoint and Establish management process / procedures/control.

## 5. Control Objectives for Information and Related Technology (COBIT)

COBIT is a framework for developing, implementing, monitoring and improving IT governance and management practices. COBIT is addressed in the State Strategic Plan. A recommendation for next year may be to request agencies Provide IT best practice disciplines such as project management and service management (ITIL). Include your level of maturity within these disciplines and plans to increase the agency capability

361 / DoIT Define and implement an Enterprise Model for IT Governance. And, determine if the COBIT model fits the State.

665 / DOH Select and structure the organizational assessment and migration to COBIT methodologies and compliance. Utilize COBIT management process, procedures and controls.

## 6. Security

The State Strategic Plan, Goal 7<sup>8</sup>, is the strategic direction for IT security. Agency security assessments and security policy development assures compliance with this goal.

In the FY15 twenty six (26) agencies either conducted and / or plan on conducting a third party IT security assessment, seven (7) agencies conducted an internal / self-security assessment and eleven (11) agencies have not conducted security due to funding determination or unknown date determination. These agencies have addressed security in their executive summaries of their IT plans as quoted below:

218 / AOC Expenditure requests (C2s) for assistance with statewide network improvements, cyber-security enhancements, by improving security and operational performance of the statewide enterprise court system.

341 / DFA E-911 Program NG-911 Security Policy development

350 / GSD Objectives: Information Risk Management – Evaluate threats and vulnerabilities and ensure remediation, Security Strategies – Develop short and long-term strategies to improve the GSD’s security posture, Security Monitoring – Conduct security monitoring in support of policy enforcement and operational assurance. Plans to expand or enhance FMD Building Physical Access Security System.

352 / ERB reviewing our security procedures and obtaining the necessary technical assistance to make sure web enablement does not put the IRIS system at risk to internal or external vulnerabilities.

378 / SPO As per the Executive’s IT consolidation plan, Department of IT provides and supports some key technical functionality like Active Directory, Exchange Server , Networking, Voice and Internet Security.

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<sup>8</sup> GOAL 7: EFFECTIVELY SECURE IT ASSETS, DATA, AND SYSTEMS AND MITIGATE SYSTEMIC INFRASTRUCTURE RISKS.

<u>418 / NMTD</u>	The department will keep current with new operating systems and software programs if they are determined to significantly improve user productivity, security, or contribute to the overall efficiency of the department.
<u>430 / PRC</u>	Increasing cyber security and security awareness, and improving statewide services to the public
<u>431 / OSI</u>	increasing cyber security, security awareness, improving services to the public, and new Secure FTP service
<u>521 / EMNRD</u>	Continue to improve security and security monitoring capabilities and continue to make improvements in our security posture whenever possible.
<u>550 / OSE</u>	Continue to improve the information security posture by establishing mobile device management and security policies, providing encryption capabilities on laptops and providing employee education on high risk security topics.
<u>632 / WCA</u>	Undertaken efforts to address IT security to protect sensitive client and staff personal information, implement security metrics for application program security, patch management, vulnerability management and incident management. Continue to maintain the security benchmarks for network/server security monitoring and regular virus & malware detection.
<u>665 / DOH</u>	Improve access to, security and availability of health information
<u>770 / NMCD</u>	Development of Application Security, Booking, Property, Photos and a portion of Community Supervision
<u>795 / DHSEM</u>	Improve Network and Computer Security
<u>333 / TRD</u>	Continue efforts to improve security in all areas within TRD and Implement adequate IT security

## B. Reduction of Data, Hardware and Software Redundancy

### 1. Enterprise Solutions

Within the IT Plans there are efforts to plan towards enterprise solutions through implementing new modules within the Oracle PeopleSoft SHARE system, multiagency initiatives and consortiums with partnering states as listed below:

<u>218 / AOC</u>	C2 Request - SHARE Data Interface for AOC Fiscal
<u>333 / OSE</u>	The Tri-Agencies share a vision to move the current ONGARD system to a modern architecture to minimize the risk of interrupting the \$1.72 billion revenue stream.
<u>350 / GSD</u>	Joint Funding Opportunities HCM e-Portal – GSD and DoIT/SHARE
<u>361 / DoIT</u>	Implemented the Accounts Receivable module in SHARE, bringing the agency close to a cradle-to-grave automated service management capability  Plan to develop SHARE Fix Assets

Joint Funding Opportunities SHARE HCM 9.2 Upgrade – Department of Transportation, SHARE Treasury/Deal Management Implementation – State Treasurer’s Office, SHARE Budget Preparation System – State Budget Division and E911 State Road Centerline - Department of Finance and Administration

- 394 / STO DoIT and the Department of Finance and Administration by providing STO with the opportunity to configure and implement the PeopleSoft SHARE Treasury Management modules
- 419 / EDD Leverage existing IT resources by consolidating and/or refreshing equipment and partnering with the Department of IT, where appropriate, to improve IT service delivery to EDD
- 505 / DCA Expand and enhance business application services in SHARE HCM & Financials – Enterprise service provided by DoIT for all DCA users and/or finance staff - Fixed assets Inventory & federal grants modules needed
- 644 / DVR Expand and enhance business application services in Fiscal Automation System (Supplemental reporting system for SHARE)
- 662 / MCMC Build an interface with the State of New Mexico SHARE system
- 667 / NMED The upgraded GIS technology systems will also provide integration of the department's financial activities such as invoicing and grant management into the state's SHARE system  
  
Joint Funding Opportunities SHARE data extracts (preferably web services) for financial and HR data, NMED needs training and permissions for this - All agencies, SHARE contracts module, NMED needs this - Agencies that manage contracts.

## 2. Virtualization

Virtualization within the State is an overall trend in enterprise IT within the agencies. Agencies continue to consolidate their systems into virtual environments as noted below:

The following agencies have plans to expand infrastructure services with server virtualization:

- 218 / AOC Expand or enhance the service
- 264 / AODA Expand or enhance the service
- 333 / TRD Expand or enhance the service.
- 341 / DFA Continue virtualizing and maintaining current service by upgrading and replacing old and obsolete equipment  
  
Work with DoIT to create a virtual DR site
- 350 / GSD Invested in VMWare Virtual Server Environment, network re-design, security improvements and enhancing software applications to support better business processes
- 361 / DoIT Expand or enhance the service
- 419 / EDD Plans to expand infrastructure services with server virtualization, file storage and print services for virtual servers

<u>431 / OSI</u>	New service virtualization of server environment
<u>449 / BON</u>	Expand or enhance the service
<u>508 / NMLB</u>	Expand or enhance the service
<u>550/ OSE</u>	Expand or enhance the service
<u>630 / HSD</u>	Expand or enhance the service
<u>662 / MCMC</u>	Expand or enhance the service
<u>665 / DOH</u>	Health care industry, as the Meaningful Use of Healthcare records is now a reality, virtual servers and virtual applications have begun to take hold
<u>770 / NMCD</u>	Continues moving servers (physical to virtual) to the DoIT datacenter and with building a disaster recovery site to ensure business continuity in case of a disaster

### 3. Virtual Desktop

The State has begun initiatives towards desktop virtualization. The delivery of on-demand desktop for agencies users can provide continuity of operations for the agencies. However, this is new to the state and may be adopted by more agencies in years to come.

<u>350 / GSD</u>	Anticipates investing in more mobile devices and mobile apps to support our workers in the field as well as future investments in business intelligence, desktop virtualization and security. Conducting a study to identify how costs can be reduced through centralized virtual desktop services and printing services
<u>420 / RLD</u>	Plans to expand infrastructure services in Virtual Desktop
<u>521 / EMNRD</u>	VMWare Enhancements & Optimizations and VMWare View

## C. Improvement of System Interoperability and Data Accessibility among Agencies

### 1. Geospatial Information Technologies (GIT)

GIT is a collaborative application that has strong interoperability functions. State agencies are identifying and providing GIT information from multiple Federal, State, local and private sources in a common data standards. Many agencies are using GIT to solve land based issues. At least twenty agencies are utilizing GIT to meet project demands. The following agencies referenced geospatial in their Agency IT Plans:

<u>361 / DoIT</u>	Chairs the Geospatial Advisory Committee (GAC) and oversee the monthly meetings
<u>539 / SLO</u>	GIS WebServices – Provide online access to state ownership and active leases, well location, and misc. data services expanding in FY14
<u>667 / NMED</u>	Upgraded GIS technology systems and plans to expand DoIT GIS virtual servers
<u>805 / DOT</u>	Plans to expand ESRI GIS



## 2. Telecommunication

The State continues to improve telecommunications through different technologies. The states network engineers continue to enhance to MPLS and MOE networks. Other efforts include wireless networks and VOIP telephones.

<u>264 / AODA</u>	Plans to expand VoIP to other districts
<u>341 DFA</u>	Plans to expand infrastructure service E-911 MPLS network
<u>350 / GSD</u>	New Service in VoIP and Call Recording (RMD)
<u>355 / PDD</u>	In conjunction with DoIT, all NMPDD sites have been converted over to the DoIT Metropolitan over Ethernet (MOE) network
<u>361 / DoIT</u>	Plans to expand State Microwave Radio Network, Telephone Toll Services and Enterprise Desktop Telephony
<u>505 / DCA</u>	Plans to expand infrastructure service Voice over IP (VOIP) at Space History, Farm & Ranch, Camino Real, and OAS; planned expansion to other remote units of DCA to reduce costs & improve communication services
<u>539 / SLO</u>	Plans feasibility cost benefits of VoIP in FY15 and implement in FY16
<u>630 / HSD</u>	Plans to expand infrastructure service VOIP
<u>665 / DOH</u>	Various - DOH is adding four each 50Mb MOE circuits to the network for WIC server consolidation and a separate 200Mb EVC
<u>805 DOT</u>	Plans to expand infrastructure service VOIP

## 3. Network - Active Directory

The State's network today includes both Macs and Window PCs; however the prevalent directory service environment within the State is Active Directory (AD). Agencies with AD continue to upgrade their ADs and move forward with enhancing their networks.

<u>665 / DOH</u>	Plans to expand infrastructure Network Operations/Active Directory Support - Look at DOH sites amenable to housing a backup infrastructure. Upgrade to MS Server 2012
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## 4. Paperless - Electronic Documents

Technology has come a long way and it is becoming easier to create electronic forms. The following agencies have addressed paperless initiatives in their IT Plans.

<u>218 / AOC</u>	Plans to expand or enhance E-documents, payments and filing
<u>350 / GSD</u>	Plans to expand or enhance eForms – RMD Claims submission
<u>430 / PRC</u>	Utilize paperless audit software to make the process more efficient and streamlined
<u>350 / GSD</u>	Significant strides have been made toward achieving its paperless environment through Electronic Document Management System for Risk Management

- 430 / PRC E-Docket project - Migrate the existing e-Docket system and processes towards a paperless, web-based environment in FY15-FY17
- 662 / MCMC Primary strategic plan is to complete meet MCMC Board's strategic goals and build a complete the Electronic Health Record (EHR) that is moving towards being totally paperless

## 5. Mobile Device Apps

State government services are becoming increasingly portable as mobile devices and application become more readily available. In the IT Plans agencies are beginning to address these needs.

- 218 / AOC Plans to expand infrastructure services in Mobile Devices
- 264 / AODA Plans to expand infrastructure services in Mobile Devices. Implement mobile network security and improve application security
- 350 / GSD GSD anticipates investing in more mobile devices and mobile apps to support workers in the field. GSD will be reviewing new, secure ways of allowing users to manage their own mobile devices, apps and desktops without giving up control of its systems and desktop standard configurations
- 420 / RLD Plans to expand infrastructure services MyLicense Mobile application support
- 505 / DCA Vision - wireless and always improving Technology Field will continue to expand and evolve and so this will be a major part of our future IT implementations which utilize mobile applications and interactive technologies
- 521 / EMNRD New mobile devices service
- 662 / MCMC Plans to expand infrastructure services Handheld Mobile Devices
- 667 / NMED Plans to expand infrastructure services, began mobile application development analysis; developed a pilot for mobile food inspections; mobile device encryption services in production
- 705 / DMA Plans to expand infrastructure services mobile devices (transition from blackberry to iPhone or android devices)
- 790 / DPS IT impact Federal or State of New Mexico Two-Factor Authentication – Department of Justice (DOJ) / Federal Bureau of Investigation (FBI) - Complete the roll-out of Columbitech in all mobile computers; additional IT staff required

## 6. Infrastructure

In alignment with Goal 3 of the State Strategic Plan<sup>9</sup> agencies continue to address infrastructure to meet their business needs. As DoIT develops Infrastructure as a Service; a foundation will be built for developing Platform as a Service and Software as a Service. However, the agencies have only begun to appreciate DoIT as the department that has been designated as the enterprise infrastructure provider responsible for building and strengthening the enterprise infrastructure and related services.

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<sup>9</sup> GOAL 3: IMPLEMENT AND MAINTAIN A HIGH QUALITY TECHNOLOGY INFRASTRUCTURE TO SERVE RESIDENT AND GOVERNMENT CLIENTS

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<u>218 / AOC</u>	Plans to expand infrastructure services in disaster recovery and business continuity
<u>264 / AODA</u>	Expand to a different Century Link datacenter
<u>333 / TRD</u>	Plans to expand infrastructure services in disaster recovery
<u>341 / DFA</u>	New service in virtual disaster recovery site with DoIT
<u>350 / GSD</u>	New service disaster recovery site (cold off-site)
<u>361 / DoIT</u>	Plans to expand Infrastructure as a Service (IaaS), Platform as a Server (PaaS), Software as a Service (SaaS)
<u>394 / STO</u>	Plans to expand infrastructure services in disaster recovery
<u>370 / SOS</u>	Plans to expand infrastructure services in disaster recovery & data replication
<u>419 / EDD</u>	Plans to expand infrastructure services in disaster recovery
<u>420 / RLD</u>	Facility Improvement or upgrades Toney Anaya Building disaster recovery site
<u>505 / DCA</u>	Plans to expand infrastructure services in data file storage backup and disaster recovery
<u>508 / NMLB</u>	First goal: create and test an agency disaster recovery plan
<u>539 / SLO</u>	Plans to expand infrastructure services in disaster recovery – off-site replication; moving current disaster recovery site to new alternate facility in Albuquerque
<u>631 / HSD</u>	Includes backup and recovery services, infrastructure consolidation
<u>644 / DVR</u>	Disk to disk backup solution; database file and application server redundancy
<u>662 / MCMC</u>	New cloud backup service
<u>665 / DOH</u>	New disaster recovery and business Continuity
<u>667 / NMED</u>	Plans to expand infrastructure services with DoIT physical server hosting
<u>690 / CYFD</u>	The second major goal is to maintain and implement high quality technology infrastructure to support CYFD IT services; infrastructures include the data center, networking, field devices and disaster recovery environments; disaster recovery site is currently located in Santa Fe at the Simms building
<u>690 / CYFD</u>	Plans to expand Infrastructure upgrades and expansion of hardware and software
<u>770 / NMCD</u>	Continues moving servers (physical to virtual) to the DoIT datacenter; building a disaster recovery site to ensure business continuity in case of a disaster
<u>795 / DHSEM</u>	Plans to expand infrastructure services in business continuity - the planning, design, implementation, and management of IT business resumption and continuation processes including disaster mitigation / recovery, backup / restore, and system redundancy / fail-over for critical business resource/information infrastructure and critical business and resource/information applications

950 / NMHED Plans to expand infrastructure services in disaster recovery

952 / PED Plans to expand infrastructure services in disaster recovery

## 7. Website Work

Today providing government services via the web has become a normal operation. The State is charged with providing better content and data. The State must keep up with changes in technology and build systems for interoperability. These continued efforts are reflected in the IT Plans listed below:

218 / AOC C2 Request for Citizen Web Portal to consolidate all judicial online services

333 TRD Increase the number of MVD transaction types offered through web applications

350 / GSD Plans to develop online training web applications and expand or enhance WEBi Business Intelligence Software

366 / PERA Upgrade third party software for mission critical pension administration system RIO; upgrade IBM Websphere

370 / SOS Enhancing self service capabilities on the web including requiring entities to file annual reports online, IT impact in Federal or State of New Mexico HB 497 Electronic Voter Registration Updates - Allows voters to update voter registration record electronically via the SOS web site

418 / NMTD Improve the quality and marketing effectiveness of NMTD digital assets: NMTD began to redesign our primary web site (Newmexico.org) in FY12, and a rolling redesign of sections of *NewMexico.org* will continue in FY15 and beyond

419 / EDD Expand or enhance business application services in website development

420 / RLD Increase level of services for agency business processes; expedite data exchange, and further information sharing through the use of web-based technology

430 / PRC Provide the PRC with a web based solution for electronic Data Capture of Documents in order to improve constituent services and to enhance the entire PRC processing methodology

449 / BON Expand or enhance business application services in eGov Online Renewal – website and Website File Links.

505 / DCA IT HelpDesk ticket reporting system project – In-house developed system on DCA intranet website to track all end user submitted IT trouble tickets or requests FY15-FY17

516 / NMDGF Web Based Vendor License Sales App project - application used by vendors to sell NMDGF licenses; replaces Oracle in FY14-FY17

539 / SLO Plans to expand GIS WebServices – provide online access to state ownership and active leases, well location, and misc. data services

644 / DVR Plans to expand infrastructures services in Web Filtering Device

662 / MCMC Expand or enhance business application services Web Design

<u>667 / NMED</u>	Expand or enhance business application services in: Permits and inspections available online and on web maps
<u>667 / NMED</u>	Publish public documents to the web for ease of access and search ability
<u>667 / NMED</u>	Web maps to display environmental data directly from information systems, retrieve data stored at OEPA for display within department web applications
<u>690 / CYFD</u>	First major goal is the EPICS Master Project; CYFD has made significant progress towards its vision of a consolidated web-based enterprise system
<u>770 / NMCD</u>	New web-based system, referred to as GAR (Green, Amber, Red), allows for real-time automated tracking of inspections
<u>805 / DOT</u>	Improve and enhance data collection systems, reporting, analysis, dynamic messaging, and web based public information system

## 8. Innovations

Below are two agencies that have presented new technology and an improved method of utilizing existing technology. A recommendation is that IT Leads and CIOs meet as IT visionaries and plan and embrace IT innovations.

<u>361 / DoIT</u>	DoIT will design, build, and test a 700MHz LTE Pilot Communications System for a Nationwide Public Safety Network. DoIT is one of only five states that have been award funding for this new technology. The pilot will include border operations and will complete in 2015.
<u>770 / NMCD</u>	NMCD ITD has successfully implemented a new IP based video management server in two locations that consolidates over 134 video streams into one appliance. At each location, the video is no longer stored on multiple DVR's but rather on a single 20TB EMC VNXe ISCSI SAN.
<u>790 / DPS</u>	DPS has successfully field tested several handheld identification units and desires to expand on the success of a pilot project to assist all of State and Motor Transportation police in fast, correct identification of individuals.

## SECTION V

# FY15 Agency IT Plan Strategic Goals

### A. Agency IT Strategic Goals

In the review of the Agency IT Plans the table that was used for reporting the IT goals now includes components that are important to defining goals. The new table layout provides a place to include objectives, strategies and initiatives for a goal.

In addition performance measures are connected to the IT Strategic Objectives for IT Goals. The performance metric used should be a DFA and LFC approved agency performance measure from FY14 or a new proposed metric for FY15. At least one performance measure is required.

In the FY15 guidance document agencies were provided a common practice for developing an IT strategic goal with specific qualities; the acronym SMART:

**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.

#### 1. IT Goals - Specific

The majority of the agencies have one to five goals. Below are the agencies number-one listed goals:

<u>218 / AOC</u>	Extend the rollout of the Odyssey Case Management Application to the Bernalillo County Metropolitan Court and the New Mexico Appellate Courts. Note: at present all state courts except for the Bernalillo County Metropolitan Court and the New Mexico Appellate courts (Supreme Court and Court of Appeals) are now fully implemented.
<u>264 / AODA</u>	Implement and maintain a quality Information Technology infrastructure to better serve the District Attorneys' and other judicial agencies
<u>308 / OSA</u>	Meet statutory obligations utilizing technology to be in the forefront of a streamlined audit process
<u>333 / TRD</u>	Provide outstanding customer service in motor vehicle operations – every customer, every transaction, every time, and assess the results.

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<u>333 / OSC</u>	Modernize the ONGARD system and as necessary replace the existing system with functionality required for the next 5-10 years. Complete work on system stabilization to ensure that operational issues are minimized during the timeframe required for an upgrade of ONGARD
<u>337 / SIC</u>	Delivery of high quality IT Services including IT Infrastructure for SIC that will benefit and maintain the long term growth of the permanent fund
<u>341 / DFA</u>	Develop a Bond Questionnaire Database utilizing the Existing CPMS Database
<u>343 / RHCA</u>	To implement efficient and effective operational structure for the purpose of administering the NMRHCA's benefit programs
<u>350 / GSD</u>	Make Agency Enterprise Operations More Efficient, Increase Revenues and Deliver Better Services to Customers
<u>352 / ERB</u>	Enhance Self-Service Functionality for Members & Employers
<u>355 / PDD</u>	Improve the cost and operational efficiency of the department's information technology services provided for all NMPDD offices
<u>361 / DoIT</u>	Efficient Delivery of High Quality Government Enterprise IT Services That Support Agencies that Directly Support Constituents
<u>366 / PERA</u>	Replace hardware for mission critical pension administration system RIO. Replace all servers, storage and networking equipment
<u>369 / SRC</u>	Manage, preserve and provide access to electronic records and information
<u>370 / SOS</u>	Replace and/or consolidate existing end of life and legacy IT resources to improve IT service delivery to SOS and constituents
<u>378 / SPO</u>	SPO understands the importance of having IT Performance measures. However, the agency servers are housed at DOIT and SPO is reliant on them to maintain availability. SPO does not have any IT staff positions in the agency and contracts for desktop support, network and other services with the Department of Information Technology, thus SPO does not have any IT related performance measures
<u>394 / STO</u>	Strategically align STO's accounting processes and controls with DFA and integrated directly into SHARE while reducing the life cycle cost of the accounting system and processes to increase reporting capabilities
<u>418 / NMTD</u>	Utilize technology to improve the effectiveness of the departments outreach to new and existing tourism markets
<u>419 / EDD</u>	Leverage existing IT resources by consolidating and/or refreshing equipment and partnering with the Department of Information Technology, where appropriate, to improve IT service delivery to EDD
<u>420 / RLD</u>	Build and mature RLD's IT foundational infrastructure to provide secure, reliable and high quality support to the agency business units
<u>430 / PRC</u>	Provide the PRC with a web based solution for electronic Data Capture of Documents in order to improve constituent services and to enhance the entire PRC processing methodology

<u>449 / BON</u>	File Management System
<u>465 / GCB</u>	Percentage of incidents reported to the central monitoring system help desk closed within three calendar days
<u>505 / DCA</u>	Increase financial stability across Department
<u>508 / NMLB</u>	Create and test an agency disaster recovery plan
<u>516 / NMDGF</u>	Monitor NMDGF's IT resources to ensure compliance with state and NMDGF initiatives
<u>521 / EMNRD</u>	Streamline operations and to increase staff productivity by refining EMNRD business processes and technical infrastructure through continuous process improvement
<u>539 / SLO</u>	Surface Leasing and Land Information Management System - replacement of the current surface and minerals land management functionality and related financial components of the ONGARD system, automation and integration of the departmental Tract Books, and bi-directional interfaces with the ONGARD system for exchange of shared data.
<u>630 / HSD</u>	Improve ITD service, processes and relationships to increase customer satisfaction
<u>631 / NMDWS</u>	Expand and refine reemployment services for New Mexico constituents and businesses.
<u>632 / WCA</u>	Ensure IT initiatives and investments are customer-focused, results-oriented, market-based, and cost effective for our stakeholders.
<u>644 / DVR</u>	Improve direct service delivery to people with disabilities - Improve Case Management / Service Delivery to clients
<u>662 / MCMC</u>	Finish Phase I of the Electronic Health Care Project
<u>665 / DOH</u>	Improve IT Processes and Business Service Delivery
<u>667 / NMED</u>	Enable and Maintain IT services to facilitate and transform the business processes of the department
<u>690 / CYFD</u>	Implement an enterprise web-based system to consolidate services, streamline CYFD business and improve delivery of services to clients
<u>705 / DMA</u>	Provide Balanced Stewardship of Information and Technology
<u>770 / NMCD</u>	Create and maintain strong information technology tools and systems to support agency staff and promote agency efficiency and accountability and to provide and promote public safety to the citizens of New Mexico
<u>790 / DPS</u>	Improve the quality and availability of criminal justice data provided to the statewide law enforcement community
<u>795 / DHSEM</u>	Improve Network and Computer Security
<u>805 / DOT</u>	Develop and Implement Transportation Asset Management (TAM) system



924 / PED Provide an appropriate infrastructure to sustain current business operations, address new business initiatives, and advance strategic initiatives

950 / NMHED Statewide Longitudinal Data System

## 2. IT Goals - Measurable

For FY15 the IT Strategic Objective of an IT Goal must have a performance metric. It is a performance metric that determines how the success of that goal is measured. The FY15 guidance document directed that the performance metric used, must be a DFA and LFC approved agency performance measure from FY14 or a new proposed metric for FY15. Many agencies gave a genuine effort in providing performance measures. Not all the measures were DFA and LFC approved; however defining a method to measure the outcome of a goal was commendable.

## 3. IT Goals - Attainable

The structure of the IT Plan goal table provides a place for the agency to demonstrate how the goal will be attainable by providing strategies and detailed initiatives to achieve the result of the objective. The goal table is structure so that agencies can provide initiatives; and when the initiatives will be attainable.

Per the FY15 guidance: an initiative is defined as the preliminary phase of a project and can develop into one or more projects. An initiative will have unknown or uncertain elements that are not yet determined. A project may have developed from an initiative. However a project differs from an initiative, because a project will have an established funding source, schedule and defined scope. Within the Agency IT Plans there is still confusion between the two. A recommendation for next year is to pull the project list from the goal table.

## 4. IT Goals - Relevant

In FY15 the goal should be tied to an Agency IT Strategic Goal, a State IT Strategic Goal, and an Agency Performance Matrix. While agencies are well versed in aligning their IT goals to the Agency and State goals; this was the first time agencies were tasked with connecting a performance measures to an objective of a goal. Many of the performance measure were written specific to IT such as:

333 / TRD Fewer E-file system failures due to the inadequate capacity inherent in the current E-file system architecture during peak monthly filing times

337 / SIC Local Area Network, and Wide Area Network availability

350 / GSD Increase number of web based applications that promote the use of the Internet and emerging technologies within and across GSD and sister agencies to provide citizen-centric Government information and services.

355 / PDD Percent savings for network services, email hosting, telecommunications

370 / SOS Percent of total scheduled time VREMS is available to county clerks

420 / RLD Percent of customers satisfied with Information Service internal support

505 / DCA Comparison of regular internet services fee to fees discounted by 80% or 90% through e-Rate

539 / SLO Percent of electronic images protected thru disaster recovery

<u>550 / OSE</u>	Web site redesign completed on schedule / Web content management software deployed on schedule
<u>644 / DVR</u>	Percent of total scheduled time, mission critical servers are available to department users
<u>665 / DOH</u>	Defined scope of ITIL methodology and the positive impact with DoIT/DOH collaboration
<u>667 / NMED</u>	Reduce server footprint at Runnels data center
<u>690 / CYFD</u>	Percentage of Window server operating systems that are within two generations of the current major release
<u>705 / DMA</u>	Reduce server footprint at Runnels data center
<u>770 / NMCD</u>	Percentage of CMIS modules fully implemented into production
<u>924 / ALTSD</u>	Percentage of Microsoft Office installations that are within two generations of the current major release

## 5. IT Goals – Time-based

The strategic planning cells of the table provide up to five years to indicate the outreach of planning strategies and initiatives. The full five years are not required, however for forward thinking the planning time frame should span at least three years. Many of the agencies IT Plans span only one to three years; which demonstrates that agencies plan with a tactical approach other than a three to five year strategic method.

## 6. IT Goals - Recommendations

As noted above a recommendation for the FY16 plan is to review the project segment of the table and separate that segment into a standalone table. This will eliminate the duplicate data on the goals table.

An overall recommendation for future plans is to move away from an annual strategic plan that is revised every year to a plan that is in place for three years similar to the State Strategic Plan. Amendments to the Agency IT Plan may be used for modifications and changes within the three year period. The tactical part of the plan may be submitted annually in a separate document as an IT Tactical Plan. This recommendation may take a few years to implement and may take an enhancement to the existing State statute.

## SECTION VI

# FY15 Agency IT Plans Alignment with State Strategic Plan

In alignment with Goal 2 of the State Strategic Plan<sup>10</sup> the Agency IT Plans were structured with a common framework for a statewide enterprise approach for IT Planning. The first initiative of Goal 2 contains a list of Agency Planning Inputs. In the review of the IT Plans the analysis of the inputs is detailed in this section. The inputs are as follows:

- 1) Agency Context for IT Infrastructure and Operations
- 2) Plans for Legacy and New Agency Applications
- 3) Management of IT Assets including Refreshment Cycles
- 4) IT Human Resource Management
- 5) Improvements in Business Alignment and IT Management Areas
- 6) Adjustments to Current Projects
- 7) New Business Requirements or Government Program Initiatives
- 8) Planned Facility Improvements or Upgrades

### A. Agency Context for IT Infrastructure and Operations

Per the State Strategic Plan the agency context includes: Agency mission; Agency business drivers; Agency strategic initiatives; Agency performance measures; and Agency description of IT services.

#### 1. FY14 Agency IT Plans – Performance Measures

The strategic plan is the foundation of performance-based budgeting. It is a tool that formalizes the mission and goals of an agency and defines how programs and services provide results that meet prescribed objectives. This is the first year the Agency IT Plan ties performance measures directly to an IT goal's objective. This process allows Agencies to allocate resources and request budget for IT initiatives based on a promised result and contribution.

#### 2. FY15 Agency IT Plans – Description of IT Services

The majority of the Agency IT Plans provide a common list of IT Services: network, application, database, server, desktop, web, training, and helpdesk support. An Information Technology Security Assessment section was added to the Agency IT Plan. This section was added to provide the planning of a security. Many agencies responded that the lack of funding is the reason they are unable to conduct security assessments. A recommendation for the FY16 is to enhance Security beyond scheduling a Security Assessment.

### B. Plans for Legacy and New Agency Applications

Applications that provide state services continue to improve. There was a large movement within state agencies to update their Client Server Environments to Service Oriented Architectures.

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<sup>10</sup> GOAL 2: IMPROVE SUPPORT FOR ALL STATE AGENCY INFORMATION TECHNOLOGY PROGRAMS.

Some agencies continue to work through the process and have addressed this initiative through a phase approach. Having a web front end also provides ease of administration and deployment.

<u>218 / AOC</u>	Completion of the statewide implementation of the Odyssey case management system (CMS) in all magistrate and district courts during FY2013.
<u>333 / TRD</u>	Reengineer the MVD systems.
<u>352 / ERB</u>	Upgrade and enhance the functionality of our Integrated Retirement Information System (IRIS). ERB is currently in the implementation phase of an upgrade to version 9.8 of IRIS, which requires a migration from PowerBuilder to Java as well as implantation of a new imaging module.
<u>369 / SRCA</u>	The top priority for the agency in FY 2015 is the implementation of the Centralized Electronic Records Repository (CERR)
<u>370 / SOS</u>	Replace the antiquated SOSKB applications utilized for processing UCC filing, notary registrations, partnerships, authentications, service of process, trademark filings, and agricultural liens.
<u>539 / SLO</u>	The goal of the LIMS project is migrate non-oil and gas surface leasing and land management functionality from the existing legacy mainframe ONGARD application and integrate several ancillary manual based systems into a web and geographic centric application.
<u>550 / OSE</u>	Complete the second major release of the new Water Rights Business Process Management System with a focus on the non-domestic water rights permitting and compliance processes.
<u>630 / HSD</u>	Finalizing the process of replacing the existing antiquated Income Support Division-Integrated Services Delivery (ISD2) system with ASPEN.
<u>690 / CYFD</u>	EPICS Master Project – Phase 4 Juvenile Justice (Service Oriented Architecture - SOA)
<u>770 / NMCD</u>	The Department is requesting \$8.5 million in C2 funding to fund a project in FY15, FY16 and FY17 to fully implement all CMIS application modules and transition them to a production environment as one cohesive system.
<u>790 / DPS</u>	The New Mexico Department of Public Safety is replacing the existing Computer Aided Dispatch (CAD) system and desires to complete the CAD system with an integrated Records Management System (RMS).

## C. IT Human Resource Management

The majority of the Agency IT Plans listed staffing gaps. The most common positions are listed below:

**Application Developers** - Nine agencies have a staff gap in:

- Application Developer
- GIS Server Developer
- Senior Applications Developer
- Java / CA Gen
- Applications Developer 3 (Java Developer)
- Service Oriented Application Architecture using Restful Web Services

- Software Application Design
- .Net Application Developer

**Business Analyst** - Eight agencies have a staff gap in:

- Business Intelligence / Data Warehouse
- IT Business Analyst
- Business Analysis / Relationship Management

**Database Administration** - Six agencies have a staff gap in:

- Oracle
- DB2
- SQL
- Mainframe DB2
- Informix

**Disaster Recovery / Business Continuity** - One agency has a staff gap in:

- DR/BC Coordinator

**GIS** - Two agencies has a staff gap in:

- Server Developer
- Specialist, Analyst, Analyst Senior

**Helpdesk** - Four agencies has a staff gap in:

- Help Desk Technical Support
- PC Helpdesk
- Technical Support Specialist 3 (Help Desk)
- Help Desk – Windows 7, Linux, VMware, Cisco, Video Conferencing

**Mainframe** – Two agencies has a staff gap in:

- Mainframe Support Staff

**Managers** - Five agencies have a staff gap in:

- IT Project Manager
- IT Systems Manager IV
- IT Systems Manager II

**Network** - Fourteen agencies have a staff gap in:

- Engineer / Security Specialist
- Virtualization / Management
- Network Specialists
- Advanced Network Design and Support Skills
- Network Specialist III (System Support)
- IT Generalist II (Security / Networking)
- Advanced Network and Security Administrator

**PeopleSoft** - One agency has a staff gap in:

- Functional support
- Technical support

**Security** - Seven agencies have a staff gap in:

- IT Security
- Network Security Specialist
- Network / Device Security
- IT Generalist II (Security/Networking)
- Advanced Network and Security Administrator
- Network Engineer (Security)

**SharePoint** - Two agencies has a staff gap in:

- SharePoint Expert
- SharePoint Developers

**Storage** - Three agencies has a staff gap in:

- Storage Specialist
- Storage Support
- Storage Area Network Support

**System Administrator** - Six agencies have a staff gap in:

- Linux Administrators
- System Administrator
- Open Source Tools Administrator
- Virtualization Administrator
- UNIX / Windows Administrator
- Windows Server Administrator

**Web** - Five agencies has a staff gap in:

- Webmaster
- Web Development Expertise
- Web Application Administrator
- Web Developer

## D. Improvements in Business Alignment and IT Management Areas

Per the State Strategic Plan the alignments include: applications portfolio management; project portfolio management; vendor management; software development management; service management/operations support; and IT fiscal and budget management. The IT Plans with Process Management and Performance Improvement:

361 / DoIT	DoIT implemented a new reporting tool, Xtraction. This system contains enhance reporting capabilities that allows DoIT to measure the effectiveness of improved processes and technology as DoIT adopts the Information Technology Infrastructure Library ITIL standard practices.
512 / EMNRD	Streamline operations and to increase staff productivity by refining EMNRD business processes and technical infrastructure through continuous process improvement;
529 / SLO	Provide a resilient framework that will improve business processes, inter-agency communication, tracking, reporting, and notification through an integrated and automated enterprise data model and workflows.

- 630 / HSD            Improve IT Division service, processes and relationships to increase customer satisfaction.
- 644 / DVR            Improve processes that impact service delivery to people with disabilities - Improve staff tools / resources to facilitate provision of services to clients.

## E. Adjustments to Current Projects

The guidelines and template for the IT Plans included a place to report projects for the current and next year and initiatives for the current and upcoming year. An additional observation of the IT Plans is agencies are mindful of the data they share, however; there are limited multiagency initiatives and projects. In the upcoming years, there may be opportunities for agencies to assess where their data is shared and consider enterprise solutions.

Agencies reported on accomplishments for the previous year FY13; Target objectives (what) with IT performance measure and target; Strategies (how) with timeframes (when) prior year FY14 through FY19 with initiatives. Tactical actions equipment / software and IT projects for the (when) prior year FY14 through FY17. Projects for FY15 may be multiyear projects that started in a previous year or extend to future years. A project will have an established funding source, schedule and defined scope. An initiative is a strategic direction and is in the first step of action. An initiative may develop into multiple projects. The guidelines for FY15 made a clear distinction between projects and initiatives.

Per the State Strategic Plan, the annual reviews of projects include a current tactical action for equipment / software and IT projects. The agencies reported for FY14 prior year through FY17 projects; only FY16 through FY17 projects listed below:

Project	Description	FY16	FY17
<b>264 / AODA</b>			
Servers/Desktops		X	X
<b>308 / OSA</b>			
Audit Tracking System	Replace current tracking system with a WEB based system that would also give agencies an on-time access to audit and contract information.	X	
<b>333 / TRD</b>			
Recruit IT Professionals	Need to plan on robust advertising and recruiting activity as upgrades to positions are hopefully made and it becomes feasible to recruit employees.	X	X
ONGARD Modernization	Current project is in inception and planning phase. Current funding and certification funded by Laws of 2012, Chapter 19, Section 7, Item 5. Additional multi-year funding will be required to complete project and replace ONGARD	X	X
ONGARD Business Process Analysis	Complete definition of ONGARD "to-be" vision for the next ten years. Recommend next steps with system based on process analysis.		
System Reengineering	Replacement of the MVD systems.	X	X
<b>350 / GSD</b>			
Quick Ride Kiosk	Centric car rental unmanned booths for self-serve short term vehicle leasing	X	
AiM Optimization	Review current utilization of system and benchmark activity. Map current process and identify and document requirements and processes. Conduct a fit-gap analysis. Interview staff to determine level of knowledge. Work with TSSB to identify technical c	X	
<b>361 / DoIT</b>			

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Project	Description	FY16	FY17
SHARE FIN Upgrade	SHARE FIN 9.3 Upgrade – Application		X
SHARE HCM Upgrade	SHARE HCM 9.3 Upgrade– Application		X
SHARE Portal Upgrade	SHARE Portal 9.3 Upgrade– Application		X
SHARE ELM Upgrade	SHARE ELM 9.3 Upgrade– SHARE University		X
Enterprise Services – Security Assessment	Conduct a security assessment for the Department infrastructure with administrative, operational and technical security controls to include a penetration test (This will require funding determination)	X	X
Security and Monitoring Services – In Process from FY13	<ul style="list-style-type: none"> <li>• Build/Test Security System Services (NESSUS, SNORT, Packet Capture, Syslog)</li> <li>• Extend Network/Server Monitoring and Reporting</li> <li>• Develop process/procedures for monitoring and coordinating with agencies</li> </ul>		
<b>419 / EDD</b>			
PC replacement		X	X
Meeting Room Equipment	Replace projector screen with LCD screen, with Wireless projector, add video conferencing	X	
Door and Computer room Security	Add scanner to rear door at EDD to secure that door and entire area. Computer room security should have video surveillance monitored by DoIT.	X	
Web Server	Replace web server EOL, including domain management software	X	
<b>430 / PRC</b>			
e-Docket	To migrate the existing e-Docket system and processes towards a paperless, web-based environment.	X	X
<b>465 / GCB</b>			
GCMS	Post implementation of statutorily required GCMS	X	X
Help Desk Application	Enhance current help desk operations and capabilities	X	X
<b>505 / DCA</b>			
VISTA Ticketing systems	Museum admissions system that tracks revenue from museum visitors (see Business case for expansion of current ticketing system for more details)	X	X
Security Systems	Provides security at DCA facilities to protect assets	X	X
Cultural Atlas of New Mexico	a location-based, mobile-optimized web app that will highlight the state's cultural resources—architectural gems, historic sites, public art, museums, and major festivals—by linking data sets from across DCA divisions into an intuitive and attractive map-	X	X
Maintenance & improvements for all current DCA websites	Website design and development	X	X
Cultural Atlas of New Mexico	See Full Business case for this project that will help to meet this goal	X	X
IT continuing education & training	Training obtained through DoIT and/or other education and training sources for needed IT courses	X	X
<b>516 / NMDFG</b>			
Desktops/Laptops Recap	Replace the oldest 1/3 of Desktops and Laptops in service	X	X
Servers Recap	Review and replace servers that are beyond end of life with a new physical or virtual server.	X	X
Web Based Vendor License Sales App	Application used by vendors to sell NMDGF licenses	X	X
Online Sales Systems	Application used by the public to purchase NMDGF licenses and apply for draw hunts	X	X
Web Based Vendor License Sales App	Application used by vendors to sell NMDGF licenses	X	X
Online Sales Systems	Application used by the public to purchase NMDGF licenses and apply for draw hunts	X	X



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Project	Description	FY16	FY17
Web Based Vendor License Sales App	Application used by vendors to sell NMDGF licenses. Replaces Oracle.	X	X
NMDGF Web Site	Web application used to provide the public information of NMDGF activities	X	X
Online Sales Systems	Application used by the public to purchase NMDGF licenses and apply for draw hunts. Replaces Oracle.	X	X
<b>521 / EMNRD</b>			
MMD Electronic Record Archiving	Develop E-records records storage & retrieval system for MMD documents; includes imaging of currently archived paper records for multiple MMD programs.	X	X
GeoDatabase Replication	Centralized Spatial Data Repositories: two-way replication between Santa Fe office and field offices.	X	X
OCD User Interface Replacement Project	Build modification screens/functionality into OCD database systems to enable all OCD related data changes to be made at EMNRD, avoiding the need for OCD users to make coordinated data edits across multiple systems.	X	
Forestry Database Enhancements	Enhancements to Forestry OARS and FMS application to meet changing business requirements.		
State Parks Wi-Fi	Continue to add Wi-Fi in State Parks as feasible and as opportunities arise.	X	X
District Office Network Connectivity	Increase district internet speed for quicker and more reliable access to networked data sources.	X	X
Mobile Device Support	Improve usability and support of department and personal mobile devices.	X	X
AGS Javascript API	ArcGIS Server Javascript API evaluation and testing; potential rollout	X	
OCD / SLO Geospatial Data Integration	Explore the possibility of sharing OCD data sets with the State Land Office for integration with their Geographic Information Center.	X	
OCD GIS Web Presence	Work with program staff to investigate alternatives to expanding OCD GIS web presence.	X	
Accept electronic submissions of APDs and Sundries from the BLM	This proposed project requires correlation of the OCD's online permitting system with the BLM's electronic systems. This intent would be to allow the OCD to receive the approved sundry or APD as soon as the BLM approves and releases them. These BLM permit	X	X
MMD Mine Registration and Permitting Web Portal	Develop a web-enabled mine registration, permit submission and annual statistical report capture application integrated with MMD mine registration and permitting databases. The system would allow mine operators to register, view and change their registrant	X	X
OCD Application Multi-Lateral Well Support (14 digit)	All OCD Applications would be adapted to support the capture and processing of the additional data relevant to well multilaterals and synchronize this new data appropriately with the ONGARD system.	X	X
Horizontal Drilling & Fracking	Expand catalog of reports to include reports on horizontal well drilling and fracking.	X	X
C-115 Report Formats	Redesign and rework the current C-115 production report submittal application to eliminate the need for the submitter to download, install and run an Excel macro. Expand the set of formats acceptable for input to include XML data sets.	X	X
HFFD XML Upload	Implement a XML file based Hydraulic Fluid Fracturing File Upload to replace our existing excel based upload.	X	X

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Project	Description	FY16	FY17
EMNRD MapTools	Develop and implement general use internal web map for EMNRD employees.	X	
Alternative Geospatial Portals & Services	Evaluate alternative Web Map Services for access to other geospatial portals / services.	X	X
SCCM OS & Standard Software	Refine use of SCCM for operating system & standard software deployment & inventory.	X	X
Special Software Packaging	Packaging special purpose & technical software for automated SCCM deployment.	X	X
Virtualization	Continued server virtualization to reduce hardware requirements and energy consumption while improving the reliability, manageability and recoverability of the department's servers. Continued server virtualization to reduce hardware requirements and energy	X	X
VM Enhancements	Enhance and expand virtualization environment. Increase use of automation and improve redundancy	X	X
Network Infrastructure Assessment	Perform Network Infrastructure Assessment	X	X
Business Applications Assessment	Business Applications Assessment to maintain secure & reliable applications.	X	X
ArcGIS Server Security Assessment	ArcGIS Server Security Assessment for both internal and external web maps.	X	X
Security Assessments Implementation	Implement recommended changes from both independent and internal security assessments.	X	X
Network Infrastructure	Continual improvements to network infrastructure.	X	X
Mobile Device Security	Improved security of laptops and off-network computers.	X	X
Malware Incident Reduction	Reduce malware infections through network controls and user training.	X	X
Security Policy Reviews & Enforcement	Conduct regular security policy reviews and enforce security policies.	X	X
Disaster Recovery & Business Continuity Plan Update	Update and exercise the Disaster Recovery & Business Continuity Plan.	X	X
Remote Site DR/Business Continuity	Implement Business Continuity/DR systems at Remote Site.		
Address Staffing Needs	Follow State and EMNRD procedures in addressing staffing needs and hiring.	X	X
IT Staff External Training	Provide funding for critical training classes for IT staff, and leverage DoIT technology training classes when practical.	X	X
IT Staff Internal Training	Conduct training, lessons learned, and internal knowledge transfer sessions.	X	X
<b>539 / SLO</b>			
Land Information Management System (LIMS)	LIMS implementation certification is estimated to be requested in December 2013, and remain in implementation phase through FY15-FY16.	X	
Land Information Management System (LIMS)	Project closeout certification is estimated around end of June 2016, subject to post warranty maintenance requirements project may not closeout until FY17.		X
Document Management System (DMS)	Agency electronic document imaging system, IBM FileNet P8. Used to house and centralize access to active working and inactive records. *It is anticipated the DMS version will reach end of support and will need to be upgraded.	X	
Land Status	Online interactive mapping service providing state ownership, lease obligations, restrictions, and oil & gas information.		

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Project	Description	FY16	FY17
LIMS Project	Leverage existing hardware and software infrastructure. It is anticipated additional hardware and software will be associated to LIMS project. This is a placeholder.	X	
ONGARD Modernization	Current project is in inception and planning phase. Current funding and certification funded by Laws of 2012, Chapter 19, Section 7, Item 5. Additional multi-year funding will be required to complete project and replace ONGARD	X	X
<b>550 / OSE / ISC</b>			
Modernize Litigation & Adjudication Business Applications	The planning phase (FY15) will develop a plan for modernizing LAP business applications to meet current and future needs of the program	X	X
<b>630 / HSD</b>			
ITIL Service Model	Processes defined and implemented in accordance with the ITIL Service Model.	X	X
Security	Implementation of security monitoring tools and/or services.	X	X
Regulation Compliance	Assessment, training and corrective action related to State and Federal regulation compliance items.	X	X
Annual equipment refresh	HSD IT equipment refresh and deployment.	X	X
CSES Replacement	CSES replacement project	X	X
MMIS Replacement	MMIS replacement project	X	X
Staff Development	Implement IT Training programs for IT Staff.	X	X
Recruiting and Retention	Recruiting and Retention—implement a recruiting model that will work with universities and recruiting firms to attract skilled IT staff. Once staff is hired, ITD will work to implement a retention program that keeps technical skills in the State workforce	X	X
ASPEN	Maintenance, operations and enhancements	X	X
CSES Replacement	Child Support Enforcement System Replacement Project	X	X
MMIS Replacement	Medicaid Management Information System Replacement Project	X	X
Security Assessment	Third-party consultation to conduct security test on WCA's network	X	
Cloud Backup Solution	Install a cloud backup solution for greater storage, faster recovery, and reliability.	X	
Server Room Upgrade	Upgrade servers for more speed, upgrade software and hardware.	X	
<b>665 / DOH</b>			
ITIL Assessment	Service assessment and planning approach	X	
Organizational Assessment	Organizational design planning and assessment.	X	
Organizational Design	Planning for organizational design by function.		
Development	Define training and education opportunities for staff.	X	X
Documentation	Determine documentation approach/ITIL in SharePoint	X	
ITIL Design	Establish management process/procedures/control	X	
Service Desk Design	Define and Develop Service Management reporting requirements	X	X
DR/BC Documentation	Document Business Continuity and Disaster Recovery procedures	X	X
Microsoft analysis	Conduct Microsoft technology GAPs analysis		
Network and storage	Remediate data storage issues	X	X
Security Assessment	Remediate security findings	X	X
Business Continuity	Document and test business continuity procedures	X	X

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Project	Description	FY16	FY17
Disaster Recovery	Document and test disaster recovery procedures	X	X
IGB education	Document and educate the findings, risks and recommendations to the IGB	X	
Senior Management education	Document and educate the findings, risks and recommendations to the department senior management	X	
Organization support structure	Assess functions and resource skills		
Discussion and approval	Present findings and recommendations to leadership	X	
Mitigation Implementation	Implement mitigation	X	
Mitigation Documentation	Document and establish new processes during mitigation		X
CMS reporting	Develop reports required to send to the Centers for Medicaid and Medicare Services and to the HSD tracking provider data exchange progress.	X	
IBIS	Program the Incident Based Information System to add children's health statistics to reporting website.	X	
PHEP Capability Six – Information Sharing	Compile and combine information sharing knowledge with other DOH initiatives for PHEP into structured documents and plans.	X	
Long-term plan	Project planning for long-term migration and re-design	X	
Website redesign	Plan, design and develop new website	X	X
<b>667 / NMED</b>			
CROMERR certification for DWB	Certification for Drinking Water Bureau's electronic submission process to meet EPA's Cross Media Electronic Reporting Rule	X	
Mobile Inspections for PSTB	Implement mobile inspections for the Petroleum Storage Tank Bureau	X	
Mobile Inspections for AQB	Implement mobile inspections for the Air Quality Bureau	X	
Electronic Document Archiving for EHB	Implement document scanning and archival solution for the Environmental Health Bureau	X	
Electronic Document Publishing for HZWB	Implement electronic document publishing to the web capabilities for Hazardous Waste Bureau	X	
Online Training Platform for DWB	Implement Moodle, online training platform, for the Drinking Water Bureau	X	
Online Training Platform for SWQB	Implement Moodle, online training platform, for the Surface Water Quality Bureau	X	
Inspections on web maps for EHB	Publish Inspection data for the Environmental Health Bureau to public web maps	X	
Inspections on web maps for AQB	Publish Inspection data for Air Quality Bureau to public web maps	X	
Inspections on web maps for GWQB	Publish Inspection data for the Ground Water Quality Bureau to public web maps	X	
Permits on web maps for AQB	Publish Permit data for the Air Quality Bureau to public web maps	X	
Administrative Process Workflow Automation	Develop automated workflows to support administrative functions such as contract routing, HR paperwork, travel requests, etc.	X	
Permits on web maps for EHB	Publish Permit data for the Environmental Health Bureau to public web maps	X	
Disaster Recovery update and verification	Update the Department IT Disaster Recovery plan and verify through testing the whole process	X	

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Project	Description	FY16	FY17
Tempo Modernization	FY14 – identify candidate functionality to convert to web applications FY15 – convert top three process to web applications FY 16 – reassess and continue conversion to web platform	X	X
Media File repository and integration for PSTB	Implement a media file repository for photos, videos, maps and documents for the Petroleum Storage Tank Bureau for access while in the field and integrated into inspection, permitting applications and web maps	X	
SHARE data integration and reporting capability	Integrate financial functions within the environmental information systems used by the business units such as accounts receivable, grant draw downs, accounts payable and asset management functions into SHARE as well as provide improved reporting capability	X	X
<b>690 / CYFD</b>			
EPICS Master Project	Phase 3 - Race to the Top (FY14-FY17) Current Phase - Planning Phase	X	X
EPICS Master Project	Phase 4 - FACTS Juvenile Justice (FY15-FY16, contingent on funding)	X	
EPICS Master Project	Phase 5 - FACTS Protective Services (FY16-FY17, contingent on funding)	X	X
<b>770 / NMCD</b>			
CMIS (OMS)	Upgrade from Client Server Power builder to web- based – Requesting C2 funding.	X	X
GAR	Green, Amber, Red – Enhanced inspection system	X	X
VINE	Victim Notification with Appriss	X	X
Inmate e-services	Inmate canteen, MP3 players, video visitation, secure email	X	X
CAD	Replace the existing Computer Aided Dispatch (CAD) system with legislative approved funding using the RFP process.	X	
<b>795 / DHSEM</b>			
MB3 Public Assistance tracking system	Provides a centralized means to track the receipt and disbursement of Federal disaster recovery funds (Initiation / Planning Phase)	X	X
<b>924 / PED</b>			
Web Design & Development	Redesign PED website and content, enhance existing web applications, and develop new interactive web applications	X	X
Teacher Effective Program, Online Evaluation System (OES)	The OES project supports the transformation of the evaluation process, including the indicators, rubrics, and the evaluation process into a digital format – Implementation Phase	X	X
Early Childhood Reading Project, K3 Formative Assessment System (K3 FAS)	The K3 FAS project is used to conduct K3 reading assessments at various districts and schools throughout NM – Implementation Phase	X	X
P20W SLDS – Data Systems Council	The P20W SLDS is a collaborative effort between PED, HED, CYFD, HSD, DOH, and DWS to create a statewide longitudinal data system which will centralize student data from PreK to Higher Education to the workforce.	X	X
Education Data Dashboard (EDD) Project	The EDD is a web-based application used to capture student level data to measure a student’s academic growth, at risk factors, and college and career readiness – Planning Phase	X	X

Project	Description	FY16	FY17
Online Evaluation System (OES) Project	The OES project supports the transformation of the evaluation process, including the indicators, rubrics, and the evaluation process into a digital format – Implementation Phase	X	X
Direct Certification (DC) & Nutrition Claim System (NCS Integration)	The DC & NCS integration project is an effort to replace the existing DC and NCS listed above.	X	X
Nutrition Accountability System (NAS)	The NAS is an integration of existing nutrition systems, STARS and OBMS with the ART Project systems (eLearning, MBMS, DST, and Menu Planning)	X	X
Technology Readiness Footprint	Interactive online database showing device and bandwidth readiness of all districts and schools for online computer based assessments and digital learning	X	X
Education Data Dashboard (EDD)	Correlates impact of use of digital learning strategies on student achievement and engagement	X	X

## F. New Business Requirements or Government Program Initiatives

Among the sources of new requirements are: Federal or State initiatives or regulatory compliance changes; statutory mandates; opportunities for productivity improvements or citizen service level performance enhancements; and collaboration opportunities with other state entities. Listed below are changes in federal and state requirements in the IT Plans.

Change	Impact
<b>264 / AODA</b>	
State Legislature	When the State Legislature modifies or creates a new statute, it requires modification to Case Management System
<b>333 / TRD</b>	
Federal - Real ID Act	Modifications to existing program
Federal - NMVITS	Modifications to existing program with some new program development
Federal - IRS Publication 1075	Modifications to system configurations and Security polices for new IRS mandates for emerging technologies.
New Mexico - Tax Increment Development District (TIDD) legislation	Any legislation affecting gross receipt calculations for TIDD's would require modifications to GenTax
<b>343 / RHCA</b>	
Federal - HIPAA 5010 Compliance continues in 2013/2014	The 5010 ASC X12 transactions focus on the electronic exchange of administrative and financial information between health care providers and health plans for patient care services, claims and remittance payment
<b>350 / GSD</b>	
Federal Funds - ISE Program	Energy Utilization Measurement
AiM – Asset Management & Facilities Condition Assessment & Maintenance.	Enhance current AiM (AssetWorks) Facilities Condition Assessment module and other related modules and offer as an Enterprise system to other state agencies who fall under the property control jurisdiction
<b>352 / ERB</b>	
Implementation of SB115 passed by New Mexico Legislature in 2013 Session	Adjustments made to ERB's annual Cost of Living Adjustment (COLA), adjustments made to contributions and changes made for new members who begin working on or after 7/1/2013

<b>355 / PDD</b>	
NMPDD Constitutional Amendment #5 and Commission Act	Newly independent State agency no longer under the Executive branch.
<b>361 / DoIT</b>	
New Mexico Information Technology Strategic Plan FY 2014 – FY 2016	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 Strategic Plan.
State of New Mexico Framework for Enterprise Architecture	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 Enterprise Architecture.
Federal Award - DoIT 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.
Federal Award - The State is the recipient of a \$4.7 million grant. With this award the Department was charged with the enhancement and expansion of mapping and planning 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, and created data/applications for other agency consumption.
<b>366 / PERA</b>	
Senate Bill 27	Effective July 1, 2013, SB 27 establishes two tiers of benefits under each PERA coverage plan.
<b>465 / GCB</b>	
On-line gaming enacted either at the Federal or State level	Unknown at this from a regulatory perspective what resources will be required.
<b>505 / DCA</b>	
Children's Internet Protection Act - CIPA	State Library patron web access – lawful weighing & control for filtered and unfiltered web access to general public
Health Insurance Portability & Accountability Act – HIPAA	DCA Human Resources & employee health privacy issues
Federal Affordable Health Care Act (aka/ Obama-care)	All DCA employees and Human Resources
Fair Labor Standards Act - FLSA	All DCA employees and Human Resources
<b>508 / NMLB</b>	
Potential changes in animal ID rules imposed by USDA	This would drive database redesign, increased document OCR scanning, process reengineering for inspections and livestock auction staffing, increased integration with USDA systems
Increased public and governmental focus on drought-driven animal cruelty issues	Increased reporting by the public drives increased investigatory work, needing more efficient data capture and reporting tools in the field. New statutes or rules in this area could drive software upgrades or design and reporting changes to existing systems
<b>516 / NMDFG</b>	
State House Bill 186	The State Legislature passed this bill during the 2013 Legislative Session. The Governor signed the bill in March 2013, and the legislation will take effect on 01 July 2013.
<b>521 / EMNRD</b>	
State requirement for capture of operator submitted Hydraulic Fluid Fracturing Disclosure forms	EMNRD has had to implement a system prior to federal or national standards being established. The possibility exists that this system will need to be adapted or superseded to meet a future standard.
Federal and State broadband initiatives may provide service options for the department's remote offices which currently are not able to connect to reliable or cost effective internet service.	Additional broadband options would be likely to reduce costs and improve the ability of the department to provide services to the public.
Server Consolidation	Consolidation of the department's servers requires network infrastructure re-engineering, equipment purchases and DoIT hosting charges resulting in substantial increased costs while budgets are being reduced.
IT Service Requests	Many IT based initiatives are being requested and/or proposed in order to reduce costs and improve efficiency; however there are

	insufficient IT staff resources to implement these improvements.
<b>550 / OSE / ISC</b>	
State law required that notices of meetings subject to the Open Meetings Act must be posted on the Agency web site 72 hours in advance (versus 24 hours).	The ISC program and IT web site administrator are aware of the new requirement and will coordinate the posting of Interstate Stream Commission agenda to meet the requirement.
A State policy on mobile device security has been drafted.	The Agency plans to establish an agency mobile device management policy that complies with the State policy and will incorporate additional agency specific requirements.
<b>630 - Human Services Department (HSD)</b>	
New Mexico Health Insurance Exchange Act	The New Mexico Health Insurance Exchange (NMHIX) Act transfers responsibility for the implementation and operation of the State Based Marketplace from the HSD to the NMHIX. HSD will need to make changes to the ASPEN and MMIS systems to meet federal requirements for shared services, reuse and interoperability with the NMHIX in 2014 and 2015.
Patient Protection and Affordable Care Act	Since the passage of the Patient Protection and Affordable Care Act (PPACA), the department has reviewed IT implications. During the past year, it has transitioned control of the Health Insurance Exchange to a private not for profit organization which will be responsible for development and deployment of the NMHIX.
International Classification of Diseases, 10th Revision (ICD-10-CM)	In 2009 the Federal Health and Human Services Department (HHS) modified the standard medical data code sets for coding diagnoses and inpatient hospital procedures by concurrently adopting the International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM) for diagnosis coding. The implementation date for ICD-10-CM is October 1, 2014 for all covered entities.
<b>662 / MCMC</b>	
Health Insurance Portability and Accountability Act (HIPAA)	MCMC is charged with staying in compliance with all of the HIPAA requirements. Training is done on a regular schedule and the Information Systems Department is charged with keeping the software current and in compliance with all of the current HIPAA requirements. MCMC's staff time is increased to meet these requirements.
American Recovery and Reinvestment Act of 2009 (ARRA)	MCMC spent significant time and money to meet the Stage 1 Meaningful Use guidelines. The medical center received the funding for Stage 1 and must continue to meet the percentages to receive future funding. MCMC must maintain the required percentages to continue to receive the monies for Stage 1 and then work towards Stage 2, Stage 3, to complete the Electronic Health Record (EHR).
Certified Commission for Healthcare Information Technology (CCHIT)	In 2005, the U.S. Department of Health and Human Services recognized the CCHIT as the official certification body in the United States for health information technology, the electronic health record (EHR) products, personal health record (PHR), and health information exchanges (HIEs) over which they share information.
<b>665 / DOH</b>	
Health Information Technology for Economic and Clinical Health (HITECH) Act –45 CFR Subtitle A Subchapter D	As part of the American Recovery and Reinvestment Act of 2009 (ARRA), Title IV of the Act, known as the Health Information Technology for Economic and Clinical Health Act (HITECH), creates incentives for the meaningful use of electronic medical records. Funding is available for eligible professionals and hospitals for the adoption and use of electronic medical records. Health and Human Services finalized the rule that governs stage one meaningful use in mid-2010.
Health Insurance Portability and Accountability Act (HIPAA) new "Omnibus Rule" (78 CFR Section 5566)	As of January 17th, 2013, HIPAA regulations have had a massive update and overhaul to protect patients. The new laws more extensively hold second and third party businesses responsible to keep Patient Health Information (PHI) private.
Senate bill 58 of the 2013 legislative session amended section 1 of 24-5-8 NMSA (the immunization act), 1978 so that it now requires Physicians, nurses, pharmacists and	In terms of mandatory immunization reporting, the impact on DOH is twofold, current and future. There are approximately 7,000 providers and 400 hospitals/clinics plus school programs that must report.



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other health care providers shall report on immunization to the immunization registry unless the patient, or the patient's guardian if the patient is a minor, refuses to allow reporting of this information.	Providers have access to the NMSIIS through web login. They currently have to manually enter/reenter all immunizations into NMSIIS.
CMS Final Rule on ICD-10 diagnosis coding (45 CFR Part 162)	On October 1, 2014, the ICD-9 code sets used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 code sets.
New Mexico Public Records Management of Electronic Records Regulation (NMAC 1.13.3)	Establishes architecture for the management of public records on electronic media.
<b>667 / NMED</b>	
USEPA CROMERR	The USEPA published the Cross-Media Electronic Reporting Regulation (CROMERR; Title 40 CFR Part 3) in late 2005.
<b>690 / CYFD</b>	
Child & Family Services Review (CFSR), which includes the Performance Improvement Plan (PIP) The Child and Family Services Review is a federally mandated process designed to enable the Children's Bureau, Administration for Children & Families (ACF) of federal Department of Health and Human Services (DHHS), to audit State child welfare systems and determine whether practices conform to Federal requirements.	Compliance is a condition for receipt of federal funds. The first year of round 3 of the CFSR is tentatively scheduled to begin in federal fiscal year 2015. New Mexico is slated for review in the first year. New Mexico is awaiting further direction from DHHS/ACF on modification to reporting requirements.
National Youth In Transition Database	The federal John H. Chafee Foster Care Independence Program (CFCIP) provides States with funding for services to assist youth in transitioning from foster care to self-sufficiency.
Fostering Connections to Success and Increasing Adoptions Act and 2009 Amendments to the New Mexico Children's Code	In 2008 the president signed into law the Fostering Connections to Success and Increasing Adoptions Act. The law created for States new mandates as conditions for ongoing federal funding as well as created new opportunities to access federal funds for program expansions.
Child & Family Services Improvement & Innovation Act of 2011	In 2001 the president signed into law the Child and Family Services Improvement and Innovation Act of 2011. The law establishes new mandates for states in the areas of trauma informed practice, use of psychotropic medication within the foster care population and expands upon the educational continuity requirements established in earlier legislation.
Title IV-E Administrative Audit in 2011. Findings of the Audit received May 2012.	The Administration for Children and Families (ACF) is developing an audit process to be able to review each state's title IV-E administrative claiming process. CYFD participated in the pilot of the auditing process in July 2011. The final report was received from ACF in May 2012. Based upon the findings of the audit, modifications to the FACTS system and/or report development were required to support title IV-E administrative claims, specifically in the areas of foster care candidacy, eligibility determinations and retro-claiming.
Children's Code changes - Requires CYFD to notify other justice agencies when a juvenile's delinquency record is subject to automatic sealing.	Although enhancements to current system functionality was put in-place during FY12, additional enhancements may be necessary in the future. An entire juvenile justice case must be sealed when an order is received to seal a particular court case number. In addition, web services are needed to facilitate a standardized, timely data exchange with the Administrative Office of the Courts, Administrative Office of the District Attorney and law enforcement agencies.
Race to the Top (RTT) Early Learning Challenge Fund Grant This grant provides federal funding to the Early Childhood Services Division of CYFD to build a web enabled system (EPICS) for CYFD's early learning programs.	New Mexico Children, Youth and Families Department share of the RTT EPICS Data Systems Project will cost a total of \$4,700,000. This project/grant will run concurrently over a 4 1/2 year period. The EPICS funds will be used to consolidate CYFD's early learning systems.
<b>770 / NMCD</b>	
Quality New Mexico Recognition and Adobe Award	Over 100 performance measurements will need to be tracked and reported on a quarterly basis. A majority of the performance

	measures are currently manually tracked. IT is in the process of developing a database to track such measurements in order to automate the reporting.
<b>790 / DPS</b>	
Two-Factor Authentication – Department of Justice / Federal Bureau of Investigation (FBI)	Complete the roll-out of Columbitech in all mobile computers; additional IT staff required.
Uniform Crime Reporting – Electronic Submission	Implement an FBI approved electronic submission process; additional IT staff required.
Rap-Back Application	Provides notifications to agencies of employees, who require fingerprint verified background checks, of any arrest activity.
Victim Information and Notification Everyday (VINE)	Allows victims of crime to be notified when the perpetrator is released from a corrections system facility.
Allows victims of crime to be notified when the perpetrator is released from a corrections system facility.	Collaborative effort between DPS and the DOH; 36 locations throughout the state will provide applicant fingerprinting services.
<b>795 / DHSEM</b>	
DHSEM will not receive an Executive Order to conduct its own network threat mitigation. Threat mitigation funds will flow through DoIT.	DHSEM will work with DoIT and their threat mitigation contractor, Attack Research, to conduct a network threat mitigation assessment. DHSEM has no ability to conduct mitigation operations for the existing (known) threat.
<b>805 / DOT</b>	
MAP-21	Upgrade and enhance applications and data collection
SHARE Upgrade	Federal billing requirements with a major financial and resource investment impact
<b>924 / PED</b>	
State House Bill 70, P20/W Statewide Longitudinal Data System (SLDS) In Progress - In Compliance Status: Continued Participation and Database Build	HB 70 formally establishes the “Data System Council” chaired by the cabinet secretaries of PED and HED, and developed a partnership between the two agencies in the creation of the P20/W data system for New Mexico. Data Systems: STARS –PED/CYFD/HED/ DWS/DOH/HSD data systems
State Senate Bill 327, Sunshine Portal Transparency Act Completed - In Compliance Status: On-going Data Collection and Submittal	Requiring that certain Public School information be available on the Sunshine Portal, to clarify certain provisions and to allow access to additional information Data Systems: STARS, OBMS, Web Accessibility
State House Bill 432, School Athletics Equity Act Completed – In Compliance Status: Ongoing Data Collection and Submittal	Requiring certain data to be reported to the Public Education Department and the public regarding the reporting of gender-based information on girls’ and boys’ teams by sport and competition level and funding sources for athletics in the public schools. Data Systems: STARS, Web Accessibility
U.S. Department of Education – EDFacts Completed – In Compliance Status: Ongoing Data Collection and Submittal	Annual mandatory collection of Elementary and Secondary educational data – aggregated and disaggregated data by multiple demographic categories. Data Systems: STARS, EDFacts, Web Reporting and Accessibility
<b>950 / NMHED</b>	
State statute in reference is NMSA 22-1-11 requires a statewide longitudinal data system	This is a major collaborative initiative in data sharing and reporting. This will considerably impact the budget, IT resources, and labor costs of all involved partners.

## G. Planned Facility Improvements or Upgrades

In compliance with the State’s IT Resource Optimization direction, the FY15 IT Plan Guidelines directed agencies include data center upgrades in their IT Plans. Only a few IT Plans contained data center information.

- 308 / OSA      300 San Mateo FY17 potentially add or replace ESX Host(s)
- 341 / DFA      Virtual DR Site with DoIT

## Section IV | Fiscal Year 2015 Agencies IT Plans Report Analysis

<u>350 / GSD</u>	DPS Espanola, State Library & Archives Santa Fe, DPS Headquarters Santa Fe and TIWA Data Center Albuquerque (DoIT & DWS)
<u>355 / PDD</u>	ABQ Network Ops, Las Cruces Data Room and Taos Data Room
<u>361 / DPS</u>	Simms Building Data Center - Upgrade IP cameras, Power Distribution Units (PDU), upgraded with agencies transiting to the data center and adding a fiber link to the Education building, City CO and replacing the Lujan link
<u>369 / SRC</u>	Upgrade the agency data center to accommodate the Centralized Electronic Records Repository as needed
<u>370 / SOS</u>	SOS North Capital FY14-FY15 exploring the possibility of moving equipment at SOS facility to DoIT; SOS DoIT FY15 plans to close down or remove a facility SOS – Oso Grande
<u>394 / STO</u>	Hot site at Attorney General Office – upgrade hot site
<u>419 / EDD</u>	Plan to enhance Spaceport America facility
<u>465 / GCB</u>	GCB Data Center / GCB backup data site
<u>539 / SLO</u>	Land Office ABQ facility - Moving remote storage to alternate commercial ABQ data center until DoIT ABQ facility is fully operational
<u>550 / OSE/ISC</u>	Las Cruces, Deming, Aztec, Roswell Field Offices FY15 (Improve access controls and cooling for servers and network equipment)
<u>667 / NMED</u>	Runnels data center - FY15 reduced footprint at Runnels data center through virtualization and migration to DoIT data center; DoIT data center - FY15 migrate majority of department servers as virtual machines and/or hardware to DoIT data center.
<u>690 / CYFD</u>	CYFD Main Data Center at 300 San Mateo, ABQ - infrastructure upgrades to maintain existing hardware and software (FY15 - FY19);  CYFD Disaster Recovery Data Center at Simms - infrastructure upgrades and expansion of hardware and software (FY15 - FY19)
<u>333 / TRD</u>	DoIT Remote ABQ computing site - Will move remote storage device to DoIT facility in ABQ when available; function is currently working in local computing environment at SLO (per ONGARD JPA)
<u>264 / AODA</u>	Develop a Sub-NOC at CenturyLink
<u>350 / GSD</u>	Santa Teresa Port of Entry - DPS, Veterans' Home T or C - DOH, Substance Abuse Center Los Lunas, Executive Office Building Santa Fe and NMBHI Las Vegas - DOH
<u>420 / RLD</u>	Toney Anaya Building Disaster Recovery Site FY15.

## SECTION VII

# FY16 Agency IT Plan Observations and Recommendations

The review and analysis of the IT Plans lend to observations and recommendations for improvement on the plans and process. These observations and recommendations listed below are mentioned throughout agencies feedback and are not in any particular order or priority.

1. For the FY16 Agency IT Plan the Department has the following recommendations.

- Recommendation-1: Enhance Security beyond scheduling a Security Assessment. Agencies should identify security levels for bases on SAN top twenty (20) critical security controls
- Recommendation-2: Agencies should provide a detailed description of the Agency's strategic planning process used to develop their plan.
- Recommendation-3: Agencies should describe the IT best practice disciplines such as project management and service management (ITIL) that they use to include the level of maturity within these disciplines and plans to increase the agency capability.
- Recommendation-4: Remove the requirement to have the performance measures be Agency, LFC and DFA approved. This will allow IT divisions within an Agency to monitor at a detail level.
- Recommendation-5: Clarify Section 4.1 Infrastructure Services. Agencies reported common services.
- Recommendation-6: The goal table related to projects needs improvement. Agencies repeated project information on numerous goals; which afforded unnecessary duplicate data. The project list should be separated into an individual table. This will also separate the strategic planning from the tactical planning.
- Recommendation-7: IT Leads and CIOs should meet as IT visionaries to plan and embrace IT innovations.
- Recommendation-8: An overall recommendation for future plans is to move away from an annual strategic plan that is revised every year to a plan that is in place for three years similar to the State Strategic Plan. Amendments to the Agency IT Plan may be used for modifications and changes within the three year period. The tactical part of the plan may be may be submitted annually in a separate document as an IT Tactical Plan. This recommendation may take a few years to implement and may take an enhancement to the existing State statute.