

Project Status Legend

	Project is on track; scope, budget, schedule, and deliverables are being managed appropriately.
	Project has potential risk to scope, cost, schedule, or deliverables; independent verification and validation (IV&V), or LFC staff has identified one or more areas of concern needing improvement.
	Significant issues limit success of the project; high risks to scope, cost, schedule, or deliverables identified; management attention and corrective action needed; project did not meet business objectives.

Agency	361		Department of Information Technology (DoIT)					
Project Name	DoIT Statewide Infrastructure Replacement and Enhancement (SWIRE)							
Project Description	Plan, design, purchase, and implement infrastructure for public safety communications statewide for improved communication equipment affecting emergency responders.							
Project Phase	Implementation	Estimated Implementation Date:			6/30/2018; revised 6/30/2021			
		Estimated Total Cost (in thousands):			\$14,299.4			
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$14,300.0	\$0.0	\$14,300.0	\$13,990.4	\$309.6	97.8%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Project is within budget. \$1.65 million in appropriations from 2014 and 2015 will be reverted for Phase III implementation, in addition to the \$5 million appropriated for Phase III from Laws 2016. An additional \$100 thousand was appropriated in FY20.			
Schedule					Project is 99 percent complete but schedule delays due to weather and resource constraints are reported. Site surveys and engineering for the final phase are complete.			
Risk					Constraints reported by the agency include weather and available external and internal resources.			
Functionality					The SWIRE project provided infrastructure and equipment upgrades to 89 towers and replacement of over 900 of the 8,000 mobile and portable subscriber units. While all subscribers have access to the upgraded infrastructure, not all subscribers have access to the two-way radio system which will be addressed in the P25 project.			
Overall					Phase III is entering the final stages. Site surveys for the final stage have been completed, but equipment is still in the process of being ordered. Budget and risk status remain manageable.			

Agency	361		Department of Information Technology (DoIT)					
Project Name	P25 Digital Statewide Public Safety Radio System Upgrade							
Project Description	Upgrade and replace public safety radio equipment and systems with digital mobile communications for public safety organizations.							
Project Phase	Implementation	Estimated Implementation Date:		6/30/2022; revised 6/30/2026				
		Estimated Total Cost (in thousands):		\$150,000.0; revised \$176,711.66				
	State	Federal	Total Available Funding ¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$29,300.0	\$0.0	\$29,300.0	\$21,708.6	\$7,591.4	74.1%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					DoIT increased the estimated cost by 17 percent, but has no unified strategic plan for completion of the remainder of the project. Spending to date includes \$18.6 million awarded to Motorola Solutions.			
Schedule								
Risk					DoIT reports agency resource constraints, but no schedule delays as a result Covid-19 restrictions. Project support for DoIT's subject matter expert is limited, with only part-time project management services, posing risk to project prioritization and governance. Project relies on multi-year capital appropriations, posing risks for continued progress. Bernalillo County, a priority region, approved updated coverage maps. DoIT currently anticipates full deployment for ABQ and BernCo by November 2021. However, risk remains high due to lack of project governance and strategic planning. DoIT's ability to improve the state's communications network capacity through P25 radio system will rely on improvements to planning and project management.			
Overall								
¹ Total available funding includes an additional \$7 million appropriated through capital outlay in Laws 2020, with \$5 million from the equipment replacement fund.								

Agency	361		Department of Information Technology (DoIT)					
Project Name	Enterprise Cybersecurity Upgrade (ECU)							
Project Description	To establish framework and foundation for the state's cybersecurity structure, including identifying tools for compliance monitoring and cybersecurity management, and implement an enterprise cybersecurity operations center system.							
Project Phase	Initiation		Estimated Implementation Date:			6/30/2024		
			Estimated Total Cost (in thousands):			\$7,000.0		
	State	Federal	Total Available Funding¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$7,000.0	\$0.0	\$7,000.0	\$1,000.0	\$6,000.0	14.3%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					DoIT reassessed the ECU project and will not close-out the \$1 million portion of the project. Instead, DoIT will submit a change request to the Project Certification Committee in November to include \$6 million appropriation in the budget and request additional certified funds for a project manager.			
Schedule					DoIT reported delays resulting from recruiting the new State Chief Information Security Officer (CISO) and new support contractor for the project, but reports project initiatives have continued. Having filled these positions, scheduling delays should be addressed but Covid-19 impacts are still yet to be determined.			
Risk					DoIT hired a CISO in April and is seeking additional certified funds to establish a project manager. Given Covid-19 impact on working remotely, cyber risks are likely to increase and project management services will be required to mitigate project risk.			
Overall					Analysis of state cybersecurity inventory is underway. Third-party vulnerability scans by RiskSense have been completed for 12 of 38 agencies, but results have not been reported. Risk is high due to lack of project governance and schedule delays. The functionality of the project is yet to be determined given delayed completion date.			
¹ Total available funding includes an additional \$6 million general fund appropriated through capital outlay in Laws 2019.								

Agency	361	Department of Information Technology (DoIT)						
Project Name	New Mexico Rural Broadband							
Project Description	Maximize availability of broadband connectivity across the state's rural areas.							
Project Phase	Initiation	Estimated Implementation Date:		6/30/2023				
		Estimated Total Cost (in thousands):		\$10,000.0				
	State ¹	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$10,000.0	\$0.0	\$10,000.0	\$544.4	\$9,455.6	5.4%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Budget risks remain, pending federal reimbursement for Covid-19 broadband awards made through the project. In Spring 2020, DoIT awarded Cochiti Pueblo \$2.9 million and Sacred Wind Communication \$2.1 million for broadband expansion projects at the Pueblo and in Sierra County. DoIT has yet to award other project funds from the \$10 million capital appropriation to date.			
Schedule								
Risk					The release of the strategic plan should improve project direction and unify goals, but the plan provided cost estimates that are exorbitant (\$2 to \$5 billion), posing risk to continued progress pending further appropriations. DoIT also reports no longer receiving contract Project Management services which could impact oversight capabilities.			
Overall								
					Given Covid-19 impacts on remote work, telehealth services, and online education, the project will focus on addressing urgent Covid-19 connectivity needs. It is unclear whether DoIT will need to reassess project schedule considering growing urgency of broadband availability.			

¹Laws 2018 appropriated \$10 million general fund through the capital outlay process.

Agency	539	State Land Office (SLO)						
Project Name	ONGARD Replacement - Royalty Administration and Revenue Processing System (RAPS)							
Project Description	Replacement of the Oil and Natural Gas Administration and Revenue Database (ONGARD) system. Replacement will be delivered in two separate systems: TRD severance tax and SLO RAPS.							
Project Phase	Implementation	Estimated Implementation Date:			6/30/2020; revised 11/30/2020			
		Estimated Total Cost (in thousands):			\$10,000.0			
	State ¹	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$10,000.0	\$0.0	\$10,000.0	\$5,395.7	\$4,604.3	54.0%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Project is within budget but SLO estimates a potential budget increase pending Go Live date; total increase is yet to be determined. Budget of \$10 million for implementation has been certified, with 54 percent of total budget spent to date. SLO secured an extension of FY19 funding through FY21 in HB2.			
Schedule								
					User acceptance testing is delayed, originally extended to accommodate resource constraints resulting from Covid-19 and Deloitte personnel changes. Go live date is expected no earlier than November 2020. However, given significance of tracking and generating state revenue through the RAPS system, delays may grant agency more time to ensure proper functionality before system rollout. Despite schedule delays, agency continues to collect and distribute revenues on time.			
Risk					Potential risks remain due to overall project complexity and schedule delays. SLO reports staff training sessions are ongoing for system maintenance. Although Covid-19 has required the vendor and SLO staff to work remotely, ceasing travel of contractors, SLO team has compensated through use of daily video conferencing.			
Overall								
					Implementation planning has occurred but schedule delays persist. IV&V is currently in place which should improve quality assurance. SLO staff, given their management of system testing throughout and training sessions with the vendor, will have experience and familiarity with the system that should ease the agency's transition. Schedule should be monitored to estimate and address any further delays to implementation.			

¹Laws 2018 appropriated an additional \$5 million available for expenditure through FY20; the appropriation is from state lands maintenance fund.

Agency	630	Human Services Department (HSD)						
Project Name	Child Support Enforcement System Replacement (CSESR)							
Project Description	Replace the more than 20-year-old system with a flexible, user-friendly solution to enhance the department's ability to meet federal performance measures.							
Project Phase	Implementation	Estimated Implementation Date:			TBD			
		Estimated Total Cost:			\$65,581.9			
	State	Federal	Total Available Funding ¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$5,710.9	\$4,485.9	\$10,196.8	\$3,864.0	\$6,332.8	37.9%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Laws 2020 authorized an extension through FY21 for \$3.4 million previously extended through FY20 in Laws 2019. HSD awarded a \$7 million contract to Deloitte, having paid a total of \$4.9 million to date.			
Schedule					Completion of the more current platform is estimated for August 2021. Project schedule is at risk as HSD is re-evaluating the project timeline to accommodate more leveraging of MMISR investment partners. The IV&V report continues to indicate impacts on schedule due to VDI procurement delays, up to 15 weeks.			
Risk					Resource constraints due to competing operation duties may impact project progress considering hiring freezes and move to remote work. Schedule impact and risk analysis is in progress, according to the agency.			
Overall					HSD awarded a \$200 thousand IV&V contract to ReSpec under statewide price agreement. Having IV&V actively involved will continue to improve monthly project status reporting. Risks remain from project complexity and schedule delays. The system replacement should allow for cross-agency data collection and analysis of child support enforcement reporting.			
¹ Total available funding includes an additional \$5.2 million appropriated in Laws 2019: \$1.8 million general fund and \$3.4 million federal.								

Agency	630		Human Services Department (HSD)					
Project Name	Medicaid Management Information System Replacement (MMISR)							
Project Description	Replace current Medicaid management information system and supporting application to align with federal Centers for Medicare and Medicaid Services (CMS) requirements, including Medicaid information technology architecture.							
Project Phase	Planning and Implementation		Estimated Implementation Date:		12/2021; revised 5/2023			
			Estimated Total Cost ¹ (in thousands):		\$211,805.6			
	State	Federal	Total Available Funding ²	Spent to Date	Balance	% of Budget Expended		
In thousands	\$16,677.5	\$149,735.6	\$166,413.1	\$101,949.2	\$64,463.9	61.3%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Project is currently within budget, with \$206 million appropriated for use through SFY21 with just over 61% of total appropriations expended to date. Advanced planning documents that include outside agency spending for DOH, Children, Youth and Families Department and Aging and Long-Term Services Department have been approved. The project is supported by a 90 percent federal funding participation match.			
Schedule					Project is behind schedule to accommodate new procurement for system integration services and Business Transformation Council work. Schedule re-baseline is planned and project is set to complete in FY23. Contracts for a new system integrator are expected to be awarded in December 2020, slowing progress until completed.			
Risk					A mitigation plan has been developed for "stagnant risks," but the agency did not describe these risks. Resource constraints due to competing operation duties may impact project progress. Proposed schedule re-baseline could postpone estimated return on investments for the project until final completion, originally planned for 2021 now extended to 2023.			
Overall					Due to complexity, high cost, and high risks, the overall project status remains red. Progress has been made on updating deliverables timeline and securing system integrator contracts, but resource constraints and schedule delays persist.			

¹ CMS approved budget including HHS2020 partner agencies.

² Total available funding includes an additional \$12.6 million appropriated in Laws 2019: \$1.3 million from the general fund and \$11.3 million federal.

Agency	690	Children, Youth and Families Department (CYFD)						
Project Name	Comprehensive Child Welfare Information System (CCWIS)							
Project Description:	Replace the legacy Family Automated Client Tracking System (FACTS) with a modular, integrated system to meet the federal Administration on Children and Families (ACF) requirements.							
Project Phase:	Initiation/Planning	Estimated Implementation Date:			Phase I 10/26/21; Overall 8/20/22			
		Estimated Total Cost (in thousands):			\$36,000.0; revised \$44,700.0			
	State	Federal	Total Available Funding ¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$6,000.0	\$2,095.6	\$8,095.6	\$3,888.9	\$4,206.7	48.0%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Project budget is at risk pending federal approval. The project has \$4.94 million certified by the Project Certification Committee. Estimated project budget, with only 18 percent having been appropriated to date, adds to total risk considering reliance on continued appropriations. Federal funding status is currently under review.			
Schedule					Federal approval of the modules, project management vendor contract, change management plan and IV&V contracts are required and critical, and continues to impact the schedule. Contract for the pilot was executed in June 2020 but no anticipated project management or IV&V vendor has been reported.			
Risk					Continuation of the project without Federal approval will jeopardize the remaining planned Federal funding match, up to \$12.3 million in FY22. Without approval, the state would have to cover the remaining costs of the project and reassess strategies for project continuation. Data validation issues also pose risk, having escalated to the Cabinet Secretary in July. Results of the escalation have not yet been reported.			
Overall					Due to the complexity and high risk, the overall status remains red. Federal approval for the implementation phase is critical and has delayed progress. Covid-19 response impacts delivery of laptops, hardware, User Acceptance Testing and training activities.			
¹ Total available funding includes an additional \$7 million appropriated in Laws 2019: \$5.5 million from the general fund and \$1.5 million federal.								

Agency	770	Corrections Department (NMCD)						
Project Name	Offender Management System Replacement (OMS)							
Project Description:	Replace 15-year-old client server offender management system with a commercial-off-the-shelf (COTS), web-based solution. The COTS solution has 17 modules associated with NMCD requirements.							
Project Phase:	Implementation	Estimated Implementation Date:		6/30/2019; revised 6/30/2021				
		Estimated Total Cost (in thousands):		\$14,230.2				
	State ¹	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$14,230.2		\$14,230.2	\$7,959.4	\$6,270.8	55.9%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Current project funding is adequate for the COTS solution, and all funds are DoIT certified to date. Laws 2020 authorized an extension in FY21 for \$2.3 million appropriated in Laws 2018.			
Schedule								
					The project continues to be behind schedule and delays in product development persist. Vendor has increased staff resources, but adjusted work locations for the department and unavailability of resources resulting from Covid-19 closures will likely further delay project schedule.			
Risk								
					NMCD reported the IT division vacancy rate is between 17 and 23 percent and the agency will not be filling these positions due to budget constraints. Covid-19 work constraints and competing priorities may further increase project risk.			
Overall								
					The overall project is 60 percent complete, while construction phase is 57 percent complete. The department plans to complete 2/3 of planned functionality by December 2020, anticipating full implementation by June 2021. Schedule delays pose continued risk.			

¹Amount includes Laws 2019 appropriation of \$4.1 million.

Agency	780		Department of Public Safety (DPS)					
Project Name	Records Management System (RMS)							
Project Description:	Replace various nonpayer record storage with an integrated records management system to provide law enforcement and other public safety agencies with a single source repository of data available to support day-to-day operations, reporting, and records and data analysis. A new RMS will ensure access, preservation, and control of DPS records in all formats.							
Project Phase:	Planning		Estimated Implementation Date:		6/30/2021; revised 12/2022			
			Estimated Total Cost (in thousands):		\$7,381.3			
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$7,381.3		\$7,381.3	\$756.7	\$6,624.6	10.3%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Budget risk has decreased given that DPS did not request funding for FY20, but will use \$166,340 in funds carried over from the original Computer Aided Dispatch (CAD)/Record Management System (RMS) project budget throughout FY20. DPS also secured an extension of \$1.5 million in FY18 appropriations for use through FY21 in HB2.			
Schedule					The project is moving forward and DPS has secured vendors for Project management, IV&V and request for proposals (RFP) writing services which should improve oversight and monthly reporting. The project schedule was rebaselined to account for the project hiatus, but vendor selection may cause further delays.			
Risk					Organizational change management (OCM) remains a risk, as the new system will be a significant change for DPS. Effective implementation of the OCM plan is necessary to ensure effective system intergration. A new Chief Information Officer has been hired and briefed on the project, but IT vacancies remain. Impacts of Covid-19 closures have been reported to affect hiring.			
Overall					A COTS integrated records management solution will minimize or eliminate the need for standalone or specialized programs. Uncertainty remains about how Covid-19 may affect the project. Continued work with the Project Steering Committee for organizational change management planning will help ensure system is integrated effectively.			

Other IT Projects of Concern

Agency	420	Regulation and Licensing Department (RLD)				
Project Name	Permitting and Inspection Software Modernization Project					
Project Description:	Modernize RLD's permitting and inspection software (replacing Accela).					
State Funding (in thousands):	\$2,330.1	Spent to Date:	\$1,138.5	Project Phase:	Implementation	
<ul style="list-style-type: none"> ▶ RLD's Construction Industries Division (CID) permitting collects an estimated \$4 million in revenue. ▶ The agency is at a high risk due to aggressive timeline and staffing and resource constraints. RLD submitted a change request to scope, schedule and budget to the PCC in August 2020. Adding Phase III (Boards and Commissions) has extended the timeline to complete Phase III until July 2022. ▶ RLD has finalized key contracts for a project management vendor, system integrator, and IV&V vendor, demonstrating progress in the fourth quarter. The Manufactured Housing Division (MHD) pilot will transition to production operation on 8/10/20. ▶ RLD is contracting with another vendor to complete the workflow documents for CID; agency reports CID requirements gathering is 90 percent completed. Payment of services are beginning to be submitted. ▶ RLD purchased licenses for the solution platform prior to completion of the requirements gathering. This practice was also followed in the prior failed project. LFC staff cautioned the department against repeating history. ▶ Stakeholder engagement for CID is critical to ensure workflow and business processes are adequately documented. 						

Post-Implementation Issues

Agency	394	State Treasurer (STO)						
Project Name	SHARE Integrated Treasury Solution							
Project Description	Implement the SHARE treasury management module to streamline the cash management and investment management processes by eliminating manual booking of investments into the SHARE general ledger. Implementation will improve accuracy, timeliness, and data integrity.							
Project Phase	Closed	Implementation Date:		4/30/2018				
		Estimated Total Cost (in thousands):		\$1,950.0				
		Total Cost (in thousands):		\$1,946.3				
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$1,950.0		\$1,950.0	\$1,946.3	\$3.7	99.8%		
Post Implementation Rating		Status						
Overall		Implementation of the SHARE treasury module did not meet the full business needs of the agency in terms of participant balance tracking, with participant balances transferred back to QED effective July 1, 2019. The PeopleSoft software has a design flaw, and the vendor did not provide a timeline for remediation. With the exception of tracking participant balances, other SHARE modules are being used by the agency and project closed-out under budget.						
Functionality		STO is using the treasury module, but is relying on the legacy system for investment reporting. The QED vendor upgraded the system at no cost to STO, and implementing additional functionality for \$43 thousand. The annual maintenance cost for the QED system is \$145 thousand.						

Agency	665	Department of Health (DOH)						
Project Name	Women, Infants, and Children (WIC) System Replacement Project							
Project Description:	Replace a 14-year-old legacy system with the WIC regional solution that includes Texas, Louisiana, New Mexico and two independent tribal organizations. The regional model will meet U.S. Department of Agriculture Food and Nutrition Service requirements for management information systems and electronic benefits transfer delivery for WIC benefits.							
Project Phase	Closed	Implementation Date:		11/30/2018				
		Estimated Total Cost (in thousands):		\$7,004.9				
		Total Cost (in thousands):		\$7,089.9				
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$0.0	\$7,004.9	\$7,004.9	\$7,089.9	(\$85.0)	101.2%		
Post Implementation Rating		Status						
Overall		Deployment of an enterprise web-based system and comprehensive clinic and participant case management system is fully operational, completed on time but over budget. No changes to overall project status are reported for the fourth quarter. The WIC program issues benefits to approximately 39.4 thousand state participants with deployment at 70 NM clinics.						
Functionality		While the department has corrected and validated the majority of its reports, impact of the improvements to the program is not clear. The status of overall data validation and reporting remains unknown and no changes to functionality have been reported.						

Agency	690	Children, Youth and Families Department (CYFD)							
Project Name	Enterprise Provider Information Constituent Services (EPICS)								
Project Description:	Multi-phase/multi-year project to consolidate CYFD's legacy system (FACTS) and 25+ stand-alone systems into one enterprise wide web application. EPICS scope consists primarily of the Early Childhood Services program.								
Project Phase	Close-out pending	Implementation Date:		6/30/2018					
		Estimated Total Cost (in thousands):		\$19,827.3					
		Total Cost (in thousands):		\$19,111.7					
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended			
In thousands	\$10,636.8	\$9,190.5	\$19,827.3	\$19,111.7	\$715.6	96.4%			
Post Implementation Rating		Status							
Overall		EPICS project scope was scaled down, resulting in data silos, additional vendor costs, and program integrity concerns. No changes to overall project status have been reported. The system was intended to represent the state's early childhood learning data system, but the system did not consolidate all databases in EPICS as originally planned. Project remains under budget but final closeout is still pending.							
Functionality		The web application provides the ability to determine eligibility for family services such as child care assistance, food services, and home visiting. While some elements of EPICS are working, the department did not succeed in developing an early childhood integrated system and no improvements to functionality have been reported for this quarter. Lack of clear program vision and IT governance structure early on likely contributed to revised scope.							