STATE OF NEW MEXICO
STATE PERSONNEL OFFICE

SPO Digitization and Modernization Project
Certification Change Request – Release of Certified Funds
Presented to PCC: June 22, 2016
State Personnel Office
Digitization and Modernization Project

Introduction – Stakeholders

- Justin Najaka, SPO Director
- Nivia Thames, SPO Deputy Director
- Stuart R. Hamilton, SPO Chief Financial Officer
- Project Manager, Rand Tilton, CSW Enterprises, LLC
State Personnel Office
Digitization and Modernization Project

Executive Summary

• The State Personnel Office (SPO) is responsible for the administration of the classified service personnel system which consists of approximately 18,000 state employees from approximately 68 executive state agencies, boards, and commissions. A comprehensive system of human resource management is achieved through the integration of seven functional areas which are administered by the SPO Director with oversight by a five member State Personnel Board. The seven functional areas are:
  – Agency HR Services
  – Shared HR Services
  – Career Services
  – Compensation and Classification
  – Training and Development
  – Labor Relations
  – Adjudication
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Digitization and Modernization Project

Project Goals

• The goals for this project are to implement an Enterprise Content Management (ECM) system to digitize the active classified personnel records across the State of New Mexico Executive Branch agencies; to modernize the business processes of the HR personnel records creation and processing within the State of New Mexico Office Executive Offices; and to provide oversight and uniformity in business practices with HR Bureaus doing business with SPO.

  – ECM is a formalized process of organizing and storing organizations’ documents and other content.
  – Digitization is the process of converting information into a digital format
  – Modernization is the process of implementing the best practices in business processes, while strategically aligning business and information systems
State Personnel Office
Digitization and Modernization Project

Phased Implementation Strategy

• Phase 1: Digitization and Modernization Proof of Concept (POC) at SPO Shared HR Services
  o Timeline: January 2016 – June 2017
• Phase 2: Pilot Digitization and Modernization solutions in 7-10 Executive Agencies
  o Timeline: July 2017 – December 2017
• Phase 3: Implement Digitization and Modernization solutions in all remaining Agencies
  o Timeline: January 2018 – June 2018
• Phase 4: Project close out
  o Timeline: July 2018 – December 2018
State Personnel Office
Digitization and Modernization Project

Project Progress

• Project Charter Up to Date and Complete
• Project Management Plan Up To Date and Complete
• “As-Is” and “To-Be” Business Process Workflows Complete.
• Image, Repository, Workflow Functional Requirements Complete
• RFI respondents submissions review Complete.
• Image, Repository, ECM Workflow Solution Strategy Complete
• Integration Vendor Selection Complete
• IV&V Vendor Procurement Complete
• Informal TARC Review of software products
• ECM SW and Scanner HW Procurement Complete
• SPO and DoIT Project Teams in place
Integration Vendor Demonstration and Recommendation

• Three integration vendors (EMC, IBM, Lexmark) presented separate demonstrations of their ECM solutions to the Business, Operations, and Technical Project Teams.

  - Operations: HR Managers and Administrators from the NM State Agencies SPO, TRD, DOH, HSD, DPS, CYFD, NMCD, along with the SRCA state records administrator, and DoIT EPMO director evaluated the demonstrations.

  - Technical: The DoIT Enterprise Infrastructure Team evaluated the presentations.

  - Business: The SPO Executive Team evaluated the presentations.

• Evaluation results from all three groups indicated one integration vendor as the preferred vendor of choice to provide overall solution to meet the business, operations, and technical project requirements.

• Lexmark was presented to the Project Executive Steering Committee as the recommended Integration Vendor and was approved.
Independent Verification and Validation (IV&V)

- Two IV&V vendors (Cognosante, Burger Carroll & Associates) were interviewed in separate meetings to present their IV&V risk management tools, project participation and communication to the SPO Executive Team.

- Evaluation results indicated one IV&V vendor as the preferred vendor of choice to provide overall best IV&V solution to meet the project certification requirements for the identification and mitigation options for project risks.

- Burger Carroll & Associates was presented to the Project Executive Steering Committee as the recommended IV&V Vendor and was approved.
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Technical Solutions

• Hosting Environment:
  • Application and repository will be hosted at DoIT. In preparation for the required TARC approval session and integration, several meetings held between Integration Vendor, DoIT Enterprise Solutions, and SPO Business teams. Solution design discussions included:
    – Technical Architecture
    – Application Overview
    – Encryption Scenarios
    – Application Administrative Roles/Responsibilities

• PeopleSoft Integration:
  • Solution option would be to integrate with PeopleSoft application for receiving specific demographic information from SHARE to auto-populate eforms. In defining the solution, several meetings held with Integration Vendor, DoIT SHARE, DoIT Enterprise Solutions, and SPO Business teams. Solution design discussion included:
    – Integration Options
    – Data transfer methodology
    – User Authentication
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Funding Appropriation/Certification History  

• Total Appropriated Funds $1,250,000  
  • Fiscal Year 2015: $450,000. Funding Source: Laws 2014, Chapter 63, Section 7, Item 9.  
  • Fiscal Year 2016: $800,000. Funding Source: Laws 2015, Chapter 101, Section 7, Item 13.  

• Total Certified Funds $450,000  
  – August 18, 2015: $230,000. Funding Source: Laws 2014, Chapter 63, Section 7, Item 9.  

• Summary: $800,000 Uncertified
State Personnel Office
Digitization and Modernization Project
Proposed Major Deliverable Schedule and Performance Measures

<table>
<thead>
<tr>
<th>Major Project Deliverable and Performance Measure</th>
<th>Budget (in thousands)</th>
<th>Due Date</th>
<th>Project Phase</th>
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Comments: Hardware, Software, Integration Vendor Professional Services, Document Conversion, and Maintenance have not been procured and are estimates.

**Major Project Deliverable Performance Measures**

All deliverables above (with exception of Integration Vendor contract) are measured as completed and accurate by completion of the deliverables in the contract Scopes of Work, meets the business and technical requirements, and approved by the Project Executive Steering Committee. The Integration Vendor contract is completed when approved through signature loop.
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**Budget**

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<tr>
<th>Description</th>
<th>FY15 &amp; Prior</th>
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<th>FY17</th>
<th>FY18</th>
<th>FY19 &amp;After</th>
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Comments: Hardware, Software, Integration Vendor Professional Services, Document Conversion, and Maintenance have not been procured and are estimates.
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Request Approval For:

• Release of Certified Funds in the Amount of $243,000.00
• Justification:
  – The Project Digitization and Modernization Business Solutions Requirements, and Integration Vendor Analysis and Evaluation complete.
  – The Project Executive Steering Committee has approved a Repository and Workflow Integration Vendor to implement the Project Digitization and Modernization Solutions.
  – The Project Executive Steering Committee has approved an IV&V Vendor.
  – The TARC, SHARE integration, and Hosting environment requirements gathering are underway.
  – Respectfully request additional certified funding to procure the Integration Vendor Professional Services and Software to complete and implement the SPO Digitization and Modernization Project Solutions.

Thank you.