CONCEALED CARRY ONLINE SOLUTION PROJECT

LAW ENFORCEMENT RECORDS BUREAU

PRESENTERS:
REGINA CHACON, BUSINESS OWNER,
LAW ENFORCEMENT RECORDS BUREAU CHIEF
MEGAN FOSTER, ACTING PROJECT MANAGER

APRIL 25, 2018
INITIATION CERTIFICATION
OUTLINE

• LAW ENFORCEMENT RECORDS BUREAU MISSION
• BUSINESS NEED
• PROJECT OVERVIEW
• PROJECT STAKEHOLDERS
• PROJECT GOVERNANCE
• BUDGET
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LAW ENFORCEMENT RECORDS BUREAU MISSION

The Law Enforcement Records Bureau (LERB) gathers, analyzes and disseminates criminal justice data to ensure public safety.
Business Needs

The LERB Concealed Carry Unit (CCU) processes approximately 13,000 applications annually using manual, paper-based processing. The current operation requires the physical creation and entry of applications, court documents, certifications, and business operations into a centralized database.

The estimated total paper volume of 250 applications per week is about 125,000+ pages annually. The CCU staff must:

1. Review, track and act upon each document.
2. Manually enter information into and retrieve information from applicant’s paper submissions.
3. Mail documents to the applicants and requestor agencies.
Planned Solution

The LERB CCU is planning on an online solution. Replacing the existing business approach with this portal solution will:

a. Reduce operational workloads.
b. Improve the quality and timeliness.
c. Enable shared responsibility for data entry and records maintenance.

The solution includes:
1. Application processing and acceptance of online transactions.
2. Concealed Carry record maintenance for individual, instructor and organization.
3. More accurate tracking of licensees and expiration dates.
4. More efficient way for instructors to maintain their students records and to provide Concealed Carry with the appropriate documents.
Business Solution (continued)

The desired solution will include:
1. Application processing and acceptance of online transactions;
2. Concealed carry record maintenance for individuals, instructors and organizations;
3. More accurate tracking of licensees and expiration dates;
4. More efficient way for instructors to maintain student records and to submit documents to CCU;
5. Automated identification and elimination of records that exceed retention schedules;
6. Provision of end-user notifications of certification expiration and upcoming critical licensee deadlines;
7. Electronic submission of scanned documents;
8. On-line submission of required information and record updates;
9. Strong administrative tools for security profile administration to limit information access as required;
10. Substantial elimination of paper document processing and maintenance.
# Project Stakeholders

<table>
<thead>
<tr>
<th>NAME</th>
<th>STAKE IN PROJECT</th>
<th>ORGANIZATION</th>
<th>TITLE</th>
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<tbody>
<tr>
<td>Scott Weaver</td>
<td>Executive Sponsor</td>
<td>DPS</td>
<td>Cabinet Secretary</td>
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<tr>
<td>Melvin Lee</td>
<td>Technical Owner, Steering Committee Member</td>
<td>DPS IT</td>
<td>Chief Information Officer</td>
</tr>
<tr>
<td>Herman Lovato</td>
<td>Business Owner, Steering Committee Member</td>
<td>DPS LERB</td>
<td>LERB Director</td>
</tr>
<tr>
<td>Regina Chacon</td>
<td>Business Owner, Steering Committee Member</td>
<td>DPS LERB</td>
<td>LERB Bureau Chief</td>
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<tr>
<td>Megan Foster</td>
<td>Business Process Owner, CCU Subject Matter Expert (SME)</td>
<td>DPS LERB</td>
<td>CCU Customer Support Staff Manager</td>
</tr>
<tr>
<td>Megan Foster</td>
<td>Acting Project Manager</td>
<td>DPS LERB</td>
<td>CCU Customer Support Staff Manager</td>
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<tr>
<td>TBD</td>
<td>CCU Online Solution Contractor</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>TBD</td>
<td>IV&amp;V Contractor</td>
<td>TBD</td>
<td>TBD</td>
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Project Governance

- Secretary of NMDPS
  Scott Weaver

- Project Manager
  Name

- IV and V Contractor
  Name

- Steering Committee
  Regina Chacon

- Steering Committee
  Herman Lovato

- CIO
  Mel Lee

- Business Process Owner
  Megan Foster

NMDPS
## Budget

<table>
<thead>
<tr>
<th>ITEM</th>
<th>ESTIMATE</th>
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<tr>
<td>Project Manager</td>
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<tr>
<td>IVandV Contract</td>
<td>$30,000</td>
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<td>IT Service Contract/Vendor</td>
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<td><strong>TOTAL BUDGET</strong></td>
<td><strong>$250,000</strong></td>
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Timeline
Risk

Risk 1 – Online solution will not be implemented within desired timeframe
- Mitigation Strategy: Select vendor that has already implemented this type of solution in another state or agency.
- Contingency Plan: Extend timeframe and continue the current manual process.

Risk 2 – End User Adoption
- Mitigation Strategy: Communicate with end users through email, newsletters, website and instructor training. Allow access to the test environment for CCU Agents to access the system for getting acquainted.
- Contingency Plan Schedule mandatory CCU agent training and offer training materials to the public.
Request for Certification of Initiation Phase

- NMDPS LERB is seeking to utilize funding estimated at $130,000 to contract a Project Manager and onboard IV&V services.

- We seek your approval to proceed with this project for the Initiation Phase of this project.
Concealed Carry Portal Project

Thank you!

QUESTIONS?